



*“IF A CHILD CANNOT LEARN IN THE WAY WE TEACH,  
WE MUST TEACH IN A WAY THE CHILD CAN LEARN”*

Conveniently located in the ♥ of Philadelphia

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# TLA PARENT HANDBOOK

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# TLA PARENT HANDBOOK

## Welcome!

Welcome, we are very delighted that you have chosen TLA to provide and fulfill your childcare needs. We are very glad that you will now be part of our family in view of the fact that we are a family oriented center. Our main goal is to provide you and your family with a loving atmosphere that emphasizes the development of the whole child-mind, body, and spirit. We know and understand that early childhood years are one of the most precious times in your child's development and we are very joyful that we are going to be part of this learning experience. Caring for your child is a RESPONSIBILITY we take very seriously.

TLA provides a high quality and age appropriate child development curriculum. TLA and you the parent, contribute to the progress and growth of your child. Our center offers many services and a variety of programs including but not limited to a full day of preschool program for infants through 5 years of age and also an educational/tutorial program for before and after-school age children.

Parents, please take the time to read this handbook carefully, as it will answer many of the questions you may have concerning our policies and procedure. Our goal is to supplement your parenting and support you in your role as a working parent. We encourage you to become an active participant in our center activities and programs we offer. If you have any questions or concerns or problems, feel free to talk to the Center Director. We want the best for you and your child.

## Educational Philosophy Statement:

At TLA, we believe that education is the foundation of growth and development, equipping children with the essential tools to thrive. We recognize that love and education together create the key to success, and we are committed to fostering an environment where children feel supported, inspired, and empowered.

We understand that teaching young minds is a profound responsibility, one that comes with both challenges and immense rewards. Each child is unique, developing mentally, physically, socially, and emotionally at their own pace. We embrace these differences and believe that all children can learn when given the right motivation, guidance, and encouragement from dedicated educators.

Children learn best through active engagement with materials, peers, and adults, and we believe in creating a hands-on, exploratory learning environment that nurtures curiosity, problem-solving, and discovery. Our teachers are committed to understanding learning theories, motivation, and child development to provide a structured yet flexible approach that meets each child's needs while pushing them toward their full potential.

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## A Safe & Supportive Learning Environment:

At TLA, we believe that a safe, well-organized, and engaging environment is fundamental to children's success. Every child is unique in their interests, attitudes, and abilities, and it is our responsibility to provide a structured yet adaptable program that allows for exploration, creativity, and self-expression.

We believe in:

- Challenging children to help them grow and reach their full potential.
- Encouraging collaboration, where children support and learn from each other, fostering teamwork and a sense of community.
- Providing a rich variety of learning materials and choices, ensuring that every child can explore their interests and develop confidence in their abilities.
- Allowing freedom for creativity, enabling children to experiment with different ideas, discover their strengths, and embrace learning with enthusiasm.

## Commitment to Safety & Well-being:

Safety is a top priority at TLA. We are committed to creating a secure environment where injuries and accidents are minimized through proper supervision, proactive planning, and adherence to state and local childcare regulations.

We ensure safety by:

- Supervising children at all times, even during rest periods.
- Conducting daily inspections of classrooms and equipment before children arrive.
- Following all health and safety regulations, ensuring a safe and nurturing space for learning.

## Family Partnerships & Community Engagement:

We believe that parents and educators must work together as partners to promote each child's growth and development. Open communication, collaboration, and shared goals between families and teachers create the strongest foundation for a child's success.

As educators, we find joy in our students and their limitless potential. We recognize that challenges will arise, but we also know that every challenge presents an opportunity for growth and improvement. No matter the obstacle, we are committed to finding solutions and making a positive impact on every child's life.

At TLA, we believe in the power of education, love, and community—because when we work together, we can help every child succeed, thrive, and reach their full potential.

## Mission Statement:

We strive to assist the physical, cognitive, social and emotional development of each child. We aim to provide a safe, supportive and nurturing atmosphere where all children are able to express their creativity freely.

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## Vision:

TLA provides the highest quality of care by obtaining and maintaining the highest level of Keystone STARS and NAEYC accreditation. Assisting the children on their journey through exploration and play by providing both child and teacher directed activities. Providing a stimulating and nurturing environment with an equal balance of social, emotional and intellectual support. Offering a variety of enrichment programs including: Language Art, Music and Movement, Art, Science, Math and more...

Continually assessing our program and making improvements based on the results. Creating a stronger sense of community by collaborating with other childcare centers in the area, building relationships with the local businesses and strengthening the relationships with our stakeholders. Expanding and increasing the number of TLA throughout Philadelphia County, Montgomery County, Lancaster and more.

## Values:

### Cognitive Development

*“I think every parent, every scientist, every childhood educator who has looked at a young child sees that curiosity, that wonder and ask themselves, what can we do to keep this alive in a child, to foster it, to fan the flames and not dampen that curiosity”*  
-Dr. Andrew N. Meltzoff

### Caring Environment

*“When we are talking about how the environment affects the young children, what we’re really talking about most importantly is the human environment; we’re talking about relationships.”*  
-Dr. Jack P. Shonkoff

### Continuous Improvement

*“Perfection does not exist - you can always do better and you can always grow”*  
-Les Brown

# TLA PARENT HANDBOOK

## Non-Discrimination

Subject: Nondiscrimination in Services  
To: Parents  
From: Sheyla Reyes & Brenda Reyes

### **TLA Inc**

Admissions, the provision of services, and referrals of clients shall be made without regard to race, color, religious creed, disability, ancestry, national origin (including limited English proficiency), age, or sex.

Program services shall be made accessible to eligible persons with disabilities through the most practical and economically feasible methods available. These methods include, but not limited to, equipment redesign, the provision of aides, and the use of alternative services delivery location. Structural modifications shall be considered only as a last resort among available methods.

Any individual/client/patient/student/ (and/or their guardian) who believes they have been discriminated against, may file a complaint of discrimination with any of the following:

## PROVIDER

TLA  
4632 N. 5<sup>th</sup> St.  
Philadelphia PA 19140

Department Of Public Welfare  
Civil Rights Compliance Unit  
1400 Spring Garden Street  
State Office Building-Room 502  
Philadelphia PA 19130

OFFICE OF CIVIL RIGHTS  
US Department of Health & Human  
Services Region III  
PO Box 13716  
Philadelphia PA 19101

PA Human Relations Commissions  
711 Philadelphia State Office Building  
Broad & Spring Garden Streets  
Philadelphia PA 191340

Sincerely,  
Sheyla & Brenda Reyes/Owners

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## Enrollment:

Enrollment at TLA is open to children from six weeks to age twelve. Enrollment shall be granted without regard to a child's race, color, creed, religion, national origin, gender, or disability; and without regard to a parent or guardian's race, color, creed, religion, age, national origin, gender, pregnancy or disability.

Parents can apply for enrollment of their child in *TLA* by completing the Enrollment Application and paying the \$75 Registration Fee per child after the 3rd child will be \$25.00 per child thereafter, The Application Fee is non-refundable.

Initial enrollment is contingent upon receipt of the completed enrollment application, including the signed fee agreement and signed Parent Handbook receipt, registration fee. Immunization records and health assessment must be received within the first 30 days from the child's start date in order to continue care.

The Enrollment Application and the Fee Agreements are not meant to serve as contract guaranteeing service for any duration.

A child enrolling in *TLA* must meet all eligibility requirements as set forth by the program. Parents must provide all required documentation, including medical records, immunization history, and proof of residency, before the child's first day. Failure to comply may result in delayed enrollment or dismissal from the program.

**TLA reserves the right to dismiss any parent or child at any time with or without cause.**

Continued enrollment at *TLA* is contingent upon the parent's, emergency contact persons' and child's adherence to the policies and procedure of *TLA* as outlined in this handbook including, but not limited to, timely payment of all fees and tuition.

Parents are required to notify *TLA* immediately, should any of the information collected at the time of enrollment or any time thereafter change. Failure to do so, may result in the child(ren) being dis-enrolled from the program and forfeiture of any registration fees and/or deposits.

## Attendance and Participation Policy:

Regular attendance is critical for a child's success in the program. Parents must ensure that their child attends all scheduled sessions unless an excused absence is provided. Frequent absences or tardiness may result in a review of the child's enrollment status. Parents are responsible for informing the academy in advance of any planned absences.

Subsidized Accounts must follow the attendance policy from ELRC to ensure the subsidized payments are not suspended due to the lack of attendance. TLA has no control over ELRC policies and how they handle consecutive absences.

# TLA PARENT HANDBOOK

## Enrollment Agreement and Financial Terms & Conditions:

Name of Child: \_\_\_\_\_

Enrolling Date: \_\_\_\_\_

\_\_\_\_\_ 1. I agree to pay a registration fee at the beginning of enrollment, as stated. This fee is non-refundable or transferable.

\_\_\_\_\_ 2. I agree to Pay Weekly, Bi-weekly or Monthly. A tuition Fee, as stated, with NO DEDUCTIONS FOR ABSENCES, COVID, VACATIONS, HOLIDAYS OR ANY OTHER NON ATTENDING DAYS OR NATURAL ACTS OF GOD. If tuition is not paid prior to the close of business on Monday, a **LATE PAYMENT FEE** will be added to the account. The Late Fee must be paid prior to my child attending the following week.

\_\_\_\_\_ 3. I understand and agree the Center strives to remain open as scheduled, however if closures are necessary due to severe weather conditions, covid related issues or other unavoidable circumstances, families will be notified via Brightwheel, email, Social Media Platforms and/ or by direct phone contact with the Center. Please note that tuition and copayments remain due in full regardless of any closures.

\_\_\_\_\_ 4. I agree to pay all **LATE PICK-UP FEES** that may occur, as stated on line 5:3, per family, after our schedule closing time.

\_\_\_\_\_ 5. This agreement is subject to change in whole or in part by the center with two weeks notice.

1. Registration Fee: **\$75 per first child, third child or more \$25 per child**

2. Weekly Tuition \$ \_\_\_\_\_ ELRC  Private Pay

3. Late Payment Fee **\$ 20.00 per week**

4. Late Pick-up Fee \$15.00 after 5:31pm for every 15 minutes duration.

5. Date of Admission: \_\_\_\_\_

6. Date of Withdraw: \_\_\_\_\_

7. Days of Enrollment: M T W TH F

8. Drop off time: \_\_\_\_\_

9. Pick up time: \_\_\_\_\_

I certify that I have received, read and understood the information contained in the parent handbook, and in the Enrollment Agreement. I agree to the financial Terms and Conditions and to the scheduled tuition fee listed above. I agree to update the EMERGENCY CONTACT/PARENTAL CONSENT & AGREEMENT FORMS whenever changes occur and every six months as per state regulations.

\_\_\_\_\_  
Parent/Guardian /Signature (Date)

\_\_\_\_\_  
Director/Manager Signature (Date)

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## Tuition:

All custodial parents and/or legal guardians are required to sign a Fee Agreement prior to Enrollment of their child in TLA. Parents are required to indicate to whom all billing information and correspondence are to be addressed.

Tuition can be paid weekly, bi-weekly or monthly. Tuition must be paid in advance of services, You will receive an invoice on Fridays and must be paid by Monday. Upon first day you will be billed the week of service plus the upcoming week of service. We accept the following terms of payments, cash. On your brightwheel app you have the ability to pay with credit and/or debit cards or select auto pay.

TLA accepts MasterCard, Visa, Discovery and American Express. There is a Processing fee for all Credit/Debit Cards. All cash payments must be handed directly to the center Director or Manager. Receipts will be given for all cash payments.

- If tuition is not paid by the close of business day on Monday, there will be a **\$20.00 per week**, late payment fee applied to your tuition by Tuesday.
- There is no credit given for scheduled school holidays, child illness, closings due to emergency situations, inclement weather, vacations or acts of God. In addition, any COVID related closures or non attendance there are no credits given.

Non-payment of tuition is grounds for dismissal from the program. Timely payments are essential for continued enrollment at TLA; however, if you anticipate difficulty with paying on time, please discuss the matter with the Center Director immediately. If alternative arrangements for payments are approved, you will be notified by the Center Director.

TLA does accept child care subsidies. Subsidized children must have the case manager call before they start care and we follow our contractual obligation with ELRC and require parents to pay their copay by Mondays, Parents must pay services prior to being rendered. This means parents must pay the week the child is enrolled and the upcoming week in advance before starting plus the registration fee.

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## Price List:

PUBLISHED PRIVATE-PAY RATES	FT - 4 days or more	PT 1 to 3 days
Infants (3mos - 12 mos)	\$339.15	\$190.00
Young Toddlers (1 - 2 ½ yrs)	\$317.45	\$180.00
Old Toddlers (2 ½ - 3 ½ yrs)	\$297.70	\$165.00
Pre School (3 ½ - 5 yrs)	\$281.15	\$150.00
Summer Camp (6yrs - 13yrs Birthdate)	\$281.15	\$145.00
School Age (6yrs - 13yrs Birthdate)	\$227.75	\$145.00

## Registration Fee: \$75 per child

If enrolling more than 3 children, the registration fee for the third child is \$25 per child.

## Confidentiality:

Within TLA, confidentiality and sensitive information will only be shared with employees of TLA who have a “need to know” in order to most appropriately and safely care for your child. Confidential and sensitive information about faculty, other parents and/or children will not be shared with parents, as TLA strives to protect everyone’s right of privacy. Confidential information includes, but not limited to: names, addresses, phone numbers, disability information, and HIV/AIDS status or other health related information of anyone associated with TLA.

Outside of TLA, confidential and sensitive information about a child will only be shared when the parent of the child has given express written consent, except where otherwise provided for by law. Parents will be provided with a document detailing the information that is to be shared outside of TLA, persons with whom the information will be shared, and the reason(s) for sharing the information.

Any parent who violates the Confidentiality policy will not be permitted on the property thereafter. Refer to the policy regarding Parents Right to immediate Access for additional information regarding dis-enrollment of a child when a parent is prohibited from accessing agency property.

You may observe children at our center who are disabled or who exhibit behavior that may appear inappropriate (i.e. biting, hitting, and spitting). You may be curious or concerned about the other child. Our Confidentiality Policy protects every child’s privacy. Employees of TLA are strictly prohibited from discussing anything about another child with you.

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## Mandated Reporting:

### Child Abuse and/ or Neglect

Under the Child Protective Services Act, mandated reporters are required to report any suspicion of abuse or neglect to the appropriate authorities. The employees of TLA are considered mandated reporters, under the law. The employees of TLA are not required to discuss their suspicions with parents prior to reporting the matter to the appropriate authorities, nor are they required to investigate the cause of any suspicious mark, behavior or condition prior to making a report. Under the act, mandated reporters can be held criminally responsible if they fail to report suspected abuse or neglect. We at TLA take this responsibility very seriously and will make all warranted reports to the appropriate authorities. The Child Protective Service Act is designed to protect the welfare and best interest of all children.

As mandated reporters, the staff of TLA cannot be held liable for reports made to Child Protective Services which are determined to be unfounded, provided the report was made in “good faith”

Cause for reporting suspected child abuse or neglect include, but are not limited to:

- Unusual bruising, marks, or cuts on the child’s body
- Severe verbal reprimands
- Improper clothing relating to size, cleanliness, season
- Transporting a child without appropriate child restraint (e.g. car seats, seat belts, etc.)
- Dropping off or picking up a child while under the influence of illegal drugs or alcohol
- Not providing appropriated meals including a drink for your child
- Leaving a child unattended for any amount of time
- Failure to attend to the special needs of a disabled child
- Sending a sick child to school over medicated to hide symptoms, which would typically require the child to be kept at home until symptoms subside
- Children who exhibit behavior consistent with an abusive situation

## Parent Code of Conduct:

TLA requires the parents of enrolled children at all times, to behave in a manner consistent with decency, courtesy, and respect. One of the goals of TLA is to provide the most appropriate environment in which a child can grow, learn and develop. Achieving this ideal environment is not only the responsibility of the employees of TLA but is the responsibility of each and every parent or adult who enters the academy. Parents are required to behave in a manner that fosters this ideal environment. Parents who violate the Parent Code of Conduct will not be permitted on agency property thereafter. Please refer to the Policy on Parent’s Right to Immediate Access for additional information regarding disenrollment of the child when a parent is prohibited from accessing agency property.

# TLA PARENT HANDBOOK

## **Swearing/ Cursing:**

No parent or adult is permitted to curse or use other inappropriate language on Academy property at any time, whether in the presence of a child or not. Such language is considered offensive by many people and will not be tolerated. If a parent or adult feels frustrated or angry, it is more appropriate to verbally express the frustration or anger using non-offensive language. At NO time shall inappropriate language be directed toward members of the staff.

## **Threatening of Employees, Children other Parents or Adults associated with TLA:**

Threats of any kind will not be tolerated. In today's society, TLA cannot afford to sit by idly while threats are made. In addition, all threats will be reported to the appropriate authorities and will be prosecuted to the fullest extent of the law. While apologies for such behaviors are appreciated, the agency will not assume the risk of a second chance. PARENTS MUST BE RESPONSIBLE FOR AND IN CONTROL OF THEIR BEHAVIOR AT ALL TIMES.

## **Physical / Verbal Punishment of your child or other children at TLA:**

While TLA does not necessarily support nor condone corporal punishment of children, such acts are not permitted in the facility. While verbal reprimands may be appropriated, it is not appropriate for parents to verbally abuse their child. Doing so may cause undue embarrassment or emotional distress. Parents are always welcome to discuss a behavior issue with the teacher and to seek advice and guidance regarding appropriate and effective disciplinary procedures.

Parents are prohibited from addressing, for the purpose of correction or discipline, a child that is not their own. Of course, no parent or other adult may physically punish another parent's child. If a parent should witness another parent's child behaving in an inappropriate manner or is concerned about behavior reported to them by their own child, it is most appropriate for the parent to direct their concern to the classroom teacher and/or Academy Director.

Furthermore, it is completely inappropriate for one parent to seek out another parent to discuss their child's inappropriate behavior. All behavior concerns should be brought to the classroom teacher or Director's attention. At that point, the teacher and/or Director will address the issue with the other parent. Although you may be curious as to the outcome of such a discussion, teachers and/or the Director are strictly prohibited from discussing anything about another child with you. All children enrolled in our academy have privacy rights and are further protected by our Confidentiality Policy. You may be assured that we will not discuss anything about your child with another parent or adult visiting the Academy.

## **Smoking:**

For the health of all TLA employees, children and associates, smoking is prohibited anywhere on academy property. Parents are prohibited from smoking in and around the building, on the grounds and/or in the parking

# TLA PARENT HANDBOOK

area. Parents who are smoking in their cars must dispose of the cigarette prior to entering the building and or parking lot.

## **Cell Phone Use:**

Cellphone use is prohibited during pick up and drop off. DO NOT use cellphones inside the center while picking up or dropping off your child as communication during these times are very important.

## **Violations of The Safety Policy:**

Parents are required to follow all safety procedures at all times. These procedures are designed not as simple inconveniences, but to protect the welfare and best interest of the employees, children and associates of TLA. Please be particularly mindful of TLA entrance procedures. We all like to be polite. However, we need to be careful to not allow unauthorized individuals into the building. Holding the door open for the person following you may, in fact, be polite; however, that person may not be authorized to enter the premises. Security procedures are only as strong as the weakest person in our organizational chain. Be alert and mindful. Immediately report any breaches to the Academy Directors.

## **Confrontational Interactions with Employees, other Parents or Associates of TLA:**

While it is understood that parents will not always agree with the employees or the parents of other children, it is expected that all disagreements be handled in a calm and respectful manner. Confrontational interactions are not an appropriate means by which to communicate a point and are strictly prohibited.

## **Violations of The Confidentiality Policy:**

TLA takes very seriously the responsibility of maintaining the confidentiality of all persons associated with the agency. Parents must understand the implications of this responsibility. Parents need to recognize that the Confidentiality Policy not only applies to their child or family, but all the children, families and employees associated with TLA. Any parent who shares any information considered to be confidential, pressures employees or other parents for information which is not necessary for them to know, will be considered to be in violation of the Confidentiality Policy.

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## Inclusion Policy:

TLA is committed to creating an inclusive and supportive learning environment for all children. We believe that every child, regardless of ability level, deserves equal opportunities to participate, learn, and thrive in our program.

We will make reasonable accommodations to ensure full and active participation of all children based on their individual capabilities and needs. This includes:

- Encouraging a welcoming and accepting classroom environment.
- Providing necessary support and resources for children with diverse abilities.
- Partnering with families to understand and meet each child's unique needs.
- Ensuring our staff receives ongoing training on inclusive practices.

At TLA, we celebrate diversity and strive to foster a sense of belonging and acceptance for every child in our care.

## Individualized Education Plan (IEP) & (IFSP) Implementation:

To ensure that the needs of children with an Individualized Education Plan (IEP) or an Individualized Family Service Plan (IFSP) are met, the following procedures will be implemented:

### Director Responsibilities:

- Ensure to obtain a copy and written permission from all families with IEP/IFSP and copy and permissions will be placed in the child's file.
- Maintain organized records by filing all IEP/IFSP copies in the child's file for easy access by the teaching team.
- Provide copies of the IEP/IFSP goals to the child's teacher(s) and discuss strategies to meet those goals effectively.
- Ensure all teachers are trained on how to implement an IEP/IFSP. Training will be documented in each teacher's professional development record (PDR).
- Coordinate with parents to receive updated IEP/IFSP progress and goals by scheduling periodic meetings with the child's family and teacher(s) to:
  - Review the child's progress.
  - Develop strategies for adapting classroom activities to support IEP/IFSP goals.
- Monitor teachers' efforts in supporting children to meet IEP/IFSP goals.
- Request parents additional support when needed.
- Ensure teachers conduct family conferences to report progress.

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## Teaching Team Responsibilities:

- Observe and document the child's weekly progress toward IEP/IFSP goals and use these observations to individualize lesson plans.
- Maintain communication between home and teachers through our Bright Wheel app, which makes documenting daily progress a great tool for communication for each child with an IEP/IFSP.
- Conduct family conferences at least twice a year to share:
  - Progress on IEP/IFSP goals.
  - The child's overall development.
  - Participation levels in the classroom.
- Collaborate with families to plan for and discuss transitions into new classrooms or programs.
- Develop an individualized transition plan as needed to support the child's success.

## Policy & Procedure:

### SUSPENSION & EXPULSION:

At TLA, we strive to work collaboratively with parents and guardians to create the best care plan for each child. A teamwork approach is essential in addressing repeated inappropriate behavior. Patience, support, and follow-through are critical in fostering a positive and safe learning environment.

While we make every effort to support children through guidance and redirection, TLA reserves the right to suspend or withdraw a child from its programs for any of the following reasons:

### Grounds for Suspension or Expulsion:

- The child's needs are not being met in a small or large group setting.
- Failure of the parent/guardian to provide necessary information or follow the required guidelines of the program.
- The child poses a safety threat to themselves, other children, or staff.
  - *If it is determined that a child must be removed from the program, a two-week notice will be provided to allow parents time to make alternative child care arrangements, except in cases specified below.*

### Immediate Expulsion Criteria:

If a child's behavior is deemed potentially dangerous, it is grounds for immediate expulsion from the program. Potentially dangerous behavior includes, but is not limited to:

- Inappropriate sexual behavior
- Verbal or physical abuse to themselves, towards a child and/or staff member
- Bringing a weapon to school or engaging in any form of violent threat

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## Definition of Inappropriate Behavior:

Inappropriate behavior that may result in suspension or further Expulsion action includes:

- Any behavior that interferes with the safety and well-being of themselves or others.
- Actions that prevent staff from effectively supervising and maintaining proper ratios.
- Verbal disrespect toward staff, peers, or other members of the program.
- Lack of respect for property, including intentional damage to materials or belongings.
- Use of abusive language or gestures.

TLA believes in fostering a supportive and structured environment where children are encouraged to develop socially and emotionally. Our goal is to minimize suspension and expulsion by implementing positive behavior reinforcement, early interventions, and family engagement.

## Transition Policy for Classroom Changes:

TLA is committed to ensuring a smooth and supportive transition when a child moves to a new classroom due to age advancement, developmental progression, or other programmatic needs. A structured transition process is implemented to help children adapt gradually, reducing anxiety and fostering a sense of comfort in their new learning environment.

### Transition Process Overview:

Transitions will take place over a two-week period and include the following steps:

1. Familiarization with the New Teacher:
  - The new teacher will visit the child's current classroom for 5-10 minutes over the first few days to build familiarity.
2. Short Visits to the New Classroom:
  - Gradual exposure to the new environment begins with short 5-10 minute visits, increasing incrementally over several days.
3. Extended Classroom Integration:
  - The child will participate in lunch, nap time, and structured lessons in the new classroom while still maintaining time in their current class.
4. Full Transition:
  - By the end of the transition period, the child will be fully integrated into their new classroom.

### Parental Communication and Support:

- Parents will receive advance notice regarding their child's upcoming transition.
- A Transition Plan will be shared with parents, outlining the schedule and expectations.
- Teachers will provide regular updates on how the child is adjusting.

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## Exceptions & Special Considerations:

- If a child requires additional time to transition, the period may be extended based on teacher observations and parental input.
- Children with special needs or individualized learning plans may have modified transition procedures as deemed necessary.

This structured transition approach ensures that every child feels supported, confident, and secure in their new learning environment.

## Parent's Right to Immediate Access:

Parents of a child in our care are entitled to immediate access, without prior notice, to their child whenever they are in care at TLA, as provided by law.

In cases where the child is the subject of a court order (e.g., Custody Order, Restraining Order, or Protection from Abuse Order) TLA must be provided with a Certified Copy of the most recent order and all amendments thereto. The orders of the courts will be strictly followed unless the custodial parent(s) request a more liberal variation of the order in writing. In the case where both parents are afforded shared/joint custody by order of the court, both parents must sign the request for more liberal interpretation of the order.

In the absence of a court order on file with TLA, both parents shall be afforded equal access to their child as stipulated by law. TLA cannot, without a court order, limit the access of one parent by request of the other parent, regardless of the reason. If a situation presents itself where one parent does not want the other parent to have access to their child, TLA suggests that the parent keep the child with them until a court order is issued, since our rights to retain your child are secondary to the parent's right to immediate access. TLA staff will contact the local police should a conflict arise.

Visitors are asked to schedule appointments with the Academy Director and are allowed in the facility only at the discretion of the Academy Directors. An employee of TLA will always accompany visitors throughout the facility.

TLA will dismiss any child whose parent is prohibited from entering upon agency property. Due to the parents' right to immediate access policy, as well as state and federal regulations, TLA cannot have a child in the facility when the child's parent is prohibited access. TLA will not agree to any request to maintain a child's enrollment even if the parent agrees to stay out of the facility. Such an agreement will not be entertained.

# TLA PARENT HANDBOOK

## Dismissal:

TLA reserves the right to dismiss any child at any time, with or without cause.

Any past due balances must be paid within 30 days of dismissal. An invoice detailing the past due balance will be forwarded to the address indicated in the child's file within one week of the dismissal.

The Director or Manager will assist the parent in gathering their child's belongings at the time of dismissal and parents are required to leave the facility property in a calm and respectful manner, immediately. TLA will request assistance from local police should any parents become disruptive and/or uncooperative while gathering their child's belongings upon dismissal.

A dismissed child and his/her parents are required to call and request an appointment with the Director if they wish to return to agency property following a dismissal. Appointments are made at the discretion of the Academy Director and are not a right of the dismissed child or parent.

Following a dismissal, any parent or child who harasses, threatens or in any manners causes harm to anyone affiliated with the agency by calling, writing, or any other means, will be prosecuted to the fullest extent of the law, by TLA.

## Withdraw:

Two weeks written notice is required when withdrawing a child for any reason. If the proper notice is given, any unused tuition and deposit will be refunded within 30 days of the withdrawal. If the required notice is not given, parents will be charged tuition for two additional weeks and will not have their deposit refunded.

The parents and child, following their last day of enrollment, are not permitted to re-enter the facility without prior permission of the Director. A withdrawn child and his/her parents are required to call and request an appointment with the Director if they wish to return to agency property following the last day of enrollment at TLA. Appointments are made at the discretion of the director and are not a right of the withdrawn child or parent.

Parents, who wish to change their child's days or times of enrollment at TLA, must submit a request to do so two weeks in advance of the proposed change.

The Director will notify the parents in writing if the new schedule is available. A schedule change will not be considered to be final until a new agreement is signed. If the schedule change requires an additional deposit and/or registration fee, the change will also be contingent upon payment of these monies. If the requested schedule is not available parents may choose to continue with the current schedule until such time as the requested schedule becomes available, or may choose to withdraw their child from the program. The date the request for the Director receives the schedule change will be used to toll the two weeks notice required.

# TLA PARENT HANDBOOK

## COURT ORDERS AFFECTING ENROLLED CHILDREN:

In cases where an enrolled child is the subject of a court order (ex... Custody Order, Restraining Order, or Protection from Abuse Order) TLA must be provided with a Certified Copy of the most recent order and all amendments thereto. The orders of the court will be strictly followed unless the custodial parent(s) requests a more liberal variation of the order in writing. In the case where both parents are afforded shared/joint custody by order of the court, both parents must sign the request for more liberal interpretation of the order.

**In the absence of a court order on file with TLA administration, both parents shall be afforded equal access to their child as stipulated by law.** TLA cannot, without a court order, limit the access of one parent by request of the other parent, regardless of the reason. If a situation presents itself, where one parent does not want the other parent to have access to their child, TLA suggests that the parent keep the child with them until a court order is issued.

If conflicting court orders are presented, the most recently dated court order will be followed.

Once presented with a Protection from abuse Order or a Restraining Order, TLA is obligated to follow the order for the entire period it is in effect. Employees of TLA cannot, at the request of anyone, except the issuing judge, allow a Protection from Abuse Order and/or a Restraining Order to be violated. TLA will report any violations of these orders to the court.

# TLA PARENT HANDBOOK

## ARRIVAL PROCEDURES:

Upon arrival at TLA, the parents or the authorized adult dropping the child off must have access to brightwheel, which is the attendance and communication app! There is a QR code provided at every TLA location, by the front lobby. Children are required to be escorted by their parents or authorized adults dropping them off, to the front desk and not watch them from their car. Children are required by law to be supervised at all times while in the child care facility.

TLA discourages parents from sneaking out of the academy. Some children exhibit separation anxiety when it is time for their parents to leave. TLA believes it is best for parents to tell the anxious child upon arrival that after all of the child's things are put away, the parent will kiss, hug and say goodbye to the child. This will prepare the child for their departure. The employee present in the classroom will comfort and assist the child through the anxious time. Parents are asked to leave after saying goodbye. The longer the parent of an anxious child drags out the departure, the more anxiety the child is likely to feel. The professional employees of TLA are available to discuss other options if the child does not settle into the arrival routine after a reasonable period of time.

At arrival, parents are required to follow the Medication Policy if a child must receive medication during the course of the day.

Parents are required to notify the child's teacher or Director of any special instructions or needs for the child's day. The parents must present the special instruction in the form of a letter, verbal discussion and/or the brightwheel app. These special instructions include but are not limited to: Early pick-up, Alternative pick-up person, health issues over the previous night which need to be observed and/or any general issues of concern which the child care providers should be aware to best meet the needs of your child throughout the day.

**NOTIFICATION OF ABSENCE:** Parents are required to inform the academy by 9am if a child will not be at the academy on a scheduled day. This will enable the academy to more effectively maintain appropriate ratios and help the classroom teacher effectively plan for the day.

If your child is ill, we request that you notify the Director not only of the absence, but also of the nature of the illness. This enables our faculty to keep track of any illnesses, which may occur at our school. This information will only be shared with staff on a 'need to know' basis. If your child has a communicable disease, we ask that you share the diagnosis with the Director, so that the parents of the children in the school may be notified that a communicable disease is present. Once again, only the communicable disease information

# TLA PARENT HANDBOOK

## PICK UP PROCEDURES:

Parents or other authorized adults (18 or older) are required to have access to the Brightwheel app for the check out station located in the lobby of every center. Once a parent checks out their child, the parent is solely responsible for supervising their child while on center premises. The parent may not allow a child to wander through the facility.

Parents or persons designated to act “in loco parentis” are required to sign any incident/accident reports from the day of pick-up. The classroom teacher will be able to briefly discuss the matter with you or another authorized adult at pick-up. However, should you feel it necessary to have an in-depth discussion or meeting, it is most appropriate to schedule the meeting for a later date because the teacher is responsible for supervising the remaining children in the classroom. A telephone conference may be scheduled for later in the day or for the next day at nap/rest time if the parent(s) is unable to meet at the facility during the course of the day.

## LATE PICK-UP:

All measurements of time are to be according to TLA clock located on the wall. Late fees are as follow (per family)

- 5:31 pm – 5:45 pm is \$15
- 5:46 pm – 6:00 pm is \$30
- 6:01 pm – 6:30 pm is \$45
- 6:31 pm – 6:45 pm is \$60
- 6:46 pm - 7:00 pm is \$75

By 7:00pm the local authorities will be called. Unless parents have called to inform us of the late pick-up.

## PERSON APPEARING TO BE IMPAIRED BY DRUGS/ALCOHOL AT PICK-UP:

The staff of TLA will contact local police and/or the custodial parent, should a custodial appear to the staff to be under the influence of drugs and/or alcohol. The parent’s right to immediate access does not permit the company from denying a custodial parent’s access to their child even if the parent is or appears to be impaired. However, TLA staff will delay the impaired parent as long as possible, while contacting the other parent, the local police and Child Protective Services.

Any other authorized person who attempts to pick-up a child, and appears to the staff to be under the influence of drugs and/or alcohol will be denied access to the child. The staff will contact the child’s parents, local police and Child Protective Service to notify them of the situation.

# TLA PARENT HANDBOOK

## EMERGENCY/ALTERNATIVE PICK-UP FORMS:

At enrollment, parents will be presented with an Emergency/Alternate Pick-up form. Parents are encouraged to include on this form any, and all persons who, in the course of events, may at one time be asked to pick-up their child from TLA. In an emergency situation the child's parent will be called first. If they can not be reached, staff will call the person listed on the form until someone is reached.

The people on the emergency pick-up form are only afforded the right to pick up the child. Staff is not allowed to discuss the child's day with them. The person on the emergency form will be required to provide a Government Issued photo ID prior to the release of the child. There will be NO exceptions to this rule.

All changes to the emergency form must be made only by the custodial parent as they are the only ones that have the right to make changes or additions to this form.

TLA reserved the right to refuse/ban any person listed on the Emergency Form for any reason, including but not limited to violations of the policies/procedures contained herein. It is the responsibility of the enrolling parent(s) to inform each person on the Emergency Form of the policies/procedures contained herein.

### Brightwheel App Access for Authorized Pick up Personal

On the Emergency contact form account holders must include phone numbers for all emergency contact individuals and the center will invite them to the Brightwheel app. They will have their own check in and out Pin within the app. The authorized pick up and drop off will NOT have access to sensitive information including activities and or billing information unless the account holder authorizes the person through the profile of the app. This is to keep confidentiality and ensure not to violate the HIPPA Laws.

# TLA PARENT HANDBOOK

## CLOSING SCHEDULE

Independence Day	July
Labor Day	September
Thanksgiving Day	November
Day After Thanksgiving	November
Christmas Day	December
Day After Christmas	December
New Years Day	January
Memorial Day	May

An annual school closing schedule calendar will be posted at all TLA locations on the Parent Boards located in the front lobby and BrightWheel app.

# TLA PARENT HANDBOOK

## EMERGENCY CLOSING AND INCLEMENT WEATHER INFORMATION:

In the event of an emergency closing and/or inclement weather, parents will be notified of the closing via Brightwheel app, text message, email, social media platforms and/ or by contacting the center.

Should the school need to close in the middle of the day, the school staff will attempt to reach the child's parents first to arrange for pick-up. Should the staff be unable to reach the parents, the person listed on the Emergency Form will be called until pick-up arrangements can be made. Staff will notify the parents or emergency contact person at the time of the call; of the time that facility will be closing and/or the pick-up location should the children need to be evacuated from the Academy. Parents or emergency contact person should report directly to the where the children will be located at.

Should the Academy need to close for any reason, tuition will not be refunded or reduced for closures.

# TLA PARENT HANDBOOK

## CURRICULUM INFORMATION:

### DAILY SCHEDULE OF ACTIVITIES:

- Curriculum= Activities in all age groups are based on the most up-to-date practices recognized by experts in early childhood education. The classroom teachers prepare lesson plans, which are handed in to the Director for review and input. We use Creative Curriculum for classroom activity ideas.
- Observation= We value your child's experiences. When your child starts at TLA observations will occur throughout their time here. This will help us provide the best care academically and socially for your child. We respect each child as an individual and set up their goals accordingly.

### CLASS ASSIGNMENTS:

Children are assigned to classrooms typically by age and cognitive ability. When it is time for your child to move to the next classroom, you will be given notice and a transition plan for the child to gradually try the new classroom out. We encourage being an active participant in the child's decision to move into a new classroom prior to any transition. Whether a child transfers to another classroom or another educational setting we will work to ensure a smooth transition. At your written request we will transfer your child's records.

- 6:00-7:30 Am           Arrival
- 7:30-8:30 Am           Breakfast / Puzzles
- 8:30-9:00 Am           Bathroom / Diaper Change
- 9:00-9:30 Am           Circle Time
- 9:30-10:30 Am          Educational Time
- 10:30-11:00 Am         Recess
- 11:00-11:30 Am         Bathroom / Diaper Change
- 11:30-12:15 Pm         Lunch Time
- 12:15-12:30 Pm         Story Time
- 12:30-2:30 Pm          Nap Time
- 2:30-3:00 Pm            Bathroom / Wash up
- 3:00-3:30 Pm            Snack Time
- 3:30-4:00 Pm            Music / Dance
- 4:00 – 5:30 Pm          Indoor Games / Departure

**NAP TIME:** All children are encouraged to nap between 12:30-2:30. Children are required to nap in a sleeping bag.

# TLA PARENT HANDBOOK

## EDUCATIONAL/PERSONAL SUPPLIES:

All items should have the child's name with permanent markers and or Labels.

### Infants and Toddlers:

- Two sets of clothes change according to the season
- One Blanket
- Diapers and wipes (Toddlers Only)
- 2 Bottles to keep at center
- Ointment (optional)
- Pacifier (optional)

### Preschoolers and Summer Camp

- Two sets of clothes change according to the season
- One Blanket
- 2 composition books,
- Big crayons,
- Book bag,
- Big pencils.
- Crayon
- Pencil box.
- Kleenex
- 2 Glue Stick

## Electronic Device Policy:

To ensure a **focused, distraction-free, and safe environment**, **electronic devices are not permitted on the premises** during childcare services.

### Prohibited Devices:

- **Cell phones**
- **Tablets**
- **Smartwatches**
- **Headphones & AirPods**
- **Gaming devices**
- **Any other electronic devices**

### Policy for After-School Children:

- Upon arrival, children with cell phones may **briefly contact their parents** before care begins.
- All **electronic devices must be turned in at the front desk**, labeled with the child's name.
- Devices will be securely stored and **returned at pickup time**.

# TLA PARENT HANDBOOK

- The **Brightwheel App** will serve as the primary method of communication between parents and the center during care hours.

This policy ensures that children remain engaged, safe, and focused on social interactions and program activities. We appreciate parental support in reinforcing these expectations.

**BIRTHDAYS/HOLIDAYS CELEBRATIONS:** We allow parents to bring in cakes/cupcakes or other special treats to school to celebrate a child's birthday. For safety reasons we will not accept food made at home. All cakes, treats etc must be purchased at a local store and must have the ingredient label on it. We prefer the parent to ensure they obtain a store bought cake / cupcakes due to allergic reactions especially with peanuts.

**PARENT/TEACHER CONFERENCE:** A getting to know you conference is offered at enrollment and every 6 months. Periodic parent/teacher conference is scheduled to discuss your child's development and progress and include child observations. A conference may be requested at any time by the parent(s) if there are questions concerning a child's progress or specific problem.

**GRADUATION/MOVE UP:** We have a graduation/move-up ceremony every year at the end of May or beginning of June for the Pre-K children moving up to Pre-k or going to Kindergarten.

# TLA PARENT HANDBOOK

## RATIOS

<b>Age Range</b>	<b>Staff</b>	<b>Children</b>	<b>Maximum Group Size</b>	<b>Maximum Staff per Group Size</b>
INFANTS	1	4	8	2
YOUNG TODDLER 18 months	1	5	10	2
OLDER TODDLER 27 months	1	6	12	2
PRESCHOOL 3/5 years old	1	10	20	2
YOUNG SCHOOL AGE 6/7 years old	1	12	24	2
OLDER SCHOOL AGE 8/9 years old	1	12 or 15	24 or 30	2
OLDER SCHOOL AGE 10 and older	1	15	30	2

# TLA PARENT HANDBOOK

## DISCIPLINE:

At TLA, we believe that keeping children busy and actively engaged decreases the frequency of behavior problems in the classroom. Transition activities help the children move smoothly from one activity to another. Our teachers use only positive guidance and redirection. Setting consistent, clear, understandable limits fosters the child's ability to become self-disciplined, which is our ultimate goal. We encourage staff to try to ignore negative behavior as much as possible (since much of it is an effort for attention) and reinforce appropriate behavior. Hopefully this will draw the child into the group and thus avoid the need for frequent discipline. When these methods do not work, your child will be spoken to and removed from the situation as a first step. Children are born with enormous creativity! We feel that too much discipline (correcting a child for every little thing) destroys their spirit. By teaching the child that each choice they make has a direct consequence, they will begin to learn to be responsible for their own actions. A negative choice will result in a negative consequence. TLA prohibits corporal punishment of any kind, cruel, or severe punishment, humiliation, or verbal abuse. No child will be denied food as a form of punishment nor punished for soiling or wetting their clothing. If behavior problems present, every attempt will be made to remedy the situation. However, dismissal of a child for behavior problems will be at the sole discretion of TLA.

Please do not be discouraged if your child is disciplined. Children act out and test out limits at all stages of development. The behavior will pass as long as we are all consistent. You will be notified of any behavior we feel should be reinforced at home.

# TLA PARENT HANDBOOK

## DRESS CODE:

Starting January 3, 2022 all children infant through pre-school attending care must wear TLA uniforms. The uniform shirts are sold at all locations which have the TLA logo. Uniforms consist of a Red Polo shirt with the Logo, Black pants, Black jumper or Black skirts and any closed non slippery shoes. Uniforms will prepare children to transition into actual school.

Coats, hats, gloves, scarves and winter boots must be provided in the winter months. It is not necessary for the children to wear their winter boots to the center. Teachers will change the children into their winter boots when they go outdoors.

Children are not permitted to wear open toed, and/or open backed shoes. The most appropriate type of shoes for participation in school activities are rubber-soled, sneaker/tennis shoes. Girls are not allowed to wear beads in their hair as they can get loose and swallowed by other children.

Children are required to have two seasonable and size appropriate, complete change of clothing at all times. A complete change of clothing includes shirt, pants, underwear, and socks.

All clothing items must be clearly labeled with the child's first and last names (no initials). This includes coats, hats, gloves, scarves and boots. TLA is not responsible for lost or damaged items of clothing that were not labeled by the parent.

Children are not permitted to wear jewelry of any kind. It is a safety hazard for your child as well as the other children enrolled in the program. In addition, TLA will not be responsible for lost or stolen valuables. It is the parents' responsibility to enforce this policy with their children.

TLA is not responsible for damage to or loss of and articles of clothing.

# TLA PARENT HANDBOOK

## HEALTH AND SAFETY:

**PRE-ENROLLMENT REQUIREMENTS:** Each child is required to complete a pre-enrollment packet of information (enrollment packet). This packet is to be returned to the academy office prior to the child's first date of attendance. All children are required to have a complete up to date immunization record on file at TLA. This is per our licensing regulations. If you have chosen not to have your child immunized, please ask the Director for an immunization waiver form. Immunization may be waived for certain reasons. Please discuss this with the Director to determine whether you have the right to be enrolled and not have your child immunized. Parents are required to have a waiver on file in place of an immunization record, so that the academy can maintain compliance with licensing regulations.

All children are required to have a physical examination form filled out by a licensed medical professional, in order to attend TLA. The physical examination form, indicating the child's fitness to attend TLA, must be completed by a licensed healthcare professional and returned to the Director within the first 30 days of enrollment.

## Developmental and Social-Emotional Screening Policy (New Section)

Titi's Learning Academy values the healthy growth and development of all children enrolled. To support this commitment, our academy conducts comprehensive developmental and social-emotional screenings for each child. These screenings help educators and families understand where each child excels and where additional support may be beneficial.

### Screening Tools:

Our academy uses the **Ages and Stages Questionnaires (ASQ)** for screening:

**ASQ-3:** Evaluates the child's overall developmental progress.

**ASQ:SE-2:** Focuses specifically on the early detection of social-emotional development concerns.

### Screening Schedule:

Initial screening is completed within **45 days** of the child's admission to Titi's Learning Academy.

Subsequent screenings occur annually thereafter.

# TLA PARENT HANDBOOK

## **Parent Participation:**

Results of the screenings will be reviewed with parents during scheduled **Parent-Teacher Conferences**.

Parents receive a copy of the completed screening tool to follow along during discussions.

Parents are encouraged to voice any concerns, ask questions, and share insights about their child's developmental and behavioral patterns.

## **Family Considerations:**

Our staff will arrange for necessary accommodations, such as toys or activities, for any additional children attending screenings.

If a language interpreter is needed, the academy provides this **free service** to ensure full understanding of the screening process and results.

## **Screening Process:**

Staff will record parental feedback, questions, or concerns during the screening.

Cultural considerations and expectations regarding behavior and development will be respectfully discussed to provide inclusive and individualized care.

## **Scoring System:**

### **ASQ-3:**

**Yes:** Child consistently performs skill (10 points)

**Sometimes:** Child beginning to perform skill (5 points)

**Not Yet:** Child does not yet perform skill (0 points)

### **ASQ:SE-2:**

**Z:** Child consistently exhibits the behavior (0 points)

**V:** Child occasionally exhibits the behavior (5 points)

**X:** Child rarely or never exhibits the behavior (10 points)

**Concern:** Additional 5 points assigned per identified concern.

# TLA PARENT HANDBOOK

## **Results and Recommendations:**

If the screening identifies areas of concern, staff will discuss these findings thoroughly with families.

Recommendations for further assessment or interventions, if necessary, will be shared clearly and compassionately with families, and appropriate referrals to medical professionals or developmental specialists will be provided.

This policy ensures that every child's developmental journey at Titi's Learning Academy is supported, respected, and celebrated. Parents are encouraged to participate fully and collaborate closely with academy staff to achieve the best outcomes for their child.

## **Caring for Children with Special Needs Policy (New Section)**

Titi's Learning Academy is committed to providing an inclusive environment that respects the individual needs of all children, including those with special health care needs or disabilities. In accordance with the **Americans with Disabilities Act (ADA)**, our academy ensures equal access and opportunity to every child and family we serve.

### **Our Commitment:**

We welcome and accommodate children with special health care needs or disabilities.

All children and families will be treated with dignity, respect, and confidentiality regarding individual differences and health conditions.

### **Procedure and Responsibilities:**

#### **Admission and Identification:**

When a child with special needs is identified during the enrollment process, the family will be provided a **Special Health Care Plan** and an **Emergency Information Form** to be completed in collaboration with their health care provider and a designated academy staff member.

#### **Inclusive Participation:**

Titi's Learning Academy ensures children with special needs participate fully in all activities. The academy may seek consultation from specialized agencies or professionals with prior parental consent, using an **Authorization for Release of Information Form**.

Academy staff involvement in **IFSP (Individualized Family Service Plan)** and **IEP (Individualized Education Program)** meetings is encouraged to maintain the most supportive environment.

# TLA PARENT HANDBOOK

## **Staff Training:**

All academy staff will receive training on inclusive practices, accommodations, and specific care required for children with special needs.

The academy staff will collaborate closely with families and health care professionals to establish the most effective accommodations and care plans.

## **Individualized Care Plans:**

Each child with identified special needs will have an individualized written care plan detailing necessary accommodations, health management, and emergency procedures.

The Director ensures these plans are reviewed and updated at least annually or as needed.

## **Communication and Accessibility:**

Staff and volunteers receive this policy during their initial orientation.

Parents receive this policy through the Parent Handbook and updates via written communications.

This policy is prominently displayed on the **parent bulletin board** in each classroom.

## **Policy Application:**

This policy is applicable at **all times**, ensuring continuous support and consistent care for children with special needs.

**CHILDREN WITH SEVERE ALLERGIES:** For the safety of your child, parents are required to provide a signed copy of the “Authorization For Emergency Care for Children with Severe Allergies” form, detailing any allergies, food or otherwise, from which their child suffers, at time of enrollment or when the allergies is discovered. This form must be updated every six months, or more frequently, as needed. In addition to this form, parents must provide a copy of any additional physician’s orders and procedural guidelines relating to the prevention and treatment of the child’s allergy. This form can be obtained by request from the Director.

Parents must also execute a “Release and Waiver of Liability for Administering Emergency Treatment to Children with Severe Allergies” form. This form releases TLA from liability for administering treatment to children with severe allergies and taking other necessary actions set forth in the “Authorization for Emergency Care for Children with Severe Allergies” form, provided TLA exercises reasonable care in taking such actions.

Any medication required to treat allergic reactions must be provided in accordance with the Medication policy detail herein.

# TLA PARENT HANDBOOK

**COMMUNICABLE DISEASES:** TLA follows all health/communicable disease policies as outlined in the Academy of Pediatric Model Health Policies and Procedure Manual. A copy of this manual is on file with the Director and is available upon request for review. Additionally, copies can be purchased, for a nominal fee, from the National Association for the Education of the Young Child (NAEYC).

Parents are required to pick up an ill child within 45 minutes of notification by phone. If a parent is reached, but can not pick their child up, it becomes the parent's responsibility to arrange for alternate pick up with someone listed on the child emergency contact form. The staff will not continue to call those listed on the emergency contact list once the parent is reached. If a parent can not be reached, the staff will begin to call the people listed on the emergency contact form, until arrangements can be made for the child to be picked up.

Children will be excluded from participation in the program if they exhibit symptoms of any communicable disease. They will not be permitted to return to the program until they are no longer contagious. Guidelines for determining the contagious period for a specific illness are based on the recommendations by the American Academy of Pediatrics. Children must present a doctor's note stating they are no longer contagious and can return to the program. TLA reserves the right to refuse to allow a child to return if the Director or Manager believes the child to be too ill to participate in the program.

Children excluded from the program due to a fever may NOT return to the program until they are fever free, without fever reducing medication, for 24 hours. If your child is sent home due to a fever, he/she is not permitted to return to the program the following day at a minimum. A fever is defined as a temperature reading on a thermometer of at least 101 degrees Fahrenheit or more as taken under the arm.

Children are required to be excluded from the program for loose bowels or diarrhea which occur 3 or more times in a 24 hour period of time. Children may return to the program when normal bowel movements resume.

If your child will be absent due to illness, we request that you notify the Director. This enables our faculty to keep track of any illnesses, which may occur at our school. This information will only be shared with faculty on a "need to know" basis. If your child has a communicable disease, we ask that you share the diagnosis with the Director, so that the parents of the children in the academy may be notified that a communicable disease is present. Once again, only the communicable disease information will be shared. TLA will take all measures necessary to protect your child's confidentiality. You are not required to disclose this information by law, and your continued enrollment will not be based whatsoever on your decision to share, (or not) the reason for your child's absence from school.

# TLA PARENT HANDBOOK

**BITING:** TLA recognizes that biting is a developmentally appropriate behavior for children in the infant through 2 ½ year old classroom. Parents with children in these classrooms should expect that their children may be bit, or will bite another child. The staff understands that parents are concerned and can be upset when their child is involved in a biting incident. We ask that you remember this is a developmentally appropriate behavior so it can be prevented in the future. The staff will not punish, or harshly discipline children in the younger classroom for biting behavior; they will simply redirect the children to different activities in separate areas of the classroom. Parents are expected to work with staff to identify methods and strategies to curb this behavior.

Parents will be notified by phone and by incident/accident report that a biting incident occurred during the course of the day. The staff may NOT discuss with either parent the identity of the other child involved in the incident. This information is considered to be confidential and can not be disclosed. The staff of TLA cannot discuss the medical history of any child involved in a biting incident with another party. It is recommended that any child involved in a biting incident be seen by their family physician if the parents are concerned about communicable diseases possibly resulting from the biting incident.

**DISPENSING MEDICATION:** TLA will only dispense prescription medication that is in original, labeled containers, and is accompanied by a doctor's note with explicit dosage and administration instructions. TLA will only give medication to the child for whom the doctor's note is written and for whom the medication container is labeled. One doctor's note per course of treatment is required. If a child, for example, is to be given a course of antibiotics for 10 days, the doctor's note must identify the dates that the medication is to be given.

Parents are required to complete a Medication log form each day that medication is to be dispensed. Medication forms can be obtained from the Director or Manager. Medication forms, doctor's notes and medication are to be turned into the Director or Manager.

TLA will dispense over-the-counter, fever reducing/pain medication (ex. Children Tylenol, Children's Motrin) on an as needed basis, with a doctor's note detailing the recommended reasons for administration and appropriate dosage. Parents are required to supply an unopened bottle of the fever reducing/pain medication clearly labeled with their child's name. (One note and bottle of fever reducing/pain medication is required per child). Staff will inform the parent or emergency contact person if it is necessary for the child to be picked up due to illness. Refer to the policy listed above regarding picking up ill children.

**FIRE/EMERGENCY DRILLS:** TLA conducts monthly fire and emergency/evacuation drills. Parents, staff and children will not be made aware of drill dates or times, as this is the most effective way to assess the effectiveness of fire and emergency/evacuation plans.

During a fire/emergency drill or real fire/emergency situation, parents may not sign children into or out of the program. Parents must wait until the drill is complete and children have returned to the building to sign their

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child into the program. Parents may feel free to wait with the child's class in the designated safe-zone outside of the building until the drill is complete.

In the event of a real fire/emergency situation, the Director or designate will inform each classroom teacher that the school will be closing. At this time any parent waiting to sign their child in will have to leave the premises with their child. All other parents or emergency contact persons will be notified by telephone of the situation. As with the sick child pick up policy, children must be picked up within 45 minutes of the telephone call.

Parents wishing to sign their child out of the program during a fire/emergency drill or real fire/emergency situations are expected to have patience with the staff as they are trying to maintain order during an often hectic and dangerous situation. If the center is in the midst of a fire/emergency drill, parents will be required to wait until the drill is completed and the staff and children are returned to the building to sign their child out of the program. If the academy is having a real fire/emergency situation, parents will be asked to wait until the Director or Manager has accounted for all staff and children and gives the staff permission to release children. Once again, it is important for parents and staff to work together, remain calm, and cooperate with the fire/emergency personnel and academy administration during these important and critical situations.

**ALTERNATE SAFE LOCATION:** Should the administration of TLA or any emergency personnel determine the building which houses the child care agency to be too dangerous to be occupied, the staff and children will be taken to the location designated in the evacuation plan located in the academy lobby. Once the children are assembled here the staff will begin contacting parents or emergency contact people for pick up. As stated before, children must be picked up within 45 minutes of the telephone call.

**INCIDENT/ACCIDENT REPORTS:** Should your child be involved in an incident/accident during the course of the day, a staff member will complete an Incident/Accident Report and then the Director or Manager will call the parent to inform of such incident/accident.

The classroom teacher will be able to briefly discuss the matter with you at pick up. However, should you feel it necessary to have an in depth discussion or meeting, it is most appropriate to schedule the meeting for a later date because the teacher is responsible for supervising the remaining children in the classroom. A telephone conference may be scheduled for later in the day or for the next day at nap/rest time if parent(s) is unable to meet at the academy during the course of the day.

## **FOOD:**

- **INFANT CLASSROOM** – Parents are required to complete a feeding schedule for their child on a daily basis, or may use the Brightwheel app to communicate the child's feeding schedule and/ or as the child's feeding requirements change. Staff will add on the brightwheel app and manually complete a daily chart

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for each child detailing for the parent what the child ate, when, and how much. Also when they were changed and when they napped. Breastfeeding mothers are welcome to come to the facility during the day to feed their child. Appropriate, private feeding locations will be made available. Please discuss your desire to come to the facility to breastfeed your child with the classroom teacher.

- **YOUNGER TODDLER THROUGH SCHOOL-AGE** – TLA offers children Am snack , lunch and supper. All meals are family style, with the children sitting at tables, to promote good manners, eating habits and socialization. Staff will encourage children to eat their main entrée first, followed by healthy snacks. Parents will be notified of when, what and how much the child ate via the Brightwheel app.

## **STAFF EMPLOYMENT BY CLIENT’S POLICY:**

The staff of TLA is prohibited from being employed by any client (current or former). Parents are prohibited from soliciting any staff member for the purpose of employment. Parents who employ TLA’S staff will have their services terminated and any deposit will be forfeited. A staff who becomes employed by current or former clients will have their employment terminated.

Employment refers to any relationship outside of the agency’s services which involves an employee of TIT’S LEARNING ACADEMY to interact with a current or former client’s of TLA. Such relationships include but are not limited to, baby-sitting, house-sitting, Mother’s helper, nanny services regardless of whether or not those services are voluntary or paid.

**EXPERIENCING SCHOOL:** When a child first starts school they may feel a little nervous, especially if it is their first school experience. Some ideas that may help the child adjust to school include bringing a favorite stuffed animal or nap, a family photo, etc. please feel free to call any time to check on how your child is doing throughout the day.

**TOYS FROM HOME:** We recommend that all toys remain at home. It becomes very difficult for children to share their favorite toys/possessions from home. Toys may break easily and contain small parts, which may be harmful to young children if swallowed. These types of toys are inappropriate to our setting.

At TLA the children can bring toys in only on Fridays for Show and Tell. Suggested items include books, photographs, special treasures or theme related items. These items should be discussed with the teacher and should not include anything pertaining to violence (guns, war toys, etc.) or having to do with religious belief, materials deemed inappropriate for preschool audiences will NOT be permitted.

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## EMERGENCY PLAN

Parents and guardians need to be informed of the provisions in the EMERGENCY PLAN. This letter will provide the information necessary. A copy of this letter is provided to the parents of all newly enrolled children and at least once per year to all parents.

To the parent(s)/Guardian(s) of: \_\_\_\_\_

This letter is to assure you of our concern for the safety and welfare of children attending TLA. Our Emergency Plan provides for responses to all types of emergencies. Depending on the circumstance of the emergency, we will use one of the following protective actions.

- A. Immediate evacuation: Evacuation total immediate installation may be necessary if there is a danger in the area, in the event of a fire, or any danger that might endanger students directly, they will be evacuated to a safe area on the outskirts of the installation. In case of bad weather, we can then proceed to relocate to one of our relocation specified down Center. We currently have 2 available point of relocation Center, which are:
- B. Shelter in Place: events sudden as bad weather or hazardous materials, gases, emergencies around us, or others that do not allow us to evacuate, may dictate that having a shelter within the building is the best immediate response. This shelter will be in the basement, which is the safest building.

<b>TLA Inc</b>	4632 N. 5 <sup>th</sup> St Phila. PA 19140
<b>Emergency Relocation Facility A</b>	Tierra Colombiana 4535 N. 5 <sup>th</sup> St. Phila. PA 19140
<b>Emergency Relocation Facility B</b>	La Salsa Barbershop 4634 N. 5 <sup>th</sup> St Phila. PA 19140

If it ever becomes necessary to relocate, a sign will be posted on the door stating which facility we've gone to (A or B) and will be posted on BrightWheel App

IF YOU ARE NOT SURE HOW TO GET THERE, PLEASE ASK FOR DIRECTIONS BEFORE THERE IS AN EMERGENCY.

Modified Operation: May include cancellation/postponement or rescheduling of normal activities. These actions are normally taken in case of a winter storm or building problems (such as utility disruptions) that make it unsafe for children, but may be necessary in a variety of situations.

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Please listen to KYW1060 for announcements relating to any of the emergency actions listed above.

We ask that you DO NOT CALL during the emergency. This will keep the main telephone line free to make emergency calls and relay information. The facility Director may provide an alternate phone number (i.e. cell phone number, etc.) to call in an emergency event.

The form designating persons to pick up your child is included with this letter for you to complete and have returned to TLA no later than FIRST DAY OF ENROLLMENT. This form will be used every time your child is released. Please ensure that only those persons you list on the form attempt to pick up your child.

I realized that emergency circumstances may require changes to your plans, but I urge you to not attempt to make different arrangements if at all possible. This will only create additional confusion and divert staff from their assigned emergency duties.

IN ORDER TO ASSURE THE SAFETY OF YOUR CHILDREN AND OUR STAFF, I ASK YOUR UNDERSTANDING AND COOPERATION. SHOULD YOU HAVE ADDITIONAL QUESTIONS REGARDING OUR EMERGENCY OPERATING PROCEDURES, CONTACT SHEYLA REYES @ 215-617-3998.

Sincerely,

Sheyla Reyes  
Director

Center copy

Parent received a copy