

# Parent Handbook

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## Parent Handbook

### Mission Statement

Arizona Children's Academy is committed to provide the highest quality care and the fulfillment of every child's learning potential. This goal is achieved by providing a balanced curriculum through hard work and fun play. It also combines developmentally appropriate practices and traditional learning techniques. We strive to provide a safe, secure, professional caring environment that offers exceptional care and education to children.

### Philosophy, Policies and Procedures

Each staff member completes a training complying with Arizona Children's Academy and Arizona Department of Health Services regulations before being placed in the classroom. The teachers are subject to a background record check including fingerprinting, employment reference and physical exams. Many of them are certified in Infant CPR and First Aid. They are warm, caring, loving individuals trained in early childhood education.

We offer a warm and inviting atmosphere. The staff greets every child with a friendly smile. All required notices are posted in the main hallway for high visibility. All bathrooms have child-sized fixtures.

In order to begin to read and perform other academic tasks the child must first gather meaning from the world and develop an awareness of concepts.

In order to gather information from the world, the child must have many satisfying sensory and sensory motor experiences; the child must touch, feel, smell, hear and see. Perceptual development follows: This is how the child interprets their sensory experiences, which is a prerequisite for developing their mind.

The program we pursue is geared toward helping the child develop habits of observation, questioning and listening. It gives the child awareness of own feelings and of their right to express those feelings by sometimes channeling them into other means of expression. The child learns that he is free to make choices. The child begins to make decisions which will be the foundation of his future.

### SCHOOL HOURS

The school will be open Monday through Friday throughout the year from 6:00 a.m. to 6:30 p.m. We are closed on 6 holidays each year.

New Year's Day  
Memorial Day  
Independence Day

Labor Day  
Thanksgiving Day / Day after  
Christmas Day (Christmas Eve close at 3pm)

Due to Fixed costs averaged out over the calendar year, there will be no reduction in tuition rates for these holidays. We may be closed other days due to circumstances beyond our control, this may include an extra day during holidays when attendance is low. If this should arise no tuition credit will be given.

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### **ADMISSION**

Admission shall be open to any child without discrimination, regardless of his or her sex, race, creed, color or political belief, disability or special needs.

Our program and licensing regulations requires you to complete the **Medical Emergency Card** (Blue Card). It must be completely filled out and signed by the child's parents or legal guardian. This will be kept on file with us.

Licensing requires that each child have certain standard immunizations set by the Maricopa County Health Department. We will be informing you if your child needs further immunizations.

We also ask that you complete and sign all the forms in the Enrollment Packet and read the school policies.

### **PROGRAMS**

Infant Care	-	6 weeks to 12 months
Toddlers	-	13 months to 3 years
Preschool	-	3 years to 5 years
School Age	-	5 years to 12 years

### **SERVICES**

Infant Care

Toddlers Care

Preschool Program

School Age Program

Before and After School Care

Nutritious Snacks and Lunch

Free Transportation is available to nearby schools: Sanborn, Galveston, Shumway, Legacy Traditional North Chandler.

### **TUITION CHARGES AND FEES**

1. **REGISTRATION FEES** - A Non-refundable Enrollment fee is due at time of enrollment. An annual registration fee is due by August 15<sup>th</sup> each year to continue enrollment. The fee is \$75.00 for the first child and \$25.00 for each additional child. Maximum amount per family is \$200.00.
2. **TUITION**- Tuition is due and payable in advance for services rendered. A \$25.00 Late Fee will be charged each week for late payment of tuition after 9 a.m. Wednesday morning. The tuition fee is non-refundable. If payment is not made before Wednesday morning, the sibling discount will not be applicable. We do not give tuition refunds or discounts for days your child is absent as we engage staff based on the number of children who are scheduled to attend on any given day. If payment is behind by two or more weeks, a 13% interest charge is added to the \$25 late fee. Childcare services will stop until full payment is received. Your child shall be eligible for re-enrollment if space is still available.

You will need to specify the number of days you desire and payment must be made for these days. The number of days for which your child is enrolled determines the tuition fee.

A charge of \$25.00 will be charged to all NSF Checks. Cash Payment or Money Order will be necessary if NSF Check occurs.

3. **LATE PICK UP CHARGE** - A late fee of \$8.00 will be charged for every 5 minutes past 6.30 p.m. per child. This fee is payable immediately on the night of occurrence. We will try our best to reach you and CPS will be called after 7.30 p.m.

#### 4. Sign In/Sign Out:

Parents are responsible for taking the child into the classroom; the parent is also responsible to take the child out of the classroom at the end of the day. We do ask that if your child will be arriving after 10:00, please inform us so we may plan accordingly for meals and staffing.

**For your child's protection, it is essential that you sign your child in and out every time you arrive or leave the center. This is a requirement by The Arizona Department of Health Services.**

No Child will be released to a person not authorized by the parent to pick up the child from Arizona Children's Academy. Authorized persons will be listed on the Identification and Emergency card in your Enrollment Packet. We must have written authorization for any changes. The authorized person cannot be younger than 18 years of age and should produce a valid form of identification.

#### **STAFF**

We carefully select our teachers to ensure they are warm and caring individuals. All teachers and staff are fingerprinted and are cleared on criminal convictions. They are required to meet certain immunizations. They are also required to have a minimum training of 12 hours in early childhood education every year. We encourage you to get to know your child's teachers and to be involved in their programs as much as possible.

#### **NUTRITION**

**Early Breakfast** – Cereal and milk will be served only from 6:00 a.m. to 7: a.m.

**Lunch** - We provide a nutritional hot lunch daily. Milk is provided with lunch.

**Snacks** - We serve a mid morning snack at 9 a.m. and afternoon snack at 3 p.m. every day. Each of these snacks consists of two different food groups and is healthy. School age children will be served one afternoon snack. (Two snacks are served if they are at the center all day).

**Special for Infants** - Formula and cereal and jar foods will be available for the infants. The parents can supplement them with their own preferred brand.

Weekly menus for snacks and lunch will be posted. When kids eat together at school, they learn appropriate table manners and socialization skills. We will encourage our child to eat healthy and try new foods. Due to allergies and nutritional guidelines we do not allow food brought from home. If your child has allergies or food restrictions, we must have a doctor note on file to accommodate. We are a nut free center.

#### **VACATION POLICY**

Families who enroll for full time or part time programs are eligible for two weeks of vacations after 6 months of enrollment. We request you to take the vacation in one-week increments. We cannot issue credits for single day outs.

Vacation credits apply only to tuition and excluded from all other fees. Vacation policies do not apply to infant programs and summer programs. Vacation credits cannot be carried over to the following year. All unused vacation credits will be forfeited.

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Your request for vacation credits must be produced in writing to the Director at least two weeks in advance.

### **EMERGENCY MEDICAL PROCEDURES**

In the rare event that a child must receive medical attention and no one on that child's emergency list can be contacted, the child would be transported to the closest hospital. A teacher or the director would travel with that child and the personal folder. Someone at the center will continue to contact the parent or others listed on the child's emergency card.

We request parents to notify the center of any change in phone numbers as we must be able to reach you in case of an emergency.

Fire Drills will be practiced every month.

### **HEALTH**

Our goal is also to offer a healthy environment for all our children and staff. If the child has any symptoms of illness, we require you to keep the child at home for a minimum of 1 full day and symptom free

- A fever over 100 degrees.
- An un-diagnosed rash or sore.
- Discharge from eyes, ears or profuse nasal discharge.
- Vomiting or diarrhea
- Any signs of a communicable disease.

If health is in doubt, the child will not be admitted that day. The child can return to school 24 hours after the symptoms ceases. In some cases, we may require a note from the doctor.

It is the parent's responsibility to notify the center when their child has a contagious illness. A notice will be posted advising other parents that their child is exposed to the illness with the symptoms associated with it.

If a child becomes ill at the center, the child will be isolated from the other children. You will be contacted to come and pickup your child from the center.

Your child's immunizations must be kept current to continue enrollment.

### **MEDICAL ADMINISTRATION PROCEDURES**

We will administer medications according to our licensing regulations. The parent has to completely fill the Medication Permission Slip and sign it. All prescription and nonprescription medications must have an authorization note from the Primary Care Physician. The original medicine container must have a completely filled label and special instructions. For medications to be given on an "as needed" basis, the medication request form must be filled out for every day that your child may need.

### **DISCIPLINE**

At Arizona Children's Academy, we believe that Discipline is a teaching process that helps children to develop and maintain self-control, self-reliance, self-esteem and orderly conduct. We want our children to learn appropriate ways to express their emotions and resolve conflicts that arise every day.

We have trained our teachers to be role models. The teachers will first re-direct/distraction the student and use positive and clear communication (Verbal intervention). Their good behavior will be praised and encouraged. Some negative behavior is to get attention; it is stopped when the desired attention is not given

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(Ignoring). We will use this technique unless a safety issue is involved. Older children will be supported to make decisions and accept consequences (Logical Consequences).” Time Out” (Take a Break) will be used as a last resort and when no other method of guiding behavior has worked. All our activities are structured on each child's developmental abilities and level.

Our policy does not permit the use of the following forms of discipline.

- Corporal Punishment
- Emotional punishment including ridicule, embarrassment or humiliation.
- Punishing a child for lapses in toilet training or any other habits.
- Withholding food, light, warmth, clothing, sleep or medical care.
- Physical restraint, other than the restraint necessary to protect a child or others from harm.

We support the elementary schools and honor their decisions on suspensions. Services will not be offered at out center during that time.

### **PARENT INVOLVEMENT**

Parents are welcome to visit their children any time. We encourage parents to participate in their children's daily activities. Contact the Center Director if you are willing to help us with programs, field trips or special days. Please feel free to request copies of weekly lesson plans to discuss it with your child. Parent suggestions are always welcome.

### **CLOTHING AND PERSONAL POSSESSIONS**

Please dress your child in comfortable, washable play clothes so that your child is free to experience a variety of activities including art and active play. Please provide at least one complete of extra clothes to be kept in your child's cubby. (We request 2 sets for infants and toddlers). Please label all garments with your child's first and last name. For your child's safety, closed rubber soled shoes are required. (E.g.: Tennis shoes)

Parents with infants/ toddlers must to provide their own diapers and wipes. Please label all items with complete 1<sup>st</sup> and last name.

Parents of toddlers potty training must supply pull ups and wipes until they are potty trained.

Arizona Children's Academy cannot assume any responsibility for loss or damage to any personal possessions that children bring into the center. It is very difficult for the teachers to keep track of the owner. Please encourage your children to leave toys, candy, gum, food, money and other objects which is difficult to share.

Please check the lost and found bins periodically. Unclaimed belongings will be donated to charities on a monthly basis.

### **CONFIDENTIALITY**

Children's records will be available for parent's inspection at all times. Copies or original records will be provided to parents on request. When custody has been awarded to only one Parent, access to the child's records will be limited to the custodial Parent. Sharing of records and information shall require written Parent's permission. Confidential information about children and families will only be shared with Teachers/Caregivers who need the information to provide services.

## **CURRICULUM**

Each classroom will post a weekly lesson plan and schedule of activities. Arizona Children's Academy has open-ended learning centers, which enable children to utilize their intellectual and creative abilities. Each classroom will have teacher directed activities as well as "hands on" and practical experiments. The curriculum shall include Reading Readiness, Math, Language Development, Science, Creative Expression, Music, Manipulative, Computers and Special Projects. We will have daily, weekly and monthly themes that are incorporated throughout the centers. Outdoor play is scheduled daily, (weather permitting), to promote large muscle development.

In our **Infant Program** we recognize that each infant is unique. We will have a daily log that will keep you informed of your baby's activities. This is an environment where your child can learn and grow with a sense of independence and security.

Our **Toddler and Preschool** children will be in a planned environment of open-ended centers. They will have teacher directed activities as well as hands-on and practical experiments. Daily progress reports will be sent home each day.

**School Age** children will have planned activities in the above areas that are developmentally appropriate.

## **BIRTHDAYS AND PARTIES**

We celebrate birthdays. Please inform the director and your child's teacher if you would like to bring treats for your child's birthday. The teacher will add appropriate songs, stories, etc. to make this a special time for your child.

We celebrate various holidays and events. If treats are brought from home, they have to be store bought with the wrapper or container unopened and be nut free. We will not accept homemade goodies.

## **VISITORS**

All visitors must sign in and be escorted by the director or designee to tour the facility. We do have cameras in the classrooms and a monitor in the lobby for your viewing. To protect all of the children in our care we do not offer internet or recording access to the videos.

## **TRANSPORTATION**

Transportation for our after-school program is provided from nearby schools. Proximity and the number of children attending each school for that year will determine the schools we service. Parents must notify any change in schedule 60 minutes prior to pick-up time. A \$ 5.00 no-call fee will be assessed if we are not informed of a change in drop-off or pick-up schedule for your child.

## **FIELD TRIPS**

Excursions may be made either on or off school property. These may be walking trips to visit people or places of interest, to become familiar with the school and the environment, or to make observations as part of the curriculum. Field trips are utilized as educational and recreational activities. Written permission is required for all off-site field trips. We appreciate your prompt return of field trip permission slips. School age children will have the opportunity to participate in several off-site excursions during our summer program.

**PHOTOGRAPHS**

Throughout the year we will be taking photos of the children and may display them in the classrooms and/or common areas. If you would prefer that we not photograph your child please provide us with a written statement stating your wishes.

**QUIET TIME/REST TIME**

Amazingly, quiet time is rarely a problem at Arizona Children's Academy. We have a scheduled quiet time between 12-2 for all classrooms.

**CHANGE OF POLICY**

If Arizona Children's Academy should change any policies or procedures, all parents will receive 30 days written notice prior to the change.

**WITHDRAWAL**

Two weeks written notice is required for withdrawal from the program. Registration fees will be due if the child has been withdrawn for two weeks or more.

**DISENROLLMENT**

Two weeks notice is generally required for termination of enrollment. Prior to the notice, the director will have written Documentation as well as conferencing to determine what is best for the child. However, the director also reserves the right to suspend a child immediately to ensure continued safety of the staff, children or parents as well as for the children's learning process. Termination of enrollment may be the result of the following:

- Non-payment of tuition (Immediate termination)
- Abuse of children, property or staff
- The center's inability to meet the child's needs
- Disruptive or dangerous behavior
- Continued violation of our policies by student or parents.

**BABYSITTING**

We have asked our employees not to baby-sit Arizona Children's Academy children. Please do not ask our staff members to baby-sit for you due to conflicts in interest.

**TOYS AND OTHER VALUED POSSESSIONS**

**We advise our parents to leave their toys and other valuables at home. We are not responsible for damage or lost personal belongings.** The children can bring them for teacher directed activities.

**SPECIAL OCCASIONS**

There will be a few occasions where we might request your contribution for class parties. Due to religious beliefs, allergies and other issues, we request our parents to send only store-bought goodies in their original containers. We are a nut free center.



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### **WEAPONS**

Carrying of firearms is prohibited on our premises. For persons authorized to carry concealed weapons, we request you NOT to carry them in our premises.

### **INSURANCE**

We meet state requirements for liability insurance.

### **DES**

We service DES children. We participate in the Federal Food Program.

### **ARIZONA DEPARTMENT OF HEALTH SERVICES**

We are licensed by the state to provide childcare services. All inspection reports are available for your review. These can be obtained at the front desk. The ADHS address is 150 North 18<sup>th</sup> Avenue, Suite 400 Phoenix, AZ 85007. The telephone is (602) 364-2539. Fax is (602) 364-4768.

**Effective January 1, 2020**

<b>Tuition</b>	<b>Weekly</b>	<b>Daily</b>
Infants	\$255.00	
Ones	\$230.00	\$65.00
Twos	\$220.00	\$55.00
Threes	\$210.00	\$55.00
Fours/Fives	\$195.00	\$55.00
School Age Vacation & Summer	\$165.00	\$50.00
Plus, a weekly activity fee (cash only)	\$15.00	
School Age Before & After School	\$115.00	\$35.00
School Age Before or After School	\$102.00	\$30.00

All Part time rates are \$45.00/day. Part time is 4 hours or less

- \* Price includes morning snack (9 a.m.), lunch (11 a.m.) and afternoon snack (3 p.m.)
- \* Cereal and milk will be served from 6:00 a.m. - 7:00 a.m.

**Additional Fees**

- \* A \$5.00 late charge will be charged daily for unpaid tuition after 9 a.m. Wednesday.
- \* A \$25 fee for all returned checks.
- \* A 10% sibling discount applies only to full time families.
- \* \$1.00 will be charged for each diaper provided.
- \* \$8.00 for every 5 minutes per child past closing time.
- \*\$10.00 an hour for every hour past the 10-hour limit per day.
- \*\$15.00 extra a day for early release days for school age.

**REGISTRATION FEE**

An annual non-refundable registration fee of \$75.00 for the first child and \$25.00 for each additional child per with a maximum of \$200 family is required at time of enrolment.