

Parent Handbook



"Your family is our family"

We are an Equal Opportunity Child Care Provider

Table of Contents

Welcome Parents	4
Mission Statement	4
Vision Statement	4
Our Philosophy	4
Our Goals	4
Our Curriculum	5
Visiting During School Hours	5
Arrival & Departures	5
Late Pick Up/Early Drop Off	6
Checking your Child In/Out Procedures	6
Drop In Care	6
Damage to Center Property	7
Forms of Tuition Acceptable	7
Registration Fee	7
Tuition	7
Subsidized Care	7
No Admittance Monday Policy	8
Collections	8
Sibling Discount	8
Vacation Time	8
Absences	9
Restrictions	9
Holiday Closings	9
Inclement/Tornado Emergency Closing	9
Withdraw Policy	10
Discipline/Expulsion by Center	10
Cell Phones	10
Jewelry/Hair Beads	11
Valuables Left in Car/Parking	11
No Admittance after 10:00/Shots	11
Field Trips	11
Pictures, Videos, Phones	12

Publicity and Outside Consultants	12
Responsibility for Reporting Child Abuse and Neglect	12
Person Appearing Intoxicated or Impaired	12
Discipline Policy	12
Staff Member Shall	13
Staff Member Shall Not	13
Confidentiality	13
Meals	13
Infant and Toddlers	14
Rest Time	14
Items Needed	15
Health & Safety Policy	15
Health Policy Cont.	16
Head-Lice-Return to School Policy	17
Medication	17
Hygiene	18
Accidents/Injuries/First Aid	18
Biting	18
Toys from Home	18
Uniforms Dress Code Policy	18
Outdoor Play	18
Daily Reports	19
Diaper Changing Procedures	19
Extra Clothing	19
Soiled Clothing	19
Toilet Training	19
Birthdays	20
Referral Bonus	20
Drills and Evacuations	20
Emergency Evacuations	20
Parent/Teacher Conference	20
Management Team Structure	21
Parent/Teacher Communication	21
Custody	21
Transition Procedures	21
Suggestion Box	22
Policy Agreement Form	22

Welcome Parents!!

Welcome to Douglas Academy! We are so very pleased that you have chosen us as your child's preschool. Douglas Academy is a warm, loving and nurturing facility with trained and experienced staff dedicated to the education and growth of children. Our focus is to provide quality care for your child(ren) and you. We are staffed with educators, who are dedicated to helping children reach their intellectual, physical, emotional and social well-being. The policies in this manual are enforced and we ask all parents to please follow them to ensure your child has the best experience possible.

MISSION STATEMENT

Douglas Academy will strive to **provide the Highest Quality Childcare**. In a safe, nurturing, developmentally appropriate environment, that promotes and enhances the **WHOLE CHILD**. While reassuring parent's peace of mind.

VISION STATEMENT

Douglas Academy's vision is to attract, hire and retain the best so I can become the best! To Be the best employer and child care program in the communities we serve.

PHILOSOPHY

We believe that each child is unique in his/her own development and has the right to become the very best that he/she can become. We also believe that he/she has the right to grow and learn at their own pace *while* in a wholesome environment that provides a strong foundation.

Our Goals:

- Provide a safe, healthy, clean and secure environment.
- Encouraging each child's optimum potential through developmentally appropriate activities using creativity, problem solving, imagination, and hands on experiences.
- Fostering positive attitudes towards life and school which lay a foundation for experiences in future years.
- Encouraging the development of a positive self-image.
- Providing comfort, convenience, and peace of mind for working parents.

Each child's will have a brighter beginning because of Douglas Academy.

OUR CURRICULUM

We use a curriculum that supports the quality of our program. Our curriculum is designed to focus on the Whole Child. To challenge our children, build their confidence and most importantly, develop a love for learning. We believe in age-appropriate learning based on the philosophy of a structured learning environment that has the ability for creative expression. Recognizing that you the parent are your child's first teacher, we encourage parents and families to partner with us to give your child a strong educational foundation.

VISITING DURING SCHOOL HOURS

For security purposes, the following rules apply:

- Douglas Academy ONLY accepts currently enrolled guardians of students and or parents to visit during school hours.
- Visitors must sign in at front desk.
- Parents/ guardians can observe and view their children through window observation to avoid disruption in the classroom.
- If you wish to see your child during school hours, our staff will escort the student to the front unless your child is an infant.
- We ask that all parents, guardians and siblings limit the amount of time spent in the classrooms during drop off and pick up time to allow the teacher to start their daily academic activities and maintain the classroom during pickup time without disrupting the classroom.

ARRIVAL & DEPARTURES

1. Douglas Academy follows our Academic Calendar for the school year. For a list of No School Holidays/Teacher Work days, please see our Calendar. Our Summer Session starts immediately after the academic school year ends.
2. Our center is open from 6:00am to 6:00pm, Monday thru Friday.
3. Please have your child in his or her classroom per their planned program time. If your child is attending Douglas's Academy full time program, they must arrive at school **no later than 10:00 am** unless excused in advance. Please call to inform us if you will be late. If your child is excused, we ask that you allow us to escort your child to his/her classroom at your arrival to avoid any disruptions to the daily lessons. If you arrive past 10:00 am, without prior notice, your child may not be allowed to stay.

4. Please know that you sign a contract agreement of the time you will drop off and pick up. These times are used to calculate staff and other obligations. A fee of **\$20.00 will apply for early drop off**, if a formal arrangement has not been made.

LATE PICK UP/EARLY DROP OFF

Parents must adhere to their child's schedule contracted time. Fees are assessed if you fail to pick up your child on time or if you drop off 30 minutes before contracted time. **Fees are calculated at \$20.00 if contracted times are not followed.** This is necessary due to staffing ratios, which must be strictly followed per licensing requirement. Late fee will be applied to your account. If your child is picked up more than thirty (30) minutes late four (3) or more times in any thirty (30) day period, the Center may terminate your child's enrollment.

CHECKING YOUR CHILD IN/OUT PROCEDURES

Parents are responsible for signing/checking in their child at arrival and signing/checking them out at pickup at the front desk. This must be done before you go to the classrooms. Children must be escorted to their classrooms each day. PLEASE REMEMBER THAT IT IS NOT SAFE TO LEAVE YOUR CHILD ALONE WHEN EXITING THE BUILDING. Please notify us in writing or by telephone beforehand if any other person other than the people authorized on your enrollment agreement will be picking up your child. They must be 18 or older. Without authorization, your child will not be released. Picture Identification will be requested from any person picking up your child.

DROP IN CARE

Drop in care is; when childcare is needed outside of your contracted schedule. Care is available only when space is available, must give a 24-hour notice prior to care needed. Regular daily rate will apply. Maximum of 8 hours is offered. Care is available during normal business hours of 6:00am-6:00pm late fee will apply if child is picked up after contracted time. Payment for drop In care is paid same day service is rendered.

DAMAGE TO CENTER PROPERTY

You hereby agree that you will be responsible for any damage to Center property or equipment caused by you or your child, nor- mal wear and tear excepted, including repairs made necessary by your actions or your child's actions.

FORMS OF TUITION ACCEPTABLE

All tuition payments are made through our automated payment processing, **Tuition Express**. **No cash or checks accepted**. Your payment processing may be setup through credit card or bank draft. No other payment methods are accepted. If any automated payment is returned unpaid, you will owe a service fee of \$35.00 in addition to other amounts due.

REGISTRATION FEE

Upon enrolling a child, a non-refundable registration fee is due. (PLEASE NOTE NON-REFUNDABLE) and will not be returned for any reason! If a promotional free registration fee is in place, then the first week (non-refundable tuition) will be paid in place of the non-refundable registration fee. This week's tuition is not refundable for any reason. Registration Fee is only held for 30 days and must have an approximate start date.

TUITION

Tuition is paid in advance and is due weekly or Bi-weekly on Friday by 6pm. If the center has not received your tuition by 6pm a late fee will be applied to your account. Douglas Academy may refuse to admit your child Monday morning or until your account is current with zero balance. The center also reserves the right to terminate your child's enrollment for nonpayment. **A \$20.00 late fee will be automatically charged on any accounts past due on Friday after 6pm.** There are No credits, makeup days/reimbursements for days missed, absences, illness, vacation, weather emergencies, holiday closings or vacation time will be granted. Full tuition is always required no exceptions will be made for any reason.

SUBSIDIZED CARE

Families with ELRC (Early Learning Resource Center) subsidized care are responsible for the portion of the tuition that is not covered by this agency. Your fee is established by your local management agency. It is to be paid for each week in the year, whether or not your child attends. If you leave Douglas Academy with any balance owed, we have the authority to contact ELRC for balance owed. You are responsible for picking your child up by your contracted time of pick up. ELRC gives up to 10 hours each day for care depending on your work schedule. Otherwise, you will be charged a late fee of \$20.00. Otherwise, your child will not be allowed to return the next day. If your co-pay is delinquent more than two weeks Douglas Academy will report delinquent payments to ELRC. The ELRC will terminate your Subsidized Child Care expense within 10 days of receiving our notice. Your child can miss 5 consecutive days. If they are not present on the 6th day we are required to notify CCIS. You will be responsible to pay for all days your child was absent and your co-pay for up to one week as we require a one week notice of withdrawal.

NO ADMITTANCE MONDAY POLICY

We have a no admittance policy on Monday mornings. If your child's tuition has not been paid in full, they will not be allowed to return to school. Your child may also be at risk of being dropped from our program and you will also have the 1 week withdrawal notice balance added to your balance owed.

COLLECTIONS

Accounts that are not satisfied will be sent to collections along with an additional 1 week withdrawal fee from the program will be added to the balance.

SIBLING DISCOUNT

A 5% sibling discount will be applied to the second (oldest) child's weekly tuition for families with one or more sibling's enrolled full time at our center. (This discount cannot be honored with any other discounts).

VACATION TIME

After your child(ren) has been consecutively enrolled at our center for 1 year, you will be eligible to receive one-week free vacation time per year. Your child must not be present that week to receive the free vacation time. Tuition must be current to use your vacation week. You **MAY NOT** use this free vacation week towards a withdrawal notice. If you take a vacation prior to your 1 year anniversary you are required to pay your contracted tuition rate while on vacation to keep your spot. **NO EXCEPTIONS**

ABSENCES

You are responsible for paying full tuition for your child until YOU TERMINATE the enrollment. Private pay parents if you do not notify the center after 5 consecutive absences automatic termination will take place. This obligation is applicable even when your child is absent due to illness, vacation, holidays, inclement weather or other causes. You agree to notify the center in writing at least two weeks in advance if your child will not attend due to vacation or other plans.

RESTRICTIONS

Students enrolled for care receive a scheduled up to ten (10) hours during the daily operating hours. Parents will be charged Early Arrival or Late Pick up Fees for all times clocked in outside of the

approved contracted hours.

HOLIDAY CLOSINGS

The Center will be closed on the following holidays: New Year's Day, Martin Luther King, Jr. Birthday, Columbus Day, Presidents Day, Memorial Day, Independence Day, Labor Day, Veterans Day, Thanksgiving Day, and the day after, Christmas Eve and Christmas Day. If any holiday fall on a Saturday or Sunday, Douglas Academy may be closed on the following Monday. Douglas Academy is also closed 2-3 days per year for staff professional development. Tuition is due in full for these closing days.

INCLEMENT/TORNADO EMERGENCY CLOSING

Douglas Academy follows the Pittsburgh Public School closings for severe weather or emergency situations. If the public schools are closed, Douglas Academy is closed. When you are not sure about the closing of the center, please call the office by 5:30am or check our websites at [www. Douglas Academy PA.com](http://www.DouglasAcademyPA.com) for updates. Douglas Academy will also send out an alert by email and or text. Please listen to the news channels to confirm school's closings. If severe weather/Tornado occurs during school hours, all parents will be notified immediately to pick up the child if a Tornado watch becomes a Tornado warning, however, the child will not be released until it is safe to do so. In the event of a Tornado, the children will remain in their classrooms moved away from the doors and windows. Older children three through pre-kindergarten will go under the tables in the classroom in the tuck and cover back of neck position. Children will remain in the classroom until the Tornado warning has been lifted. Infants will be placed in the evacuation cribs in the center of the room. Tuition fees are still due during emergency and/or inclement weather closing. Refunds or credits will not be given.

WITHDRAWAL POLICY

Douglas Academy must have a written one week notice for all withdrawals or no refunds will be granted. If the proper written one week notice is not done, you must make full payments for the two week along with any balances due. No exceptions will be made for any reason. If the balance is not paid within two week of request, your account will be forwarded to a collection agency. You may not use any referral or vacation week towards your withdrawal notice. If you choose to withdrawal your child from Douglas Academy without proper notice you will not be able to enroll at a later date NO EXCEPTIONS. If proper notice was given and you wish to re-enroll again at a later time, you must pay a registration fee again to secure a spot if available.

DISCIPLINE/EXLUSION POLICY

(1) The Center may terminate your child's enrollment in the Center, effective immediately, if any of the following conditions arise: In the judgment of the Center Director, the child's behavior or the parents

behavior in the Center threatens the physical or mental health of other children or of the staff/parents of the Center;

(2) Tuition is not paid on time.

(3) Child is routinely picked up later than the center closing time or more than thirty (30) minutes later from your contracted time. Three (3) or more times in a month period.

(4) The child is ill when brought to the Center more than three (3) times within any thirty (30)-day period. Or the parent fails to pick up a sick child within (1)one hour after being notified of the sickness more than two(2) times during any (2) month period.

If enrollment is terminated because of any of the above conditions, the Enrollment Deposit will not be refunded, and may not be used as a credit against unpaid tuition, and any prepaid tuition will be forfeited. The Center may terminate your child's enrollment upon two (2) weeks' notice to you if any of the following conditions arise: Any of the conditions listed in (a) above has occurred, and the Center has not exercised its right to terminate enrollment immediately; In the judgment of the Center Director, the Center's program does not meet the developmental or special needs of your child you fail to abide the terms of this Agreement.

Termination is based on the judgment of the Center Director, or designate, if the child's behavior threatens the physical or mental health of other children or of the staff of the Center, the Center Douglas Academy requires that the child be picked-up within **One Hour** of being notified. Parent or guardian is responsible for the daily tuition for that day.

CELL PHONES

Douglas Academy has a no cell phone zone! Parents please refrain from using your cell phone at Douglas Academy during pick up and drop off. Teachers have very limited time to communicate with you, so please be available to chat with them about your child's day. All photos and videos are prohibited

JEWELRY/ HAIR BEADS

Children are not permitted to wear jewelry or beads of any kind. It is a safety hazard for your child as well as the other children enrolled in the program. In addition, Douglas Academy will not be responsible for lost or stolen valuables. It is the parent's responsibility to enforce this policy with their child. Should a child come to school wearing any jewelry, parent will be required to take it with them.

VALUABLES LEFT IN CAR/PARKING

Douglas Academy is not responsible for any valuables including purses left in cars during drop off or pick up time. Douglas Academy has no designated parking, park in designated area where car will not be towed. Douglas Academy is not responsible for any accidents that may occur while dropping off/picking up.

NO ADMITTANCE AFTER 10:00/ IMMUNIZATION SHOTS

Due to the interruption of the classroom children will not be admitted after 10:00am without Directors approval. If a child was administered vaccination shots during the doctor's visit, the child may not return to school due to complications from the shots and fever symptoms associated with the medicine that makes the child irritable.

No child will be admitted during nap time between 1pm-3pm, we highly recommend parents to schedule doctor's appointment during the early morning hours in order to get back to the center prior to nap time.(Must be approved by management for late arrivals

FIELD TRIPS

You acknowledge and agree that the Center's regular program includes field trips and other off premises activities that involve transporting the children on public transportation, in chartered vehicles, or in vehicles that are driven by Douglas Academy staff and parent volunteers. You will be asked to sign a separate Field Trip Permission Form for each excursion. You acknowledge and agree that no alternate care may be available at the Center in case you do not wish your child to attend such field trip or field trips, and that no tuition refund will be given in such case.

If the Center Director or Senior Staff determines that the child needs individual attention, the parent(s) may be requested to attend the field trip with the child, or the child may not be allowed to participate. No alternate care will be provided for any child that will not attend the trip (only pertaining to three and four-year-old children) children under the age of 2 are not expected to attend any fieldtrips due to liability purposes. Parents of children ages 2 and under must provide their own transportation.

PICTURES, VIDEOS, PHONES

For the safety and privacy of other children absolutely no videos or photos may be taken on the premises unless authorized by management; or performed by a staff member for school purposes only.

PUBLICITY AND OUTSIDE CONSULTANTS

We ask for your permission for your child to be photographed or captured via digital imagery, videotaped, for publicity, news purposes, Website Page, Social Media and for marketing and educational purposes.

RESPONSIBILITY FOR REPORTING CHILD ABUSE AND NEGLECT

Douglas Academy shall protect children from abuse and neglect while in the program's care and custody. Douglas Academy shall develop and follow written procedures for reporting any suspected incidents of a child abuse and neglect.

- **All staff members are mandated reporters** of any suspected incidents of child abuse and neglect.
- All staff members should document objectively any suspicions of abuse or neglect.
- If deemed necessary, we will place a call to the Department of Human Services to report any concerns or findings. They will follow up with a written report to DHS.

PERSON APPEARING INTOXICATED OR IMPAIRED

If a parent or other adult enters the school to pick up a child and appear to be intoxicated, smells of alcohol or his or her actions appear to be impaired, we will refuse to release the child to them and call another contact on the emergency contact list to pick up the child. If the intoxicated individual becomes aggressive or unruly, the Director will notify the local authorities.

DISCIPLINE POLICY

- A.** The methods of guidance and discipline used shall:
- Be Positive & Constructive.
 - Be consistent with the age and developmental needs of the children.
 - Lead to the child's ability to maintain self-control.
- B.** Staff members shall not discipline children for failing to eat, sleep or for soiling themselves.
- C.** Children may be removed from a group activity to another area, if the child removed is either under the supervision of another staff member for continuously visible to a staff member.
- D.** Children shall not be subject to discipline, which is severe, humiliating and frightening. No spanking or any form of physical punishment will be tolerated.

Please note that if a child continues to have behavior issues, his/her parents will be called and maybe asked to pick up child from school for the rest of the day (regardless of circumstance). Douglas Academy reserves the right to terminate enrollment if necessary for the safety of the child or classmates.

STAFF MEMBER SHALL

Reflect the provisions specified in (a) through (d) above and include the acceptable actions that a staff member may take when disciplining a child (that is, discussion with the child, calming chair, etc.); and Post these policies in a prominent location within the center.

The center shall secure and maintain on file each staff member's signature attesting to receipt of the policy on the disciplining of children by staff members.

STAFF MEMBER SHALL NOT

Hit, shake and use abusive language, ridicule, harsh, humiliating or frightening treatment. They shall not use emotional punishment or engage in or inflict any form of child abuse and/or neglect. Staff members not withhold from children food, emotional responses, stimulation, or the opportunities for rest or sleep. Staff members shall not require a child to remain silent or inactive for an inappropriate long period.

CONFIDENTIALITY

Douglas Academy respects and maintains the utmost confidentiality of each individual child and family. Douglas Academy shall have an obligation of confidentiality in disclosure of children's records. Douglas Academy respects family's right to privacy, and will not disclose confidential information. However, by law Douglas Academy must provide information pursuant to a subpoena or if a child's welfare is at risk to the appropriate agencies.

MEALS

Douglas Academy will provide a nutritional breakfast, one lunch and one AM/PM snack (FREE OF CHARGE). No meals will be served after designated meal times. If your child will be late to school, please be sure he/she is fed prior to coming to school (this includes breakfast) our teachers need to promptly start daily academic lessons no later than 10am.

The last snack provided to children will be offered no later than 5pm.

We do ask you to please notify us of any allergies in writing and watch for our menu in case there is something they may not have. Menus are posted weekly in each classroom and on our website.

Changes may take place daily. If parents are providing meals, we strongly suggest they are nutritional since we do believe it is imperative for the proper growth and development of your child.

INFANTS AND TODDLERS

All infants' food and formula must be pre-mixed, pre-measured, in a safe non-glass container/bottle with lids and ready to drink/eat. We cannot mix, measure, prepare, cook or heat food. Infant bottles may be warmed with warm water, bottle warmer or crock-pot. This includes the purified water for the powder formula.

Baby Bottles are only permitted in our infant rooms. Baby Bottles require a lid/cap on every bottle. (Baby bottle/lids need to be labeled daily with tape and must have the name on it).

Toddlers: Sippy cups are only permitted in our toddler room (1-year-old). You must provide one (1) Sippy Cups per day. Cups must be labeled.

***** (These items must be taken home daily, sanitized and returned to school labeled with the child's name.**

***PLEASE REMEMBER TO LABEL EVERYTHING WITH YOUR CHILDS NAME USING A PERMANENT MARKER!!**

Older Children: Center disposable cups are provided for children who are two and older. This provides reinforcement of self-help skills and independence.

Extra Clothing is NOT provided by our center. It is the parent's obligation/responsibility to make sure your child has enough supplies. Please replace any items needed no later than the next business day. If our center does provide any of the above items we have as backup, it is expected that the items be replaced immediately.

REST TIME

It is licensing requirements as well as an important part of the child's development to provide younger children with a rest or sleep period after lunch. They are not required to sleep, but must lie quietly and relax or read a book quietly. Staff will do their best to rub their back and help them sleep. **Naptime hours are from 12:30pm-3:00pm.**

Infants sleep in cribs and children 15 months and older will sleep on cots provided by our center. Our cots/crib mats are sanitized daily after each use and dedicated to each child with their name on it.

ITEMS NEEDED

Parents need to provide the following items for children
Preschool and older

- (1) Set of clothing in case of soiling
- (1) Small blanket
- *Pull ups if needed*

12 months and older:

- (1) Small blanket
- (2) Extra sets of clothing in case of soiling
- (1) Sippy cups
- (5) Pampers daily (20) Pampers weekly
- * No pillows allowed*

Infants: 12 months and under:

- (3) Extra sets of clothing in case of soiling
- (1) Small blanket
- (2) Bibs
- (4) Bottles
- (1) Small photo of family
- * No pillows, props or any items are allowed in the cribs.

Please label all items with a permanent marker. We are not responsible for items lost if they are not labeled properly since many of the items look the same and parent may get confused.

These items must be taken home at the end of every week. Laundered and returned the next school day

HEALTH & SAFETY POLICY

"We use Caring for Our Children for guidance around creating special health care plans for children with special health needs"

A. Physical & Immunizations

***Douglas Academy does not accept any children who are not fully vaccinated. No Exceptions allowed. Documents must be presented before a child can attend the school and must be updated when necessary.

B. Allergies

All Allergies must be noted in writing so that we can post them in the classroom for all caregivers to see.

C. Illnesses

For the protection of all children, we reserve the right to refuse acceptance of any child that shows signs or symptoms. These are just some examples:

- Severe coughing, causing the child to become red or blue in the face or to make whooping sound;
- Difficult or rapid breathing;
- Stiff neck;
- Diarrhea (more than one (1) abnormally loose stool within twenty-four-hour-period);
- Temperature of one hundred (101) degrees Fahrenheit or higher;
- Untreated infectious skin patch(es);
- Contagious disease (such as chicken pox)

- Scabies, tinea corporis, or capitis (ring worm)
- Contagious skin rash (any severe rash)
- Vomiting
- Sores, discharging eyes or ears, profuse nasal discharge
- Conjunctivitis (Pink Eye)
- Yellowish skin or eyes
- Head Lice/Nits (must return with certified proof that lice is no longer a threat), etc.
- Children must be totally symptom free and healthy

1. If a child becomes sick during the day, she/he will be isolated from the other children and a parent will be notified to pick up the child immediately or within 1 hour. It is the parent's responsibility to have alternative arrangements available in the event that they cannot pick up their child immediately.

2. **No Returning to School Within 24 Hour Policy (1 Full Day)** If your child has been absent/sent home due to a contagious disease, a doctor's note must be brought back to school to ensure that your child is healthy (**SYMPTOM FREE**) to be admitted back to school. Even in cases that a doctor authorizes your child to return to school before a 24-hour period, it is our center policy that your child may not return to school the day after being sent home. Please note if your child isn't feeling good, it should be your responsibility to keep them comfortable at home. Inconvenience to parents, but we trust that you will understand the necessity for such a policy. Your child must be totally symptom free. If we feel the child is still showing any signs of feeling sick you will be called to pick up again.

We take our Health Policy very seriously and expect parents to do the same.

Chicken Pox	For 6 days after the last spot appears
Conjunctivitis (pink eye)	24 hours after medical treatment or until not running discharge is present
Croup	24 hours after symptoms are resolved
Flu	24 hours after symptoms are resolved
Hepatitis A	For 7 days after the onset of jaundice
Hepatitis B	Until all symptoms are gone
Impetigo	Adequately treated and sores are no longer draining
Lice	Until non-infection is accomplished
Measles	For 4 days after onset of rash
Mumps	9 days after initial swelling
Oral Thrush	Until resolved if child is drooling steadily and unable to participate
Ringworm	After treatment has begun
Rubella	For 4 days after onset of rash
Scabies	Household is adequately treated

Scarlet Fever	For 24 hours after treatments has begun
Strep Throat	For 24 hours after treatment has begun
Worms	Until adequately treated
<i>Re-admission for most conditions above will require a doctor's note</i>	

HEAD LICE-RETURN TO SCHOOL POLICY

If your child has been diagnosed with head lice or nits (lice eggs), it is important to treat your child before he/she returns to school. It is our policy to exclude your child from attendance at school until you provide us with a clearance letter, with a letterhead from a pediatrician.

MEDICATION

Douglas Academy will not administer any medication. If the parent will provide written permission for center staff to administer topical ointment or creams only. I will provide the ointments or creams in the original container. I will complete and sign topical authorization form. However, in cases where an emergency may happen and medication is necessary (Epi Pens, Asthma Pumps or other medications), you must have a doctor's note along with permission slip with an open-ended date in case of emergency in its original container.

Baby powder, colic drops, acetaminophens are considered medication. They will not be administered. Please do your best to administer any of the above at home.

HYGIENE

We strive to maintain the highest standards of cleanliness and prevention of germs. Children are taught and required to wash their hands throughout the day to help minimize the spread of germs.

ACCIDENTS/INJURIES/FIRST AID

Although we work hard to ensure that your child is in a safe environment, accidents do happen. Part of growing up can include bumps and bruises. If your child is slightly injured during the day such as a scraped knee, stubbed toe, bumped elbow, small cut, bumped head, scratched, bite, etc., our staff is equipped to provide first aid to the child. In these cases, you will receive a written Incident report (hurt and hug) to inform parents about the accident or incident. The original report requires to be signed by the parent or guardian as well as the staff member who witnessed the accident/incident. The original document must stay at the school in the child's file and a copy maybe requested by a parent for his or her keeping.

If the injury is more than slight, the parent is notified immediately. In the case of serious accidents or medical emergency, 911 is dialed immediately in case medical measures are necessary for the care and protection of the child.

BITING

We realize that biting is normal behavior and common especially during toddler years and are most impossible to prevent at this age and a part of a child's development. We work quickly and efficiently with our parents to resolve biting issues.

Excessive bite reports will result in a termination from our program. If a child three years or older is reported biting, these incidents may result in Immediate termination.

TOYS FROM HOME

We ask that all toys are kept home. Douglas Academy is not responsible for any lost, broken or stolen items in school.

UNIFORMS DRESS CODE POLICY

Douglas Academy requires that all children ages (2) years and older wear a Douglas Academy **LOGO** Uniform Polo Shirt and appropriate Khaki shorts/pants (no Jeans) with closed toe shoes. This dress code is not optional; it is **Mandatory** and is to be worn everyday unless told otherwise. In cases that a uniform has not been worn after sending home reminders slips, our staff will bill your account for a uniform shirt and supply one for your child. We ask that you keep a change of clothing at school in case of an accident. *Please label everything with your child's name.

***Additional uniform shirts can be purchased at the front desk for a fee of \$15.00.**

****Children do not wear uniforms during the summer months. (June-August)**

OUTDOOR PLAY

Outdoor play in the fresh air contributes to a child's good health and overall development. Douglas Academy plans daily outdoor activities. Please be sure to have your child wear sneakers or closed toe shoes. Please dress your child in weather permitting attire.

DAILY REPORTS

Children will receive a daily report from your child's teacher, which will outline your child's activities and routines of the day. In some cases, this report will include feeding, napping, and diapering observations. We will have a checklist of items that may be needed for the following day. A "comment area" is also added so parents can share any information for their child's caregivers. We also recommend letting the front office know if there are any issues that we need to solve, preferably in writing so that we are all on the same page.

DIAPER CHANGING PROCEDURES

NO Cloth Diapers will be allowed. It is the parent's obligation/responsibility to make sure your child has enough supplies. Changing areas have running hot water and are disinfected after each use. Teachers wear new fresh gloves each time they change a child's diaper. Every precaution is made to keep the diaper changing areas germ free. Licensing regulations are adhered to in all areas of sanitation procedures. Your teacher will provide/remind you with a list of items required for diaper changing and re-filling on your daily sheets or verbally. It would be a good idea for you to check if any items are needed weekly including extra clothes in case something was overlooked.

EXTRA CLOTHING

A set of extra clothing is required in case of an emergency or accident during toilet time. Please be sure to have an extra set of clothes, socks, underwear and shoes in a zip lock bag labeled with your child's name on it! Please replace any used items as needed.

SOILED CLOTHING

Clothing soiled with fluids (stool, urine, blood, vomit) will be placed in a plastic bag, to be picked up by the parents or guardian at the end of the day. It is the parent's responsibility to check and clean out your child's cubby daily.

TOILET TRAINING

Douglas Academy believes parents should initiate toilet training at home. We will support your efforts to help your child become toilet trained. Staff will encourage & assist your child in his or her attempts at independence and will offer praise when your child tries or is successful. We make every effort to follow

directions to ensure consistency between both home and school however possible. Therefore, we ask you to please cooperate in doing the same at home.

BIRTHDAYS

We encourage you to celebrate your child's birthday with his/her friends at our school with nutritious "treats" to help with the occasion. Please go over all birthday procedures with the center Director & teacher. Only store purchase items will be allowed.

REFERRAL BONUS

We hope you will recommend us to friends, neighbors and colleagues. If a child enrolls based upon your referral, you will receive a **REFERRAL BONUS** after the referral has been enrolled at our center for **30 days. The new enrollment MUST provide a written note with the referring parents name and information at time of enrollment to receive referral bonus.** This referral bonus cannot be used towards your 2 weeks' withdrawal notice or vacation credit. If there is a past due balance the referral bonus will automatically be credited to your account.

DRILLS AND EVACUATIONS

Emergency fire drills are mandatory by law and conducted monthly to prepare the child should an emergency arise. It is important to talk to your child should they raise questions or concerns about the drills and we will prepare them in advance as well. Each classroom has an exit to the exterior outside. In event of a fire, each classroom will be escorted by the staff through the appropriate exits onto the designated area. Infants are placed in evacuation cribs and exited by the staff. Staff will take attendance records with them and attendance will be taken once outside to make sure all children are accounted for. No one can enter the building until a final sweep and clearance has been given to return to the building.

EMERGENCY EVACUATIONS

In the event, there has been a threat made on the Douglas Academy facility or nearby facility, the local law enforcement officials will be called and a lock-down of the School will take place. During a lockdown and as with all times during school hours, all exterior doors will remain locked and during a lock down no one can enter or exit the building until the appropriate authorities arrive.

PARENT/TEACHER CONFERENCE

Lead Teachers at Douglas Academy complete formal observations and assessments for each child enrolled at the school within 45 days of enrollment. These observations and assessments are held 2 times a year (fall, and spring). All parents are invited to participate on parent night to generally review these assessments with your child's teacher. Teachers/parents may request a conference when there are special concerns in the classroom. We ask that a special time is provided for this conference and may be held in private with upper management present. Teachers are busy taking care of the other children during school hours so it is important that a designated time is made to have a conference.

MANAGEMENT TEAM STRUCTURE

For problem solving at the classroom level we recommend the following four-step process:

1. First, bring any concerns to the teacher.
2. Next, if you are not satisfied, speak to the Assistant Director, then Director.
3. Last, if you still have a concern and the above staff has not been able to satisfy your concerns, please do not hesitate to contact Fredericka Morgan directly via email at (fmorgan@DouglasAcademyPA.com).

PARENT/TEACHER COMMUNICATION

When you have a concern, please remember...

- Teachers want parents to be satisfied with the care their child is receiving.
- Talk to the teachers directly whenever possible.
- REALIZE that if you have a concern with a teacher, the Director will need to investigate and talk with the teacher about your concern to deal with the issue in a straightforward manner.
- Please give teachers a chance to correct minor issues.

Sometimes we cannot make the changes you may request due to other restrictions, but we ALWAYS want to hear your suggestions.

We promise to consider them serious and respond to you in a timely manner.

- If at any time a parent wishes to meet with their child's teacher to discuss issues that may arise, he/she can contact the teacher to schedule a meeting and an administrator will also be present.
- We do ask that you schedule a conference with your child's teacher to discuss issues in depth, and not try to discuss them during drop-off and pick-up times

CUSTODY

If custody is an issue, we must have a notarized court order on file outlining the custody arrangement. We ask parents to please not involve us in your family custody issues. Parents need NOT to bring personal issues to Douglas Academy.

***Please do not make Douglas Academy the drop-off or exchange site.**

TRANSITION PROCEDURES

Parents will be notified one month in advance when their child will be transitioning to another classroom usually the beginning of the month. A letter will be sent home stating what day the transition will begin. During this time, your child will visit the new room for a few hours a day. This will continue for approximately two weeks until your child has had time to warm up to the new environment. In some cases, children love the new classroom and adapt well, in these cases the transition may happen sooner rather than later.

SUGGESTION BOX

Douglas Academy has a suggestion box at the reception desk. We welcome all suggestions or comments to better serve our clients.

POLICY AGREEMENT FORM

*** I have read, understand and agree to the above policies that Douglas Academy has put in place in this Parent Guide/Handbook (pages 1-22). I agree to follow these rules, policies & procedures. I understand that failure to abide by Douglas Academy policies and procedures may result in my child's enrollment termination. Disregard of Center policies can include: ignoring state licensing rules and regulations; not keeping your account current; aggressive, loud and argumentative interactions with a Center employee; hostile communications, not following our center sick policy etc.

***Above all, Douglas Academy reserves the right to maintain a harmonious and safe environment for the children. Our goal is to bring about collaboration between the home and school in ways that enhance your child's development.

Sign and return this page to front office at time of enrollment/with **NON-REFUNDABLE** Enrollment Fee or **NON-REFUNDABLE** Promotional Fee:

Parent/Guardian Print Name

Date

Child's Name Enrolled

Date

Additional Siblings Enrolled

Date

Douglas Academy Staff

Date