

Premier Academy, Inc.

# Family Handbook



Cindra Taylor

“ More Than Just Kids ”

# *From the Desk of The Executive Director*



Dearest Parents and Family,

Thank you so very much for trusting Premier Academy to provide care for your child and family. We know that there are many other childcare options in the Atlanta area, so we don't take this opportunity lightly.

As Executive Director, I stand on the shoulders of those who had a vision, over 40 years ago, to provide affordable, high-quality education in a community-based setting and I've had the honor and privilege of serving this agency since 1996. During this time, we have expanded our services, to include cutting-edge educational partnerships, resources and innovative teaching practices.

I lead this agency with a very simple principle: "Children are the World's Most Precious Jewels. Just like precious jewels, our children must be protected, cared for and treasured for life. For if we fail our children, there will be no future."

Our approach for the future, with a re-defined vision, positions the jewels in our possession to excel and become successful assets. This vision, in a simplistic version, merely states that we will "prepare every child in our program to excel in school." Our vision is supported by the following 5 (five) value statements:

- 1. Every child is treated equally.**
- 2. Our decisions are based upon the best interest of our children.**
- 3. Quality is the core of our program.**
- 4. The needs of the children take precedence in everything we do.**
- 5. Meeting the needs of our families are critical captions in order to meet the needs of our children.**

The staff, in conjunction with the Board of Directors, has a commitment to ensure that our children succeed physically, socially, emotionally and intellectually. This kind of dedication and commitment has been our foundation for providing child care services in Atlanta, Georgia. Our doors are always open to you for a moment, a season or a lifetime.

*Yours truly on behalf of the jewels of the universe.....*

***Cindra K. Taylor***

*Cindra K. Taylor  
Executive Director – Premier Academy, Inc.*

## About Us

Since 1971, Premier Academy, Inc. (formerly Bedford Pine Child & Family Resources Center) has provided affordable, high-quality early learning and childcare services to over 20,000 children in metro Atlanta. Today we operate two NAEYC-accredited and Quality Rated (level 3) child development centers, Minnie Howell and Renaissance, to meet the educational, developmental and childcare needs of more than 500 children and their families each year.

Premier Academy is, unquestionably, a Center of Excellence, delivering the highest standards of childcare through a strong team of knowledgeable and effective administrators, highly-trained and credentialed teachers and staff, engaged parents and family members, an active group of business, civic and educational leaders who serve as Board of Directors and a vast network of collaborative partners.

Our goal is simple, to ensure all children who enroll in our program are developmentally on-track and prepared for success in Kindergarten and beyond.

## Our Mission

*Our mission is to provide a quality education program that fosters the development of preschool age children through planned learning environments, which aim to enhance their physical, social, emotional, and intellectual development.*

## Our Locations

### **Premier Academy – Minnie Howell Location**

399 Macedonia Road

Atlanta, GA 30354

404-366-3700

[www.premier-academy.org](http://www.premier-academy.org)

### **Premier Academy, Inc – Renaissance Location**

120 Renaissance Parkway

Atlanta, GA 30308

404-875-9668

[www.premier-academy.org](http://www.premier-academy.org)

# Hours of Operation

Each center is open from **6:30 a.m. until 6:00 p.m.**, Monday through Friday year- round, and service children from 6 weeks through 5 year of age.

## 1. GENERAL INFORMATION

### **NAEYC-Accredited Centers**

NAEYC Accreditation helps teachers and other staff at early learning programs develop a shared understanding and commitment to quality. The accreditation process leads to increased staff morale, greater staff retention, and a more positive, energetic work atmosphere overall — enabling centers to provide a solid foundation for all children's success in life.

- \* Both centers have been **awarded NAEYC Accreditation** and have maintained this status for over a decade.

### **3-Star Georgia Quality Rated Status**

Quality Rated is Georgia's system to determine, improve, and communicate the quality of programs that provide child care. Similar to rating systems for restaurants and hotels, Quality Rated assigns one, two or three stars to early education and school-age care programs that meet or exceed the minimum state requirements. By participating in Georgia's voluntary Quality Rated program, programs make a commitment to work continuously to improve the quality of care they provide to children and families.

- \* Both centers have been **awarded Quality Rated Status** and are 3 - star programs – the highest possible rating.

### **Head Start/Early Head Start Services**

In partnership with Easter Seals of North Georgia and the YMCA ECDC, Premier Academy offers Early Head Start services (6 weeks – three years old) and Head Start services (3-5 year olds) for eligible families. Families benefit from small classroom sizes, qualified staff, and family engagement services.

### **Georgia Pre-Kindergarten Program**

Georgia's Pre-K Program is a lottery funded educational program for Georgia's four year olds to prepare children for Kindergarten. Children four years of age on September 1 of the current school year who are Georgia residents are eligible to attend Georgia's Pre-K Program during this school year. Pre-K programs usually operate on the regular school system calendar for the length of a typical school day.

### **After-School Care/Holiday & Summer Camp**

After-school care is available for children in Head Start, Pre-K and who are enrolled in our school-age after school program. There is a fee associated with this service. Additionally, Holiday camps are available when school is out (Spring Break, Winter holidays, etc.). Premier Academy also offers an intensive and enriching summer camp program for children age 5-12.

### **Emotional and Mental Health Counseling Services Provided through the CAMP Program**

C.A.M.P. is an acronym for Premier Academy's Childhood Acute Mental Health Practices Program. The goal of the program is to promote and strengthen the social emotional and behavioral health of children to prepare them to successfully achieve developmental milestones and long-term mastery in any academic environment. C.A.M.P serves children enrolled in Premier Academy the opportunity to receive onsite screenings, assessments, treatment, counseling and other support services through a collaborative partnership model. All services are provided during normal school hours with some parental involvement through parenting workshops offered during the evenings.

### **School Transition Program for Rising Kindergartners**

The Summer Transition Program is a six week intensive academic program offered during the summer months, for rising kindergartners who meet certain criteria.

- \* The centers provide after-school pick-up for school-age children at neighboring schools, only. Parents should inquire about this availability at either site for specific information. The center does provide transportation for field trips, as well.

## **2. GOVERNING BOARD**

The child care centers of Premier Academy, Inc. are governed by a volunteer Board of Directors consisting of business and community leaders (including 1 parent from each center) who direct the business management arm of the corporation including all contractual and financial matters affecting the Corporation. The Board of Directors meets in November (Annual Meeting), February, May and August each year.

## **3. SERVICES**

Services provided are given without discrimination on the basis of political affiliation, religion, race, color, sex, mental or physical impairment, national origin, or age to residents of the State of Georgia. Services also include:

- **Full Day Care** for infants, toddlers and pre-school age children. Both locations operate Georgia Pre-K programs for 4-year olds and offers slots in this program option on a lottery basis. Premier Academy also partners with the YMCA Early Childhood Development Corporation, LLC as well as Easter Seals of North Georgia to provide Early Head Start and Head Start partnership services. Upon enrollment, your Program Administrator will review program options with you to identify the best placement for your family.
- **Subsidized Child Care** through funding available by the Georgia Department of Early Care and Learning (CAPS), United Way and private funding, families are eligible to receive subsidized childcare, pending income-eligibility and availability of funds. Interested families should inquire at <http://www.gateway.ga.gov/> to apply for CAPS. If families do not qualify for CAPS, tuition assistance may be available through Premier Academy, Inc. directly. The site's Program Administrator will be able to assist families through this process.

- **Health/Nutrition**

Premier Academy provides children with breakfast, lunch and afternoon snacks, in accordance with the requirements and regulations of the USDA/CACFP program. These meals are provided at no-cost to the family. Should a child have special dietary restrictions, documentation from the physician should be provided at the time of enrollment, so that accommodations may be made, ahead of the child’s enrollment and attendance.

- \* Alternate meals are available for children who consume vegetarian diets. The program’s administration will make all reasonable accommodations to satisfy dietary restrictions. Soy-based milk will be provided for those who require it. Parents should be sure to make all dietary requirements, allergies, food sensitivities and preferences known at the time of enrollment.

- **Educational Programs**

Premier Academy utilizes the *Creative Curriculum* and *MyTeaching Strategies Assessment* System.

- 4 assessments yearly
- Twice a year progress reports.
- Twice a year scheduled parent/teacher conference.
- Referral services and service coordination for children with special needs.
- \* The Creative Curriculum® is a comprehensive, research-based curriculum that features exploration and discovery as a way of learning, enabling children to develop confidence, creativity, and lifelong critical thinking skills. It is designed to help educators at all levels of experience plan and implement a developmentally appropriate, content-rich program for children with diverse backgrounds and skill levels.

As a Nationally recognized childcare program, Premier Academy adheres to classroom ratios that are below state requirements.

| Age Group | Staff to Child Ratio | Maximum Group Size |
|-----------|----------------------|--------------------|
| Infants   | 1:4                  | 8                  |
| Toddlers  | 1:4                  | 8                  |
| Preschool | 1:8                  | 16                 |
| Pre-K     | 1:11                 | 22                 |

- **Physical Environment**

All facilities meet or exceed state and federal requirements. As a part of on-going monitoring and quality assurance, the program ensures that the physical environment is safe, free from danger and is in good repair. The most recent licensing inspection from the Department of Early Care and Learning is posted for your review.

*(services continued...)*

- **Parent Involvement**

- \* Twice a year orientation sessions for new parents enrolled in the Premier Academy to acquaint with operations.
- \* Twice a year Open House Sessions for all parents to meet with teachers to discuss and review educational programs.
- \* A representative and an alternate are identified to represent each Center's parents in quarterly meetings of Board of Directors.
- \* Parents are encouraged to participate in our volunteer programs. (i.e: Parent Coalition)

- **Staff Development**

All staff members participate in on-going training in the areas of child development, nutrition, management, health, and social services sponsored by local universities, colleges, technical schools, state agencies, and community organizations. Teachers receive a minimum of 16 training hours each calendar year. On Staff Development days, the centers will be closed. An annual calendar is provided upon enrollment.

- **Program Evaluation and Monitoring** is performed on an on-going basis by a variety of sources. The Georgia Department of Early Care and Learning provides regular monitoring visits. Those results are posted in the centers and are also available on-line at [www.dec.state.ga.us](http://www.dec.state.ga.us).

#### 4. SOURCE OF FUNDS

- **Parent Fees/Tuition**

- **Fund for subsidized care:** The Childcare and Parent Services (CAPS) program assists no to low income families with the cost of child care. Families may apply for subsidized child care at Georgia Gateway at <https://gateway.ga.gov/access/>

- **Meals** are available at no separate charge to enrolled children by the Child and Adult Care Food Program (CACFP).

- **United Way of Metropolitan Atlanta** provides funds for child care which enables the program to provide child care on a sliding fee scale for families ineligible for subsidized care through the County.

- **Voluntary Contributions**

Premier Academy, Inc. is a non-profit organization listed with the Internal Revenue Service. As such, the Corporation is receptive of voluntary contributions which are used in the operations of its program. Written receipts on corporate letterhead acknowledge contributions.

- **Scholarship Fund**

The purpose of the Scholarship Fund is to provide current and former clients, staff, Board Members, and partners an opportunity to directly support the mission of Premier Academy through annual pledges, endowments, and in-kind gifts and services. Scholarship funds will be used with families experiencing hardship in paying child care fees. Each case is evaluated on an individual basis by the Executive Director. Any family who needs childcare tuition assistance should speak directly with the site's Program Administrator.

## **5. PROGRAM MANAGEMENT**

Each Center has an assigned Center Director who is in charge of all aspects of the daily operations. When the Center Director is away from the site, the Program Director oversees the operation of the program with the assistance of the Program Administrator. If no supervisory staff person is present, an appointed teacher oversees the operation of the program with the assistance of the other staff present.

### **POSTED NOTICES**

The following notices are posted conspicuously near the main entrance of the day care center:

- Current year's operating license, issued by the Georgia Department of Early Care and Learning
- Statement of Parental Access
- Positions and names of persons in charge
- Current Week's Menu
- Emergency Plans for fire and disaster drills, including severe weather. In the case of severe weather, the Center will follow the posted Hazardous Weather Plan placing children away from possible flying glass.
- Statement for Visitors
- Building Certificate of Occupancy
- Food Service Permit
- Current Fire Drill Report
- Parental Grievance Procedures
- Special Program Recognition Awards
- The Georgia Department of Human Resources Communicable Disease Chart is posted in the sign-in/out area.
- All notices required by the United States Department of Labor are posted in areas where staff can readily see it.
- The site's most recent licensing report issued by the Georgia Department of Early Care and Learning (DECAL).

### **SCHEDULED CLOSINGS**

Each Center will observe the following holidays and closings:

- New Year's Eve
- New Year's Day
- Martin Luther King Jr. Birthday
- Good Friday
- Memorial Day

- Independence Day
- Labor Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Eve
- Christmas Day
- 2 Professional Learning Days for staff

A reminder of scheduled closings will be posted on the front entrance door prior to the date of closing.

The Center will be closed when the Atlanta Public Schools are closed for hazardous weather, such as icy or snow days. This information can be obtained from your local radio or television station - WSB, Z-93, WETV, Channels 2, 5, and 11.

The Center will be closed for special conditions, i.e., utility catastrophes, hazardous weather, or any other condition which might affect the health and/or safety of children in the program.

If a facility is inhabitable, the Executive Director and/or Center Director reserve the right to decide whether to open a facility.

Parents are encouraged to sign up to receive e-mail and text updates. Please be sure to like/follow our social media pages so that you will remain up to date on all program events and occurrences.

#### **SOCIAL MEDIA & PARENT NOTIFICATION SYSTEM**

- Social Media – At the time of enrollment, parents will complete a photography/video release form. This form provides Premier Academy to photograph our children for general purposes. Teachers are not allowed to photograph children for their own purposes, nor for posting on individual social media accounts. Our Facebook page is located at <https://www.facebook.com/PremierAcademyAtlanta/>

***\*Please be sure to like and follow our page for updates.***

- Parent Notification System – Premier Academy uses One Call to remain in contact with parents. One Call will be utilized for many program announcements. The system allows us to setup an extremely reliable form of communication with the parents/guardians of our students. For example, should Premier Academy be closed, Administration can send out a voice / text message to all of the parents alerting them, instantly. The calling post system also reminds parents of important upcoming activities, sharing with the parents when we have school closings, closing early etc. Please see your center's Program Administrator for access.

#### **TRANSPORTATION**

No transportation is provided to the center from home. However, the program picks up children enrolled in our After-School program from neighboring schools.

Children 4 years old and older will be allowed to participate in off-site field trips. Parents should sign and date a Field Trip Authorization form for their child to be transported on field trips, while attending the Center. This form authorizes participation in activities away from the Center. Parents will complete and sign the Field Trip Authorization form for their child to be transported on field trips, while attending the Center. This form authorizes participation in activities away from the Center.

## 6. ENROLLMENT

### **CONDITIONS OF ENROLLMENT**

Enrollment is based upon slot availability and will be determined by the Center's Administrative Staff.

The Center Administrative Staff will interview the parent or guardian with the child. Parent Policies and Procedures will be reviewed and information gathered to meet the requirements of the program.

### **ENROLLMENT PROCESS**

1. All Enrollment forms on a child must be completed by the parent including (but not limited to) a physical exam form. A Certificate of Immunization signed by the child's physician or from a health department, must be on file before the child's first day at the Center.
2. A child's Health and Habits Form must be filled out completely for each child for the purpose of informing the center staff of the child's special needs and current health condition.
3. All children presently enrolled or in the process of being enrolled in the Center must have documentation of birth. Acceptable documents may include passports, immigration paperwork or a certified birth certificate on file. The birth certificate must have a State of Georgia seal impressed upon it.
4. If a request for release of the child is denied to a parent who is named on the child's birth certificate, the parent who enrolls the child, regardless of marital status, must provide legal documents proving custody rights.
5. Upon enrollment, the parent must fill out an Authorization for Pick-up form. The child cannot and will not be released to any person other than those listed on the authorization form. In order to delete a person on the list, the parent must see the Administrative Staff to complete an entirely new authorization form.
6. If after a reasonable time of enrollment in the program, a child is unsuccessful in adjusting to the child care setting, conferences will be held with the parents. Other resources will be sought and considered for professional guidance, including teacher observations in the case of children under three years of age. A decision will then be made by this agency as to the adjustment, termination or continuation of services based on the findings of these resources. It is expected that the parent will cooperate to the fullest extent possible, when such a situation arises, to ensure that the child receives the full benefits offered by the program.
7. The Center has the responsibility of protecting the safety and well-being of all children and staff in the program. In the event a child becomes severely destructive to self, other individuals, or property, services may be terminated.

## 7. PARENT ENGAGEMENT & INVOLVEMENT

Premier Academy recognizes parents as your child's first teacher. We intend to partner with you in your child's educational experience. There are a variety of ways that parents may be involved and engaged. We offer a comprehensive parent engagement experience, designed to connect families to their communities and each other. Additionally, we take a holistic, 2-generation approach to our work. Families are encouraged to be involved and engaged by:

- Attending Orientation sessions
- Joining the Parent Coalition and attending meetings
- Serving as an officer on the Parent Coalition
- Serving as a Parent Representative on the Board of Directors
- Attend parent trainings and workshops
- Volunteering in the classroom
- Participating in center events (Sweetheart Ball, End of Year Transition Celebration, etc.)

Parents are encouraged to share cultural ties to our Curriculum Focus Country. Parents will be asked to share traditions, foods, language, items, stories and other aspects of their country with the class. Lesson plans and special activities will be planned to celebrate the various cultures of the following countries monthly as follows:

| <b>Month</b> | <b>Country</b>                             |
|--------------|--|
| January      | China                                      |
| February     | Italy                                      |
| March        | Ireland                                    |
| April        | Puerto Rico                                |
| May          | Mexico                                     |
| June         | Israel                                     |
| July         | U.S.A. ( <i>United States of America</i> ) |
| August       | Jamaica                                    |
| September    | Kenya                                      |
| October      | France                                     |
| November     | Great Britain                              |
| December     | Australia                                  |

## 8. PARENT RESPONSIBILITIES

- Each parent must provide the Center with a current phone number, address, business number, and emergency contact person(s), their phone number(s), and address(es).
- Parents are responsible for providing transportation for their children to and from the Center.
- Parents need to deliver each child to his/her teacher or group area and sign in each child daily. Parent "mail boxes/cubbies" are provided and need to be checked daily.
- Children are not allowed to bring toys, money, or food to the Center except on special occasions and with prior approval of the child's teacher.
- On signing these policies, the parent agrees to allow staff members to administer developmental screenings to the child, to be utilized in planning an educational program for the individual child.
- Progress reports on each child are distributed 4 times, yearly (Fall, Winter, Spring and Summer). Parent/Teacher Conferences will be scheduled 2 times a year and also upon the request of the teacher or parent to discuss progress reports. At these times, assessment results on the child's performance in the program will also be discussed with the parent.
- If a person, who is not on the Authorization for Pick-up form, will be coming to pick-up the child for a single day, the parent must see the Administrative Staff person to fill out an Authorization for Temporary Release form. This form must be filled out by the parent and witnessed by the Administrative Staff and/or Director of the Center.
- Only in extreme emergencies will the Center Director and/or Administrator be allowed to authorize the release of a child pursuant to a telephone request by parent. This decision will be authorized by the Executive Director only.
- If, by **7:30 p.m.**, a child has not been picked up and the Center has not heard from a parent, Child Protective Services or the Police Department will be notified to retrieve the child.
- The Center is not in a position to intervene in family conflicts of any kind. If a parent or person who acts on behalf of a child is disruptive or abusive on Center property, the Center Director, in support of the Executive Director will make a decision as the continuation of services to the family. Until a decision has been made, the child will not be allowed to return to the center.
- Premier Academy prides itself on professional services and it is expected that **all** parents will respect our service delivery. Parents will not be allowed to engage in confrontational behavior with staff members. Threatening language, inappropriate behavior, lewd/vulgar language on the premises, and/or antagonistic behavior towards any staff members will be grounds for immediate termination of services. Our program will **not** hesitate to contact local authorities for **ANY** situation that we deem it necessary. While our centers are cornerstones in the community in which we're located, community disputes/disagreements, etc. may not be addressed, nor solved in our program.

## 9. ATTENDANCE

Each child is expected to arrive in the Center by **8:30 a.m.** in time for breakfast, which is not served after 9:00 a.m. Parents are expected to observe our learning environment by ensuring their children arrive in a timely manner. In the event a child will not arrive before 9:00 a.m., because of medical appointments or extenuating circumstances, notice must be given to the Program Administrator. Children arriving without prior notice will not be allowed to receive services on that day. This policy is strictly enforced, in order to create a continuum of services that limits disruption.

Daily attendance is very important for all children. In order for children and families to maximize the program's impact, children should attend school on a daily basis. Your site's Program Administrator's will monitor attendance and will identify children who have an average daily attendance rate of less than **85%**. Families who continue to miss an excessive number of days will need to meet with the center's administrative team to determine if there is a true need for full-day services.

All parents will sign in each child upon arrival each morning. When the child is picked up in the evening, the parent will sign out each child upon departure.

Parents must deliver their children to their teachers and not leave them at the door or in the parking lot. Parents must check with the teacher before picking up any child.

## 10. CLOTHING & SUPPLIES

- Children are expected to come to the Center dressed appropriately for the weather and for indoor and outdoor activities that they will participate in.
- Each child should wear appropriate shoes to participate in the activities at the Center. For safety reasons, open-toe sandals, flip flops, etc. are not allowed.
- Children should wear washable clothing in which they will be comfortable at the Center. Premier Academy's curriculum is based on the theory that children learn best through play. It is quite possible that children may get their clothing dirty from their daily experiences. We kindly ask that you reserve precious clothing for home experiences and allow your child to wear school clothes that you don't mind getting dirty. With the exception of the infants, we are unable to change children's clothes and shoes due to a stain or because parents wish for a child to wear different shoes on the playground.
- Each child should have a complete change of clothing that is left in the Center, at all times, to be used for emergencies, including socks and underwear. Each piece of clothing must have the child's name written on it. Parents are responsible for checking their child's cubby occasionally to make sure they have a clean change of clothing. Center is not liable for missing clothes or other children's items.

- Parents are responsible for collecting and washing dirty/soiled clothes from their child's cubby. If a child soils his/her clothes, they will be placed in a tightly-tied bag and placed in the child's cubby. Due to skin sensitivities and allergies, we are unable to wash your child's clothes.

### 11. HEALTH SERVICES, MEDICAL CONDITIONS AND NUTRITION

- Each child is required to have a current Certificate of Immunization on file. The Center Administrator will assist the parents in making the necessary referrals for medical services. It is the parent's responsibility to keep the child's records at the Center updated.
- Children who are ill or have a contagious condition are not to remain in the Center. If a child should become ill during the day, a parent will be called to come for the child. The child will be taken to an isolated area to await the arrival of the parent while being supervised by an assigned staff person. Parents should arrive within 45 minutes of being notified that their child is sick.
- Children with fever or who are sick must be kept home. A child who is running a fever, is vomiting or has diarrhea/loose stools must remain home for 24 hours, unless the family brings in a doctor's statement that indicates that the child has been seen by a doctor, does not have a communicable illness, able to return to school with documentation of proof of diagnosis. (ie: After visit summary form.) If the child still appears to be ill, the center's administrative staff has the right to request that the child remain absent from school until they exhibit signs of being healthy.
- Parents are asked to inform the Center when it is discovered that a child has a communicable disease which will then be reported to the Fulton County Health Department.
- Only prescribed medicines will be administered by program staff. The prescribed medication must be accompanied with a statement from a physician stating that the child can be in the Center among other children while taking the medicine. A Medication Authorization form must be filled out, daily or weekly and completely, by the parent in order for the child to be given the prescribed medication. Medicine may be picked up from child's teacher at the end of the day.
- These forms are available upon request from the child's teacher. Completely filled out forms along with medicines are to be reviewed by the parent with the child's teacher. If the forms are not completed in their entirety, with correct information, the program is unable to dispense that medication on that day. Please check with program staff to ensure that the form is accurate.
- Parents are requested to consult with the child's physician to see if the dosage of medicines can be limited to once per day, while their child is in attendance.
- Parents are free to call the Center to remind staff to administer medicine, when such is required for the child.
- If a child experiences an adverse reaction to prescribed medicine, parents must notify staff. If staff observes an adverse reaction (such as excessive drowsiness) staff will notify parent immediately by phone. Description of adverse reaction will be written in on medication form (copy given to parent) and parent informed, in person, upon arrival for child pick-up.

- Parents should notify the Center if any over-the-counter or other prescribed medicine has been administered to the child.
- Weekly menus are posted in advance in the Center and parents may refer to these at any time. Children are served breakfast, lunch and afternoon snack according to U.S.D.A. guidelines.
- Food exceptions are made only in cases which are documented by a recognized health official or by a parent. These must be cleared with the Director of the Center. Parents are permitted to bring food for their children, if such conditions occur.
- Milk is a USDA required meal component. It must be served to each child in the required portion size, unless documented in the child's file by a recognized health official.
- Each child in the Center will have the advantage of an afternoon nap or rest period each day.
- Absolutely no smoking is permitted in or around the child care facility by parents, visitors, or staff.

## 12. INFANT PARENT'S RESPONSIBILITIES

- Premier Academy provides infant formula and prepared baby food for children enrolled in our Early Head Start program, only. Parents of infants who are NOT enrolled in Early Head Start are requested to provide prepared formulas for infant feeding.
- Parents must label all bottles daily, with the child's full name the current date.
- Upon enrollment and regularly thereafter, as dietary changes are made, each parent is to provide signed and dated feeding information for each infant. These forms are available in the infant classroom.
- Premier Academy provides diapers and wipes for infants enrolled in our Early Head Start program only. Parents of infants who are NOT enrolled in Early Head Start are requested to provide disposable wipes and diapers.
- Pacifiers may be used by infants. Pacifiers must be labeled with the child's name. They may not be attached to the child's clothing or bibs, per State Licensing standards.
- Only bibs with Velcro snaps or pull-away will be used with infants and toddlers.
- **Hair beads, loose barrettes, and jewelry are unsafe for children and is prohibited.** Should the center identify that a child's adornments create a safety hazard for the children, those adornments will be removed and placed in your child's cubby. The Center will not be liable for any harm or injury caused by these items.

### **13. EMERGENCY MEDICAL PROCEDURES**

1. Parents will receive a written copy of incident/accident reports for all incidents /accidents incurred while the child is in attendance in the program. The original is placed in the child's file.
2. Children involved in accidents that warrant medical attention from a physician, while attending school, will be taken in a Center vehicle or staff car to Atlanta Medical Center Emergency Clinic. The parent will be notified to come to the emergency facility.

### **14. DISCIPLINE & CHILD ABUSE POLICY**

The staff uses a positive approach in managing the behavior of children. The staff respects a child's right to choose not to participate in certain activities at times. Children are encouraged to talk about feelings and ideas instead of solving problems with force.

Premier Academy understands the developmental stages of children and also understands that challenging behaviors will present themselves in all children, at times. However, our staff will always use positive guidance techniques to help children make appropriate choices and to help them to understand how to use language skills to solve problems.

Our highly-trained staff members are never allowed to use physical punishment, or other negative methods that hurt, frighten, or humiliate children. We will not restrain your child, force-feed, or withhold food as a means of punishment.

When positive guidance techniques are not effective, teachers will meet with the parents to discuss other alternatives and to understand what methods are useful at home, if similar behaviors are present. Should behaviors persist, teachers may request a conference with the parents. Additional center administrative staff may be asked to attend as well. During this time, all parties will agree upon a plan to support the child through these challenging behaviors. The plan may include referrals to other agencies, referrals to the program's CAMP program or may include a modified schedule.

However, should a child's behavior present a threat or safety hazard to him/herself, staff or other children, a suspension of services may be implemented. This suspension is not to penalize the child but to provide the program with an opportunity to plan for the child's re-entry (putting support mechanisms in place) or to determine whether or not Premier Academy is a suitable environment for the child and family.

#### **CHILD ABUSE POLICY**

All employees of Premier Academy are mandated reports of child abuse and neglect. If possible child abuse, neglect or injury is suspected, the following steps are to be taken:

1. The teacher should talk to the Center Director if she/he suspects a child is being abused or neglected.

2. The Center Director will call the local County Department of Family and Children Services and make a report.
3. The following information will be provided to the County Department of Family and Children Services:
  1. Names and addresses of child and family/caretaker
  2. The child's age
  3. The nature and extent of the child's injury or neglect
  4. The identity of the person who is suspected to have abused or neglected the child if known
  5. Other information to explain the cause of the suspected abuse or neglect

If your child has sustained any type of injury, mark or bruise, we ask that parents communicate with the child's teacher to explain the nature of the injury. This information will be notated on the daily health and observation form as a means of documentation as well.

#### 15. FEES AND PAYMENTS

- Weekly child care fees are set with the parents by the Center's Administrative Staff, at the time of enrollment. Parents will sign a Fee Agreement Form during enrollment, noting the amount of payment. The form will be filed in the child's folder prior to admission to the program and the parent will receive a copy.
- Fees are to be paid for a week in advance. Fees may be paid weekly, bi-weekly or monthly, as long as this arrangement allows for the fees not be paid ahead, and not behind.
  1. Registration Fee – one time - \$65.00 per child.
  2. **Fees are due the Center's first service day of each week.**
  3. Current week's fees can be paid through Tuesday 6:00 p.m.
  4. If fees are not paid by 6:00 p.m. Tuesday, **service will be discontinued effective 6:30 a.m. the following service day.**
  5. A \$10.00 late fee will be assessed if payment is not received by 6:00 p.m. Tuesday. This fee **must** be paid along with the weekly fee before a child can receive services.
- For safety and security reasons, fees must be paid in check, money order, debit or credit cards unless otherwise indicated. **We do not accept cash.**
- A \$50.00 service charge will be assessed for each check that is returned from the bank. After return of 2 insufficient fund checks, personal checks will not be accepted. The \$50.00 return check charge must be paid in cash or money order and separate from child care payments.
- Children, including subsidized, who are full-time and who are absent for a full week (Monday through Friday) *for any reason* will be charged half of the weekly Center's rate per week to reserve the slot in the program for the child's return. This weekly rate is set by the Board of Directors of Premier Academy

- If a child comes one or more days in a given week, parents are required to pay the full weekly fees. This policy applies regardless of Center holidays and hazardous weather days.
- If a child is absent for more than 2 weeks, the parent is expected to pay the Center's full weekly fees in order to reserve the child care slot.
- An individual record is kept on fees paid by each family and is available for the parent to review upon request.
- Child care fees are tax deductible. Issued receipts should be retained for this purpose. A summary of total yearly fees can be obtained from the Center Administrator upon request.
- This Fee Agreement after signature by a parent, remains in effect until the Center deems necessary to update said agreement.

#### **DROP - IN SERVICE**

Children who are enrolled in the program for one day are considered to be drop-in clients and will pay the rate of \$50.00 per child per day. Fees must be paid at the time of services.

#### **LATE PICK-UP CHARGES**

Any child who is picked up after **6:00 p.m.** is considered a late pick-up (6:01 p.m. is late); and the parent will be charged **\$1 per minute that the parent is late.**

The charge must be paid on the **following day** after the occurrence, before the child is brought back into the Center. In addition to the assessed late charges, on a **third late pick-up occurrence**, the family could be terminated from the Center.

If parents are going to be late picking up a child at the agreed upon time, the Center must be notified by phone immediately if possible; *late pick up charges still apply.*

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| <b>16. DRUG FREE ENVIRONMENT</b> |
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Possession or use of a controlled substance is prohibited by parents, representative of parents, employees and all others in and/or around the day care facility.

We also request that parents refrain from appearing to be under the influence of drugs and/or alcohol when dropping off or picking up children. Should our staff suspect that a parent/guardian is under the influence of such substances, authorities will be notified prior to the child being released.

The safety of all children is our primary concern. We ask that parents respect this policy and agency by ensuring that there is no assumption or suspicion of drug or alcohol use. **This includes, but is not limited to appearance, behavior and odor.** Failure to comply with this policy will result in immediate termination of services.

## 17. DISCONTINUATION OF SERVICE BY CENTER

Failure to comply with the following could result in grounds for termination of services by the Center:

1. Documentation of three late pick-ups.
2. Failure to meet necessary immunization requirements.
3. Disorderly conduct, abusive language and threatening behavior that is harmful to children, staff, self, or the Center.
4. Non-payment of fees.
5. Possession or use of controlled substances in or around child care facility.
6. Failure to comply with Center's policies and procedures.

If for any reason you disagree with the decision by the Center for termination of services, the parent may request a hearing in writing, by following the Grievance Procedures as outlined in these Parent Policies and Procedures.

## 18. GRIEVANCE PROCEDURES

The following grievance procedures will be used for all Client/Center grievances:

1. All grievances must be in writing, to the Center Director, within 10 calendar days after the occurrence of the incident or of the mailing date of notification of termination.
2. The Center Director will schedule a conference, with all parties concerned, within five working days.
3. All parties will be notified of the conference by letter and respond accordingly as to their presence at this conference.
4. After the conference, the Center Director will make a decision on the problem or situation, within five working days.
5. If the decision does not meet the satisfaction of the client, the client may then appeal this decision to the Executive Director who will notify both parties of her decision, with 5 working days.
6. If the decision of the Executive Director does not meet the satisfaction of the client, the client may then appeal this decision to the Chairman of the Board of Directors in writing, within 5 calendar days.
7. The decision of the Board of Directors is final and will be made during its next scheduled quarterly meeting.

**PARENTAL AGREEMENT WITH PREMIER ACADEMY, INC.**

Premier Academy, Inc. agrees to provide day care for:

\_\_\_\_\_ on \_\_\_\_\_  
Name of Child Days of Week  
From \_\_\_\_\_ a.m. to \_\_\_\_\_ p.m. from \_\_\_\_\_ to \_\_\_\_\_  
(Month) (Month)

1. Before any medication is dispensed to any child, I will provide a written authorization, which includes: date; name of child; name of medication; prescription number; if any dosage; date and time of day medication is to be given. Medicine will be in the original container with my child's name marked on it.
2. My child will not be allowed to enter or leave the facility without being escorted by the parent(s), person authorized by parent(s), or facility personnel.
3. My child will participate in the following meals: Breakfast, Lunch, and Afternoon Snack
4. I acknowledge it is my responsibility to keep my child's records current to reflect any significant changes as they occur, e.g. telephone numbers, work location, emergency contacts, child's physician, child's health status, infant feeding plans and immunization records, etc.
5. The facility agrees to keep me informed of any incidents, including illnesses, injuries, adverse reactions to medication, etc., which involve my child.
6. Premier Academy, Inc. agrees to obtain written authorization from me before my child participates in routine transportation, field trips, special activities away from the facility, and water-related activities occurring in water that is more than two (2) feet deep.
7. I acknowledge that ANY lewd, obscene or offensive behavior while on our premises is grounds for immediate termination from our program.
8. I acknowledge that Premier Academy's first priority is the safety of its children, families, and staff members. Any parent jeopardizing this priority will be immediately escorted from the premises, local authorities will be called and termination of services will be effective immediately.
9. I agree to be an active part of my child's education, working in partnership and cooperation with Premier Academy, attending family functions and supporting the agency's mission.
10. I have received a copy and agree to abide by the Policies and Procedures for Premier Academy, Inc.

Signed: \_\_\_\_\_  
Parent/Guardian Date

Signed: \_\_\_\_\_  
Facility Administrative/Person In Charge Date