

Viera Children's Academy

3395 Viera Boulevard

Viera, Florida 32940

321- 433-2330 321-433-2331fax

www.vierachildrensacademy.com – website

vierachildrensacademy@yahoo.com – email address

Parent Handbook and Policy Agreement

Viera Children's Academy [VCA] provides quality childcare without discrimination to all families. In this section we will define our policies as well as our parent responsibilities. We feel open communication among staff, parents and children is crucial in providing quality childcare. These policies exist for the safety and well being of our children, families and staff. Please feel free to discuss any concerns or questions with us.

Philosophy

It is our belief that children learn best through active experiences, with materials, people, events, ideas and hands on activities as they plan their day and make choices with teacher guidance.

At VCA we put a great deal of energy into creating the best kind of learning environment. We nurture the whole child by providing an excellent academic and socialization program. We teach good character qualities, by using appropriate challenges and praises to foster self esteem. We believe this environment is the foundation for developing high-achieving students.

Curriculum

The curriculum used at VCA has been researched and is in keeping with new developments and practices in early childhood education. The curriculum used for the center is *High Scope*. The curriculum has been proven to ignite a spark in children helping them to embrace learning and enabling development to their full potential. High Scope introduces learning experiences in cognitive skills, social, emotional, gross and fine motor development as well as number and math concepts, colors, shapes, and letters. The program is structured and designed to provide the basic foundation of skills essential for the children to excel in today's society.

Social Curriculum

The **social curriculum** focuses on establishing productive social and working relationships with others. Emphasis is placed on the development of children's personal growth, their sense of respect for oneself and others, and their recognition of responsibility to the community. Our social curriculum is modeled by the way our teachers interact with the children. It is further implemented as you see children problem-solve with their peers. Expectations and consequences are age appropriate. The Social Curriculum encourages growth in responsibility, choices and independence. Our children are introduced to the concept of "good choices" and "bad choices" and mistakes are treated as opportunities for learning.

Enrollment

1. Children ages 6 week to 12 years.
2. Prior to their first day of enrollment, children must have on file the following:
 - a. Completed medical form, dated within 90 days of the child's start date (and annually thereafter), and indicating:
 - 1) up to date immunization record with the expiration date signed by the pediatrician
 - 2) up to date physical record with the expiration date signed by the pediatrician
 - 3) free of any communicable disease
 - b. Completed Application
 - c. Registration fee
 - d. Security deposit (equal to one week's tuition)

Any given child-care slot will be considered open and available until the following criteria have been met: An agreement signed by both parents (as applicable) indicating a starting date (approximate or specific), and payment to include registration fee, and two week's tuition payment as a deposit. The two-week prepaid tuition will be applied towards your child's first and last weeks of attendance. Once these have been received, the slot is guaranteed to be held for the child. If the parent(s) cancels the agreement before care commences, the deposit and registration fee will not be refunded. In the event that a slot cannot in fact be held due to unanticipated enrollments, the parent(s) will be notified as soon as the closed slot is identified, and the registration fee and all deposits will be refunded.

Attendance

In order to provide quality childcare services to our families, we ask that children attend the program daily, or as per the contracted days and hours. Children arriving to the center after 9:00am will not be admitted unless prior arrangements have been made with the Administration or a medical reason. Children that have extended absences due to illness, vacation, or other reasons must inform the program in writing prior to the absence.

While it is never the intention of Viera Children's Academy to terminate a child's enrollment, after speaking with the Board of Directors, teachers, and working on a case by case basis, we may decide it is in the best interest of both parties to terminate the child's enrollment.

VPK Attendance

The VPK attendance as mandated by the Early Learning Coalition is noted in the paperwork that parents receive upon enrollment of their child into the Voluntary Pre-Kindergarten Program. As per the Early Learning Coalition, VPK children must attend the program at least 80% of the school year. Children that leave the program for an extended period (more than one week) must disenroll their child from the VPK program. A new certificate must be issued from the Early Learning Coalition for the child to be re-admitted to the program. Children with chronic absences must provide a physician's note after 3 days. If more information is needed regarding the Absence Policy of the Early Learning Coalition, they may be contacted at 321 637 1800. Families are given 5 vacation days in the school year; if a child goes on vacation Viera Children's Academy must be notified in writing **prior** to the scheduled absence. If a child will be out of the program for an extended period (more than 3 days) due to medical reasons a note must be provided to the center **prior** to scheduled occurrence. Physician's notes and parent notes are submitted to the VPK program for billing and processing.

Refunds

Refunds due to parent(s) will be issued in four to six weeks.

Termination of Enrollment

In certain circumstances, it may be necessary for the Director to decide to discontinue a child's enrollment. Such a decision would be based on whether it is in the best interest of the child, or other children in the class, and/or the overall operation of the center to terminate enrollment. Every effort would be made to correct the problematic situation before a final decision is made. Termination of enrollment may be the result of the following:

Non-payment of tuition (immediate termination)

A pattern of late tuition payments

Verbal or physical abuse of other children, staff or property

Verbal, sexual or physical abuse of other children, or staff by a parent
Continued violation of the Center's policies
Disruptive or dangerous behavior
The Center's inability to meet the child's needs
A pattern of late pick-up
Smoking or using illegal substance on property
See Behavior Expectations and Disenrollment Policy in the appendix

In the event of termination of enrollment, whenever possible, one week's written notification will be provided to the parent. There will be no refund of tuition or registration fees if enrollment is terminated for any of the above reasons.

Parental Behavior

Our staff always tries to resolve issues that may arise in our office to the best satisfaction of all concerned. We strive for great customer service and if an issue should arise, we will be happy to speak with you privately, respectfully, and politely. It is for this reason that improper behavior will not be tolerated. **If there is screaming, yelling, cursing, or harassment of any kind from the parent, he/she will be dismissed from the program immediately.**

Termination by Parent

Parents are required to give at least one week's notice if they plan to remove their child from the Center. There will be no refund of tuition or registration fees if a parent terminates enrollment.

Security Procedures

Security is the number one priority of VCA and the cooperation from all will be greatly appreciated. Visitors to the center will be required to sign in the Visitor log located on the desk in the Reception Area. This visitor policy also applies to guests of enrolled children's parents. Children that do not attend the center must sit in the lobby and is prohibited from entering the Academic side of the building.

It is the expressed desire of VCA not to come between parents/guardians with regards to child custody. Therefore, the policy above notwithstanding, parents who are in litigation regarding the legal and physical custody of their children shall keep VCA apprised of any and all court rulings with regard to custody, including providing copies of written court findings and orders. Any person who is specifically denied in writing by any court order visitation or physical custody will not be granted access to the Academy. Conversely, any person specifically given visitation or physical custody in writing will not be given access to the Academy and thereby access to the child, resolution will only be accomplished by the presentation of a court order. The Academy will adhere to court ordered instructions and documents unless rescinded in writing by both parents.

Tuition and Vacation

As childcare professionals, it is important for us to maintain a secure and stable environment for your child/ren. In order to accomplish this, we must offer our staff the security of knowing that their employment with Viera Children's Academy is stable. Your tuition is what supports staff salaries and therefore it must be paid as per your contract. Tuition is paid on a weekly basis. **Upon registration, the registration fee, one week's tuition, and one-week security deposit must be paid.** At least one week's notice of intent to terminate must be given. Failure to do so will result in forfeiture of the security deposit. Fees are in effect from August to May. The weekly fees are due every **Friday** of the week prior to care. Any tuition, not paid by **Tuesday**, will incur a **late fee of \$20.00**. Unpaid tuition cannot be carried from week to week. Unpaid balances will result in the child not being able to attend the program.

Viera Children's Academy requires all parents to obligate themselves to their entire tuition on a weekly basis. Should you decide to keep your child home, for any reason, **you are required to pay your tuition in full for that period of absence as part of your contractual agreement with us. There are no refunds, deductions, reductions or negotiations.** Should Administration make any arrangements to accept your child after this temporary absence, you will still be obligated for the tuition balance due.

Tuition Rates and Other Fees

Viera Children's Academy reserves the right to change rates and fees without notice or warning.

Late Pick-Up Fees

Any child, picked up after the contracted hours, is subject to a late fee of \$20.00 per every fifteen minutes. Special arrangements may be made on a case-by-case basis prior to the day of late pick-up.

Returned ACH Fees

There will be a **\$35.00 Non-Sufficient Funds (NSF) fee assessed** for all returned checks. Viera Children's Academy does not re-deposit checks. The check writer may lose check writing privileges and be required to pay by alternate means if the check is returned a second time.

Center Schedule

VCA hours of operation are Monday through Friday 7:00 am – 6:00 pm. **Please note we may close during a Hurricane or any other declared "State of Emergency"**. Parents are required to ensure that their child follows the center schedule and adhere to the contracted hours. In the event that a child will be later or absent, you must contact the center. **The cut off time for arrival is 9:00 am.** Late admissions will be granted for medical appointment with proper

documentation. Children will not be admitted after 9:30 am without pre-approval by the Administration.

Absence Days

If your child is unable to attend the program due to illness, vacation, holidays, inclement weather, you are still responsible for the tuition. Parents may opt to remove their child from the program if going on an extended vacation (3 or more weeks) or extended illness (3 or more weeks) and can re-register their child. However, should a family from our wait list choose to enroll in your child's absence, the spot will be issued to the child.

Please be sure to notify the center via telephone, email, fax, or written documentation if your child has been out more than two days due to illness. It is incumbent on parents to notify VCA of all absences. Early Learning Coalition of Brevard and Child Care Association will be notified of a child's absence and subsequent disenrollment.

Full-Time/Part-Time Care

Parents will be charged, as a minimum, the rate for the program and time classification in which the child is enrolled. The contracted-for rate will be charged as long as the child is enrolled as a student, even if the child actually attends less hours. The basis of the care provided by VCA is staffing. The center will be appropriately staffed for the children enrolled. Parents pay for a slot and not for the time the child spends in our care. If a Parent feels that their contracted-for rate no longer best fits their work schedule, their agreement may be amended at any time, becoming effective two weeks after the amendment. The Parent should contact the Center's Manager for details.

Sign In/Out

Care will not be provided before or after normal operating hours unless pre-arranged and approved by the appropriate VCA Director in writing. **Parents are required to sign their child/ren in and out every day.** Children must be escorted by a parent (or designated adult) to/from the classroom each day. Children may only leave the center with the persons designated on the child's Intake Form. Faxes will not be accepted. Photo Identification will be required for all recurring pick-ups. At registration, photo identification will be required to establish identity. These measures are taken for the safety of your child. **No one under the age of sixteen (16) may pick up a child from the Center.**

DO NOT BLOCK THE DRIVEWAY. For the safety of your child/ren DO NOT leave your car running unattended in the parking area or in the covered area at the front of the school.

Parent Notification

There is a Bulletin Board located in the Hallway of Viera Children's Academy leading to the classrooms. This bulletin board has posted relevant information for parents including our Discipline Policy.

Security Procedures

Visitors to the center will be required to sign into the Visitor's log. All visitors, upon signing in, must be under constant authorized escort while in the Center. This visitor policy also applies to guests of enrolled children's parents. Parents must check-in and check-out all visitors at the front desk. Security is a number one priority of VCA and cooperation from all will be greatly appreciated.

It is the express desire of VCA not to come between Parents/Guardians with regard to child custody. Therefore, the policy above notwithstanding, Parents who are in litigation regarding the legal and physical custody of their children shall keep VCA apprised of any and all court rulings with regard to custody, including providing copies of written court findings and orders. Any person who is specifically denied in writing by any court order visitation or physical custody will not be granted access to the Center. Conversely, any person specifically given visitation or physical custody in writing by court order will not be denied access. If at any time there is a conflict over which parent shall be given access to the center and thereby access a child, resolution will only be accomplished by the presentation of a court order.

Emergency Guidelines

Fire Drills are performed on a monthly basis. Teachers will train the children to evacuate the building in a quick and calm manner. In addition, VCA has evacuation/shelter procedures in the event a serious storm affects the building. Parents will be notified of any serious danger.

Emergency Closing Policy

VCA will remain open unless Viera is in a State of Emergency. The Center Directors will monitor the development and movement of any formed Hurricane and will post an update should a hurricane watch/warning be declared. VCA contact numbers are:

Center: 321 -433-2330

Closing the Center occurs when, but is not limited to:

- Public Schools Close
- Notice is received that Viera is in the path of severe winds and weather (hurricane, tropical storm, or tornado force)
- There is reported sighting of tornadoes in Viera
- There is report of toxic fumes or fire in the area
- Building is damaged due to flooding or fire.

Parents and guardians must have on record all phone numbers by which they may be contacted during an emergency. Home and business phones, cell phones, and pagers are required to be on record, as well as the phone numbers of alternate drivers.

No refunds will be issued if closure is necessary due to a natural disaster.

Clothing

All clothing should be labeled with indelible ink. All children require complete sets of clothing (including socks and underwear) to be kept at school at all times. Toddlers and Intermediate students require three (3) complete changes of clothing. We are not responsible for lost clothing or possessions. We are not responsible for damage that may occur to belongings during routine curriculum activities. Please refrain from having your child wear expensive or sentimental jewelry.

VCA is a **uniform mandated school**. Uniforms are to be worn from August to May, Monday thru Thursday with Friday being an optional out of uniform day. The uniform for boys is elastic waist khaki pants, light blue shirt, navy blue cardigan or vest, black or navy shoes. The uniform for girls is royal blue tunic, light blue shirt (Peter Pan collar), navy blue cardigan, navy blue socks or stockings, and navy or black shoes. For safety reasons, sandals, flip-flops, and boots are not acceptable footwear for school. Sneakers may be worn during the summer.

During Summer Camp, June and July, children are required to wear the VCA summer camp T-shirt. The T-shirt must be worn from Monday through Friday. Children that do not wear the camp t-shirt will be considered out of uniform.

Grooming

All students' uniforms should be clean and pressed. Hair should be well groomed at all times. Children's fingernails should be clipped and present an overall well-maintained appearance.

Diapers

Parents (of children who are in diapers) are required to send in diapers and wipes labeled with first and last name to accommodate your child's needs. These items must be replaced on an ongoing basis, as necessary. Any ointments, creams, powders, etc. must be labeled with the child's name, placed in a zip-lock bag and accompanied with written instructions by the parent on a medication form. **Diaper bags are not allowed in the classroom.**

Toilet Training

Learning to use the toilet is a process that takes place over a period of time as a child matures emotionally and physically. Successful toilet training depends upon the cognitive, physical and language development of the child. For example, for the child to be ready for toilet training he or she must:

- Be aware of bladder and bowel fullness.
- Have the muscle development to control elimination.
- Have the physical and language skills to signal the need to the teacher.
- Have the small and large motor skills to get to the toilet, remove clothing and then to use the toilet.
- Be willing to participate in the toilet training.

As you can see, these are abilities that develop over an extended period of time.

Toilet training is recommended for children between the ages of 2 and 3. We will communicate with you to establish consistency between home and school.

Toilet accidents will happen frequently, so we ask that you bring in at least three full sets of clothes. (underwear, shorts, shirt, socks and one extra pair of shoes) For health and safety reasons the clothes will not be rinsed or washed. They will be placed in a sealed plastic bag.

The children will be assisted as needed when they are using the bathroom.

Parent Involvement

Parent involvement is both a gift to your child and to the school. It is strongly encouraged and highly valued. For safety reasons we maintain an open-door policy for our currently enrolled students and other authorized personnel only.

Parent/Teacher Conferences/Communication

Parent Teacher conferences are held twice a year at VCA. Parents are notified prior to the conference dates and have an opportunity to schedule on with their child's teacher. During the conference the teachers will give the parents a report card of the child's progression. Parents have the option to receive a copy of the report card if a conference is deemed unnecessary. Conferences are held in fifteen-minute intervals and we ask that parents are on time. If you are unable to attend the conference, please reschedule with the teacher **prior** to the date and time of the conference. To facilitate a smooth parent teacher conference, we ask that you make alternate childcare arrangements. Viera Children's Academy uses Kidreports to communicate daily. You will receive an email that will include your username and password.

DATES TO BE ANNOUNCED

NO PRE-K CLASSES will be in session during the conference days. This provides parents with the opportunity to discuss their child's academic progress, social growth and work characteristics with their teacher. Informal conferences may be scheduled anytime. Teachers are readily available to schedule other parent-teacher conferences in order to discuss specific needs of the child.

During the school year, winter and spring, the students will be evaluated while performing age-related activities and tested on material covered in the curriculum. Written progress reports will be sent home for your review.

Your involvement is crucial in order to enhance the partnership in education. Parents will be notified of any significant outbreak of communicable disease and other problems that may affect their child. The notification may be done by posting, direct communication, letters, telephone call, etc. depending on the circumstance. Parents are encouraged to visit and participate in the Center's activities whenever possible. Talents and skills are always welcome!! We do require that all classroom participants (including staff, parents and

volunteers) have, on file, medical documentation which indicates evidence of a negative tuberculin test, freedom from communicable diseases, and clearance to work in a childcare setting. You may obtain the proper form from the office.

Birthdays

Birthdays are a special time at VCA. Parents are encouraged to join the celebration by providing nutritious treats. We ask that all foods be provided by a licensed food provider rather than "home-baked" goodies. VPK classes have "birthday moms" that assist the teachers with the celebration.

Things from home

Items such as toys, candy, gum, money, balloons and toy guns are prohibited at the Center. Parents are asked to help their child understand why it is not wise to bring any objects from home.

Meals

Children should bring their lunch from home. Lunch boxes should be insulated and contain an icepack to insure freshness. Refrigerator space is not available for lunch boxes. We ask that all hot food items be sent to school in a thermos. Prepare a meal which is nutritious and to the liking of your child. You will receive guidelines for nutritious lunches and snacks from your child's teacher. The state of Florida H.R.S. holds the Center responsible for overseeing that the lunches served meet set quality standards. Please advise us if your child is restricted or allergic to any foods or drinks.

Health Policy

Ill children expose other children, as well as the providers, to their illness. They require additional care and attention that the providers are unable to give. Moreover, sick children want care from their parent in the comfort of their own home. If other children become ill due to exposure to any sick child, either because he/she was returned to child care before recovery or because he/she was not picked up promptly upon notice of being ill, those children's health will be compromised and other families will be unnecessarily inconvenienced. Cooperation is extremely important on this issue. Obviously, it will not be possible to completely avoid the spread of all infectious diseases. However, minimizing exposure and providing good hygienic procedures in the childcare center are helpful means to limit and control the problem. For the benefit of all involved, the illness policy will be strictly enforced.

Parent Notification

Parent will be notified immediately if their child (ren) becomes ill while attending this program. He/She will be required to pick up the child in a timely manner. If we are unable to contact the parent, then the emergency contact will be notified, and they will be required to pick up the child. If reasonable efforts are not made to pick up a sick child, then this agreement is

subject to immediate termination. VCA must institute this policy for the health and safety of all concerned. If the child's illness becomes severe enough, or **three** hours after parent notification the child is not picked up, the child may be sent to the hospital. Parent will be required to pay all resulting emergency costs. All health regulations will be compiled with to the letter within VCA.

Illness Policy

In general, children who have exhibited any symptoms of infectious illness in a 24-hour period are likely to be contagious and should remain at home. Examples of associated symptoms include, but are not limited to:

Fever of 101.0 degrees Fahrenheit or higher when measured orally or by tympanic method or higher when in conjunction with any other signs of illness;

- Nausea or vomiting
- Diarrhea (more than one abnormally loose stool within a 24-hour period)
- Bloody stool
- Unusually dark urine and/or gray or white stool
- Sore throat with fever
- Loss of voice
- Hacking or continuous severe coughing which causes child to become red or blue in the face or make a whooping sound
- Difficult or rapid breathing
- Stiff neck
- Swollen glands
- Runny nose (other than clear)
- Eye or ear discharge
- Body rash with fever
- Yellow skin or eyes
- Exposed, open skin lesions
- Lice
- Any other unusual sign or symptom of illness

Children with a mild cold may attend care. However, when the child reaches the point where he/she will not play, cries, whines, wishes to be held constantly, has a continuous cough, or the nose secretions are not clear, then the child needs to be at home and the parent will be required to pick up the child.

Any child found by a Medical Provider to have conjunctivitis (pinkeye) will not be allowed into the center until the child has been on antibiotics for at least 24 hours.

VCA reserves the right to determine whether a child should go home or remain in childcare, when illness is a consideration.

Medication

Staff **MAY NOT** administer medication without the following:

1. A written statement from the physician stating the name of the medication, time, dose to be given, duration, and, the words, "Child Care Staff Can Administer".
2. A completed "Authorization for Medication" form signed by the parent and We will **NOT** administer over the counter medication without the MD's permission.
3. Medication must be in the original container
4. Instruction must be clear, easily read, and recommended for the child's age.

MEDICATION POLICIES ARE STRICTLY ENFORCED. WE WILL NOT ADMINISTER ANY MEDICATION IF THE AFOREMENTIONED POLICIES HAVE NOT BEEN MET.

Bumps and Bruises

All staff members of VCA are trained in First Aid, CPR, and there are staff members who are trained to administer medication. Verbal as well as written incident reports will inform you of all incidents. In the event of an emergency, you will be contacted per the instructions provided on the "Intake Form". Part of the agreement on the Intake Form is authorization to take whatever emergency measures deemed necessary for the care and protection of your child.

Child Welfare Policy

The state of Florida requires that all staff members of childcare institutions report to the State any suspected cases of abuse or neglect.

Field Trips

As part of the curriculum, VCA will take the children on age-appropriate field trips. These trips are an intricate part of our educational program and your permission to participate is part of this agreement. Parent volunteers are always welcome. Children will go for scheduled walks and daily visits to the playground, weather permitting. As part of the ongoing learning process, children are taken outside, at times, during inclement weather. At such times children wear protective garments. Prior to any field trip, parents will be asked to fill out a Field Trip Permission Slip and pay any trip or fee expenses. No child will be allowed to participate in any activity involving transportation away from the Center without a signed Field Trip Permission Slip for that outing.

Discipline

The staff models positive behavior and uses positive methods of discipline which encourage self-control, self-direction, self-esteem and cooperation among children. By setting reasonable limits, we help children understand what is expected of them. Under no circumstance is physical punishment, deprivation, or ridicule used as a form of discipline. Furthermore, Florida State Law prohibits any physical punishment of children in childcare settings. Our minimum standards at VCA for child discipline practices shall ensure that age-appropriate, constructive disciplinary practices are used for children in care. Such standards shall include at least the following requirements:

- Children shall not be subjected to discipline which is severe, humiliating, or frightening.

- Children are never spanked, even if requested by parent, hit or slapped, shouted at, severely reprimanded or in any way dealt with harshly
- Children are not humiliated, teased, ridiculed or embarrassed and discipline will not be associated with food, nap or toileting.
- Staff will in no way be verbally or physically abusive

VCA uses positive discipline methods

- Teach children self-control
- Provide children with reasons for limits
- Redirect and model children to acceptable behavior
- Help children to express their feelings and frustrations in mature and non-violent ways to resolve conflict

Supervision

We believe that children need a safe environment in which to learn and grow. Supervision plays an important role in keeping children safe, helping them learn, and for building strong relationships. Staff members must follow all supervision procedures to ensure the safety of all the children. Staff members must also adhere to all federal and state regulatory requirements as outlined by the local licensing agency. Personal visitors, phone calls, cell phones, etc. are not permitted while a staff person is supervising children. Children must not be left unattended at any time.

Awareness of what is happening in the classroom and/or playground requires a systematic development of supervision skills. The teaching staff incorporates developmentally appropriate guidance and supervision skills.

- Awareness is a skill that requires a knowledge of children, including knowing each child's range of skills, interests, ability to interact with others and developmental stage. Knowledge of children helps teachers to monitor and enhance skills that promote children's positive behavior.
- Positioning is a skill that requires being able to see all of the children. Staff position themselves to be aware of the entire classroom and to see as many children as possible. All children are monitored by sight or sound at all times.
- Scanning is a skill that involves regularly glancing around the classroom and playground to see children's involvement and what is happening.
- Redirection is a skill used as an aid in preventing undesirable and unsafe behavior. Children are redirected to other areas/activities when undesirable behavior is imminent or occurs. This technique helps ensure the safety of all children.

Safe Sleeping Position

We place infants on their backs to sleep in their cribs with no blankets, pillows, wedges, or bumpers of any kind in accordance with the recommendations of the American Academy of Pediatrics. Any and all items, objects and toys, except pacifiers are prohibited from being in the child's crib. Infants nap in assigned cribs and on their own schedule. If your child needs a wedge, we must have a note from a physician.

Naps and Quiet Time

Nap time is important for infants, toddlers and preschoolers. Infants sleep "on demand," following their own schedule. For all other age groups, we incorporate a balance of active and quiet play, which includes a rest period. During this time, the children are encouraged to rest, but are not required to sleep.

Damage Responsibility

It is expected that each child will be respectful of personal property and furnishings. A certain amount of "wear and tear" is normal. If a child willfully or maliciously breaks or damages any item, VCA will expect reimbursement in full by the responsible parent/guardian for the replacement cost or a like or identical item within one month.

Licensing Agency

VCA is licensed by the Brevard County Office of Environmental Health. The licensing agency shall have the authority to observe the physical condition of the children including indications of abuse, neglect, inappropriate placement, and to have a licensed medical professional physically examine the children. The licensing agency shall have the authority to interview staff and children and audit all child and facility records without prior consent.

Our Goals

Our goal is to provide children with a safe and healthy learning environment along with a happy learning experience by encouraging success and minimizing failure. The Center has carefully developed these policies to ensure the safety and protection of your child. We will adhere to all County and State regulations regarding safety, fire, nutrition and staff/child ratios.

Child Care Facility Brochure Statement

By signing this Agreement, the parent(s) agree that they have received a copy of the Child Care Facility Brochure as required by Florida Statutes Chapter 402.3125.

Child Discipline Policy Statement

By signing this Agreement, the parent(s) agree that they have been provided, in writing (in the body of this Agreement), the disciplinary practices used by this Center.

Parents Representations and Covenants

That the Parent is the biological or legally adoptive parent, legal guardian, or custodian of the child (ren) whose care is the subject of this Agreement or is otherwise authorized to enter into this agreement for the care of the child (ren) named herein.

That VCA shall not be liable for any damages arising from personal injuries sustained while participating child care activities in or about VCA premises and, intending to be legally bound, parent waives, releases, and forever discharges provider from any claims against VCA personal representatives, heirs, and assigns, for damages or injuries sustained by the child (ren) while participating in, or attending any child care activities of VCA or while being transported by VCA.

That in the event of a default or breach of this Agreement by the Sponsor(s) to VCA in addition to all sums determined to be due, all cost of enforcement, or collection, including but not limited to reasonable attorneys' fees, court cost, and other expenses of litigation.

That the terms and conditions of the Agreement shall be binding upon the sponsor(s), his/her personal representatives, heirs and assigns.

Entire Agreement

This agreement contains the entire understanding between the parties and supersedes any prior understandings and/or written or oral agreements between them. Any and all written or oral agreements previously made by and between any of the parties are hereby merged in this writing. Any agreement hereafter made shall not change, modify, terminate, or discharge this agreement, in whole or part, unless such agreement is in writing and signed by both parties herein. There are no representations, agreements, arrangements, or understandings, oral or written, between and among the parties relating to this agreement, and the subject matter hereof, which are not fully expressed herein.

BY SIGNING THIS AGREEMENT, YOU HAVE READ AND FULLY UNDERSTAND THIS AGREEMENT'S PROVISIONS AND AGREE TO ABIDE BY THE CONTENTS THEREIN.

YOU ACKNOWLEDGE HAVING RECEIVED A COPY OF VIERA CHILDREN'S ACADEMY'S PARENT GUIDE AND AGREEMENT AND A COPY OF KNOW CHILD CARE FACILITY BROCHURE.

IN THE EVENT THAT YOU FAIL TO PAY IN FULL FOR ALL CHILD CARE SERVICES AND ARE TURNED OVER TO A COLLECTION AGENCY FOR NON-PAYMENT OF SUCH SERVICES, OR OTHER VIOLATIONS OF THIS AGREEMENT, YOU UNDERSTAND THAT YOU MAY BE SUBJECT TO A COLLECTION AGENCY SERVICE CHARGE OF UP TO 40% OF THE AMOUNT DUE AS ASSESSED BY THE COLLECTION AGENCY. YOU AGREE TO PAY ANY AND ALL COSTS OF COLLECTION, INCLUDING COLLECTION AGENCY SERVICE CHARGES, ATTORNEY FEES AND COURT COSTS.

VIERA CHILDREN'S ACADEMY WILL ACCRUE, AND YOU AGREE TO PAY INTEREST ON THE UNPAID BALANCE OF THIS ACCOUNT AT THE RATE OF 1.5% PER MONTH (18% ANNUAL RATE) IN THE EVENT THIS ACCOUNT BECOMES DELIQUENT.

Signature of Parent

Signature of Parent

Date

**Signature of Director
Viera Children's Academy**

Date

Viera Children's Academy

3395 Viera Boulevard

Viera, Florida 32940

321 433 2330

321 433 2331 fax

www.vierachildrensacademy.com

vierachildrensacademy@yahoo.com

License number C18BR0213

Policy and Procedure for Releasing a Child to an Intoxicated or Impaired Person

Director

Date

Statement: The safety of the children that attend Viera Children's Academy is of paramount importance. Child care providers must make on the spot decision about the safety of a child when a person who appears to be intoxicated or impaired comes to the Academy.

Purpose: Viera Children's Academy has prepared ourselves to deal with these difficult situations by having this policy in place regarding the release of children to an intoxicated or impaired person. The purpose of this policy is to ensure the safety and well being of every child that attends our program. Should a parent or guardian that is deemed Impaired or intoxicated attempt to remove a child from the program, the following steps should be followed.

Procedure:

If a staff member of Viera Children's Academy is faced with this difficult situation:

- You can take several steps to attempt to keep the child safe. However, it is important to keep in mind that you cannot withhold a child from his or her custodial parent.
- Assess the amount of risk you think the adult poses to the child. Ultimately, this is a judgment call you will have to make based on your knowledge of the situation.
- Assess the adult's ability to reason and respond in an emergency; if you feel it might be significantly impaired, you feel the parent is menacing or threatening to the child or others, or if the child has expressed fears or concerns about the behavior of the parent when the parent is intoxicated, then take the necessary precautions to ensure the safety your safety as well as the safety of others in the Academy.

Follow these steps to try to keep the child safe while still respecting the right of the parent to take the child out of child care:

- You can attempt, politely, to delay the parent to give them a chance to sober up. Offer food or something nonalcoholic to drink and engage them in conversation if possible. (Note: coffee alone does not make a person sober)
- Provide the adult with a copy of your policies and explain your concerns.
- Contact the other parent if s/he is authorized to take the child out of child care.
- Contact other authorized persons on the emergency contact list.

If the parent wishes to leave and you have not been able to reach other persons who may be able to pick up the child, you will have to release the child to the parent. Depending on the state of the parent, you will have different responsibilities:

- If the intoxicated adult plans on driving the child home, you can ask the person to take the child home by another means of transportation
- Offer to call a taxi service for the parent, at the parent's expense

If the adult appears to be so intoxicated that the child would be placed at risk of serious and immediate harm if released to that person, you have a few options:

- If the persons on the emergency list or other authorized persons cannot be contacted or are not able to come and pick up the child, then call the local child protective services (CPS) or the police or other local law enforcement.
- If you feel that your safety or the safety of the child in your care is compromised, you may press the panic button located in the Reception Area under the front desk. The panic button will alert the local authorities and they will respond immediately. **This option should be used as a last resort.**
- You can deny access to the facility by making sure the doors leading to the academic side of the building remain closed at all times.
- The child should not go home with any assistants or another family who are not authorized to take the child. You must keep in mind that the parent has a right to take his or her child home, and any attempts to interfere with that may have serious legal consequences.
- If you are forced to release the child because the individual has threatened you or the other children in your care, call the police as soon as you are safely able to do so. Try to give a description of the person, his or her car and a license plate number.
- If an intoxicated person poses a threat to the provider or any child, remember that your first concern is to protect the safety of the children. **This situation is best approached by staying calm.**

Viera Children's Academy

3395 Viera Boulevard

Viera, FL 32940

(321) 433-2330

(321) 433-2331 fax

Handwashing Policy and Procedure

Approved by:

Director

Date

Policy Statement

Handwashing is the first defense in preventing the spread of infectious disease. The most important thing you can do in the prevention of the spread of germs is to wash your hands and the children's hands thoroughly and often. Frequent handwashing is one of the best ways to avoid getting ill and spreading germs and viruses.

Purpose

This policy is to provide rational guidelines on the procedure of Handwashing.

Hands should be washed:

- When you first arrive to the program
- After using the bathroom or helping a child use the bathroom
- After changing a diaper
- After handling bodily fluids
- Cleaning up after messes
- After handling a sick or injured child
- Before and after preparing food
- Before and after eating or drinking
- Before and after administering medication
- After playing outside
- Before and after handling pets and pet cages
- After handling garbage
- Before and after treating wounds
- After blowing the nose, sneezing and/or coughing into hands
- After handling something that could be contaminated with body fluids
- Whenever your hands look dirty

Children's hands should be washed:

- When they first arrive to the program

- After using the toilet or having their diaper changed
- After playing outside
- After handling pets
- Before they eat or drink
- After children blow their noses
- Come in contact with soiled items of clothing that could be contaminated with body fluids
- Before and after preparing food
- Whenever their hands look dirty

Handwashing Procedure:

- Have all items ready – including liquid soap, paper towels, water, and lotion
- Moisten hands with water and apply soap
- Lather hands using friction for at least 20 seconds
- Pay particular attention to areas between the fingers, backs of hands, wrists, and under the fingernails
- Rinse hands under running water to remove all soap
- Run water from wrists to fingertips
- Dry hands with paper towel
- Use paper towel to turn off faucet, then discard towel in wastebasket
- Use hand lotion
- If in staff bathroom, use paper towel to open the door; then discard

Infants and Toddlers

- Use soap and water at sink, if you can. If not, wipe child's hand with paper towel moistened with soap and water
- Wipe with wet paper towel
- Dry with paper towel

Older children

- Teach hand washing procedures as related to adults

Hand Sanitizer

In the event that running water and soap is not available, the steps to follow are:

- Apply enough of the product to the palm of the hands to completely wet the hands
- Rub hands together covering all surfaces for up to 30 seconds or until hands are completely dry
- Store the container away safely after use

Although hand sanitizers are an excellent alternative to handwashing, Viera Children's Academy does not recommend the use of this product for children as they are more than 60 percent alcohol based. It is completely at the parents' discretion to use the product for their child/ren.

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Policy and Procedure on Diapering

Approved by:

Director

Date

Purpose: To ensure that safe diapering techniques are being followed.

Statement: Changing diapers in a sanitary way may be the most important thing caregivers can do to prevent the spread of infectious organisms. Germs present in stool can spread by the hands of staff or child, through contaminated food, objects, or surfaces. Many diseases can spread by contact with stool. These include infections caused by bacteria (Salmonella, Shingelia, and Campylobacter A). You can help prevent illness by following the diapering guidelines described below.

Important points to remember are:

- Change diapers in the diapering areas only
- Separate the diapering area from the food storage, preparation, and eating areas
- Dispose of soiled diapers properly
- Wash both the caregiver's and the child's hands after diapering
- Do not allow pacifiers, toys, bottles, or food in the diapering area

Equipment

- **Changing surface** – Keep the changing surface away from the child, preferably 36 inches (3 feet) from the floor. The surface should be composed of smooth, moisture – resistant, easily cleanable material. For extra protection, a disposable paper should be used under each child (table liner, paper towels, paper roll, etc)
- **Handwashing sink and towels** – the best hand washing sink is the one equipped with both hot and cold running water delivering through a single handled faucet (wit hot water temperatures less than 120 degrees F). The sink should be next to the changing surface and separate from the food preparation sink. Use single service towels (such as paper towels) instead of cloth and hand towels
- **Diapers** – disposable diapers are preferred because cloth diapers require more handling. The more the handling, the greater the chance of infection
- **Skin care items** – keep skin care items within the provider's reach, but out of the child's reach. Use disposable cloth towels only once
- **Sealable plastic bags** – line waste containers with disposable plastic bags. Soiled clothing and diapers should be placed in sealable, disposable, plastic bags and sent home with the parents. Store plastic bags out of the children's reach.

- **Waste containers** – use a tightly – covered container with a foot – operated lid. Line the container with the disposable plastic liner. Keep the container away from the children. Empty waste containers promptly when full, and at a minimum, only daily. Clean and disinfect containers weekly.

Cleaning supplies to have available include:

- Disposable towels
- Cleaning solution (i.e. detergent and water)
- **Disinfecting solution** – use a solution of household bleach and water at a ratio of 1:64 (1/4 cup of bleach to one gallon of water, or ½ ounce bleach to 32 ounces of water). Saturate the area to be cleaned with the bleach solution and allow to air dry; do not rinse or wipe dry. Bleach solution should be prepared daily, as it loses the ability to kill germs with time. Store bleach out of the reach of children.

Procedure:

- Place the child on the diaper changing table
- Remove the child’s clothing as needed
- Remove the soiled diaper and immediately place in the plastic lined **hands free trash can** with a lid
- Use the wipes to clean the child’s bottom. Dispose wipes in hands free trash can. **(if wearing gloves, remove them and continue to step 5)**
- Use a wipe to remove soil from staff’s hands and dispose
- Use another wipe to remove soil from child’s hands and dispose
- Put on a clean diaper and redress the child
- Bring the child to the sink and wash the child’s hands, if the child has head control. If the child does not have head control, use a wipe to clean the child’s hands.
- Put the child back into play without touching anything else
- Spray the changing table surface with soapy water solution and dry with a paper towel
- Spray the changing table surface with bleach water solution and let air dry for 2 minutes before wiping with a paper towel
- Wash your own hands with soap and water

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(321) 433-2330

(321) 433-2331 fax

Policy and Procedure if a child goes Missing

Approved by:

Director

Date

Purpose: To ensure that children are safe and accounted for during while they are in the care of Viera Children's Academy.

Statement: It is the Academy's strict policy that no child is ever left alone.

Children must be counted and accounted for by the Academy staff at all times while on campus. Any trip away from the program will involve at least two adults.

Should a child go missing from the playground or during class time, Administration must be immediately informed.

Administration will sound the alarm by announcing over the page system. In order to send a message to each classroom, the member of Administration that is speaking should:

- Pick up the receiver from any phone in the building
- Pick up the receiver
- Press the "Page 1" located in the top row on the right-hand side of the telephone key pad
- Staff in all rooms and all other areas will immediately take attendance
- Administration staff and all other available will thoroughly search the building and surrounding areas
- The search should not last more than 10 minutes

Should the child still be missing:

- Inform the police immediately
- Inform parents at the Academy
- Reassure all other children that everything is fine
- Write incident report

Fully review all security systems in place i.e. security cameras, sign in/out logs, et

Viera Children's Academy
3395 Viera Boulevard
Viera, Florida 32940
(321) 433 2330 (321) 433 2331 fax

Policy and Procedure for Emergency Lock Down

Director Signature

Date

Purpose: To ensure that in the event of an emergency, procedures and plans of action are in place for staff and children.

Statement: Viera Children's Academy insists that the safety and wellbeing of the children at the Academy is first priority. Given the proper guidelines, teachers and volunteers will be able to use this policy to maintain the safety for the staff as well as the children at VCA.

An Emergency for Lockdown is defined as any situation in which staff or children could be harmed should they enter or exit the building.

Examples of such are:

- Person with weapon
- Person making threats to staff or children
- Dangerous animal on the premises (i.e. poisonous snake, alligator, rabid animal, etc.)
- Lockdown issued by the Brevard County School Board
- Local police, sheriff, or other authoritative power advised that the center proceed to a lockdown phase
- Suspicious vehicle or person in the vicinity of the center
- Bomb threats or other civil unrest

Safety Procedure:

1. There is a panic button located in the Reception Area of the Academy
2. Enter the Administrative side of the building, locate the Front Desk, and run our hand under the desk. The panic button is directly under the computer in the Reception Area.
3. Remove the tape over the button and press the button
4. The silent alarm will alert the Brevard County Sheriff's Office and a patrol vehicle will be dispatched to the Academy
5. **In the event of a rabid animal**, a staff member will call 911 and/or animal control.
6. In the event of a lockdown, Administration will make an announcement using the intercom advising all staff to enter "Lockdown Mode."

7. Staff members will immediately shuffle children into their designated areas (i.e. bathrooms, closets, etc.) and shut off all lights. list for all classes to proceed to the emergency classrooms. All children will be escorted by their core teacher to the prearranged safe emergency shelter (The Dolphin and Frog Rooms.)
8. All doors and windows leading to the outside shall be closed and locked. NO ONE shall be allowed to enter or exit the building under any circumstance.
9. The assistant or aide will check the bathrooms, school building, and playground to make sure all children have joined the group in the safe rooms.
10. The last staff person shall take the attendance sheet, student information sheets, and their cell phone and join the group where the attendance shall be taken.
11. The teachers should remain calm, leading the children in songs and stories.
12. The children should be informed as to why they have left their classroom (i.e. there is an emergency and the adults are taking steps to ensure their safety.)
13. All children and staff shall remain in the safe rooms until such time as the police or other authorized personnel clear the building as safe.
14. If the emergency is such that parents cannot get to the school, children will be kept at the school overnight. Parents will be informed and assured of their child's safety. In that event, children will be supervised throughout the night. The building will be kept warm for the children and they will sleep on cots and use their blankets. Meals will be served to the children and the staff – dinner in the evening and breakfast in the morning. As soon as possible, arrangements will be made to get the children home.
- 15. In the event of an emergency, once the children and staff are safe, the parent phone tree will be activated.**

Behavior Expectations and Disenrollment

This policy supersedes any and all previous policies on the subject matter.

Purpose: To clearly outline expected behavior of children, parents/guardians and guest as well as behaviors that would require immediate disenrollment.

Policy: Viera Children's Academy seeks to provide a safe environment for all children and staff while helping children develop responsibility and self-control for their actions. Expected behavior is based on the developmental level of each child and any behaviors by children or parents/guardians that are considered unsafe for any child or staff is grounds for immediate disenrollment. Staff members must take all necessary steps to minimize the number of aggressive behavior incidents, however, in some cases disenrollment is necessary.

Procedure:

Intervention Plans

1. If a child exhibits aggressive behavior an Intervention Plan must be completed.
2. Intervention Plans should be used as soon as an inappropriate or aggressive behavior is determined. DO NOT wait to initiate an Intervention Plan until the behavior becomes unmanageable.
3. Please contact your Director when initiating an Intervention Plan.

Child Expectations

1. Viera Children's Academy seeks to build self-esteem of children by helping them develop responsibility and self-control for their actions. Expected behavior is based on the developmental level of each child.
2. Expected behavior guidelines have been established with the safety and protection of children and staff in mind. Guidelines include:
 - a. Acceptable and age appropriate social behavior.
 - b. Positive techniques to solve their own problems.
 - c. Motivation to solve future conflicts on their own as they arise.

Parent/Guardian/Family Expectations

Just as guidelines are set for appropriate behavior of children, it must also be ensured that parents and other adults who come to our center know what our expectations are in terms of their interactions with staff, other children, and parents.

1. Disenrollment due to parents/guardian or their guest's behaviors include, but are not limited to:
 - a. Use of inappropriate language while on VCA property, including playgrounds and parking lots.
 - b. Smoking on VCA property, including playgrounds and parking lots.
 - c. Use of any Corporal punishment on any child, whether they are enrolled in a program or not, while on VCA property.

- d. Use of verbal abuse, causing embarrassment and/or causing emotional distress to a child or adult.
- e. Threatening behavior or threats, regardless of who is the target of the threat.
- f. The possession of firearms, ammunition and other weapon while on property or any events sponsored by VCA.
- g. Continued violation of policy.
- h. Dangerous or destructive behavior.
- i. Repeated late pickups.
- j. Non-payment of tuition by the due date.

Disenrollment

1. The safety of the children and staff is our main concern. In some situations, a child's behavior can threaten their safety and/or the safety of others. In situations where safety is a concern, a child will be immediately disenrolled from the center.
2. Intervention Plans are not required to be completed prior to enrollment but should be used whenever possible.
3. Immediate disenrollment will occur if the child's aggressive or inappropriate behavior poses a threat and/or danger to himself or to others, or if management / administration believes it is in the best interest of the center.
4. Actions that may require immediate disenrollment include, but are not limited to:
 - a. Throwing furniture, toys, or other objects.
 - b. Knowingly and purposely leaving the classroom and/or building.
 - c. Continually leaving the classroom and/or building without intent.
 - d. Physically harming other children or staff (unless the behavior is age appropriate and can be redirected).
 - e. Use of harmful/ inappropriate language.
 - f. Dangerous or destructive behavior.
 - g. Threatening behavior or threats, regardless of who is the target of the threat.

NOTE: We reserve the right to end the enrollment of a child at any time for any reason deemed appropriate. Prior notification will be provided if possible.