



## Center Policies

### Hours/Days of Operation

**Center Hours:** The Center will be open Monday through Friday from 6:30 a.m. to 6:30 p.m.

**Holidays:** The Center will be closed to recognize the following 7 Holidays. New Year's Day; Memorial Day; Independence Day; Labor Day; Thanksgiving Day, the Day After Thanksgiving; and Christmas Day. The Center will close at 3:00 P.M. on Christmas Eve and New Year's Eve. If a holiday falls on Saturday, the Center will be closed the prior Friday. If a Holiday falls on Sunday, the Center will be closed on the following Monday. No discount or prorated tuition will be made for holidays or other days on which the facility does not operate or opens late.

### Fees and Payment Information

**Enrollment Fee:** An Initial enrollment fee of \$75 is due at the time enrollment application is submitted. The enrollment fee is NOT refundable. An annual re-enrollment fee will be charged June 1 of each year. *If your child's initial start date falls between March 1 and June 1, your annual re-enrollment fee for that year will be waived.*

**Tuition Payment:** TUITION IS DUE EACH FRIDAY FOR THE FOLLOWING WEEK. \_\_\_\_\_ Parent Initials  
Tuition is based on a weekly rate only. No discounts will be made for holidays or other days on which the facility does not operate.

**Late Payment:** Tuition is considered late if not received by Close of Business Monday.

- If tuition is not paid by Monday evening, a \$10 late fee will be added to the balance due.
- If tuition is not paid by Wednesday evening, an additional \$25 late fee will be added to your balance due.
- If payment is not rendered by the end of the week, your child will not be allowed to return until payment in full is received \_\_\_\_\_ Parent Initials

**Returned Checks** If your check returns for any reason, \$29 will be charged to your account. If checks are returned on a recurring basis, we may require that your account be paid in cash only.

**Late Pick-Up** After 6:30 p.m. there is a late pick-up fee of \$25 for the first ten minutes, and an additional \$10 for every 10 minutes thereafter. AS SOON AS YOU REALIZE THAT YOU WILL BE LATE, PLEASE CONTACT THE CENTER IMMEDIATELY. If we do not hear from you by 7:30 p.m. and all attempts to contact you and your emergency contacts have failed, the Center will call the Clermont Police and the Florida Dept. of Family and Children Services.

**Payment Disputes** If the center is required to take legal action for non-payment and/or nanny placement fee, the parent will be responsible for any legal/attorney fees incurred by the Center. \_\_\_\_\_ Parent Initials  
Please contact Kathryn Sutherin- Owner/Director if you have any questions

### Sick/Vacation Policy

- After 3 months, if your child is out for the entire week, you pay ½ tuition to reserve your child's space. After two weeks absence in 1 year, you will be required to pay full tuition for missed time.
- You receive 1 week vacation after 1 year enrollment. Vacation credits can only be taken if your child is out for a calendar week (Monday through Friday) \_\_\_\_\_ Parent Initials
- It is the parent's responsibility to notify the Center if you wish to use one of the above credits.

### Withdrawal Policy

- A minimum two-week written notice is required prior to disenrollment. You are responsible for payment for those two weeks whether your child attends school or not. \_\_\_\_\_ Parent Initials
- The Center reserves the right to dis-enroll any child for any reason at any time, to include non-payment for services, severe behavioral issues that may affect the safety of other children, and non compliance with administrative policies.

## Photo Release Acknowledgement

I understand that my child may be photographed while participating in activities at Collina Kids Academy and/or on field trips with Collina Kids Academy. I understand that these photographs, at the Center's discretion, may be used in advertising materials or posted to the Collinakids.com website for my enjoyment and for the enjoyment of those viewing the website/materials. \_\_\_\_\_Parent Initials. I understand that if I do NOT want my child's photograph posted on the website or advertising materials, I must notify the Center Management in writing. \_\_\_\_\_Parent Initials

Signature of Parent/Guardian: \_\_\_\_\_ Date: \_\_\_\_\_

## CENTER POLICIES (CONTINUED)

### Illness & Medication Policy

#### Illness Policy

In accordance with Florida law and for the well being of all children at the center, **we do not allow sick children in the Center including, but not limited to a severe cough or sore throat; undetermined rash or spots; temperature over 100 degrees; severe headaches, upset stomach or recurring diarrhea. Your child cannot be accepted into the center until well or has been without fever or other symptoms for 24 hours.** We strictly enforce our illness policy for the benefit of all our children and we kindly request your full cooperation by picking up a sick child within one hour when you are called to do so. In the event your child has a communicable disease, a release form from a medical source may be required before your child re-enters the center. Collina Kids Academy will notify parents if your child has been exposed to a communicable disease that has been introduced into the center. \_\_\_\_\_

Medication Policy: Collina Kids Academy will distribute prescription medication at 11:00 a.m. and 3:00 p.m. Prescriptions must include the name of the child and the amount to be distributed. Over the counter or as needed medications will also require a doctors prescription.

Emergency Medical Treatment: In the event of an emergency involving my child, and if Collina Kids Academy cannot get in touch with me, I hereby authorize any needed medical care. I further agree to be fully responsible for all medical expense incurred during the treatment of my child and to hold harmless and release Collina Kids Academy from all liability. Medical Facility this center uses: South Lake Hospital, Clermont FL

\_\_\_\_\_  
Parent Signature

### Health and Immunization Form Requirements

In accordance with Florida State Law, Parents must present the following current state required forms **within 30 days of enrollment (excludes school age children) and/or within 30 days of form expiration date:**

- 1) **DH Form 3040 - Student Health Examination**
- 2) **DH Form 680 - Florida Certification of Immunization, Part A-1, B, or C**

If forms are not received within these time frames, your child will be dis-enrolled until forms are received.

### Teacher/Parent Policies

#### Nanny Placement Fee

Hiring of our teachers by parents is highly discouraged. If a parent does hire a teacher for a position (i.e. nanny), then the parents shall immediately be obligated to pay the center a \$1000 placement fee.

\_\_\_\_\_  
Parent Initials

#### Babysitting

- If parent arranges with a staff member for after hours, off-premises care of your child, that staff member undertakes such service on his or her own behalf, and not as a staff member of Collina Kids Academy.
- Teachers may not transport children for off-premises care without completing an authorization form. Please see the front desk to obtain a copy of the form.

**Signature of Parent/Guardian:** \_\_\_\_\_ **Date:** \_\_\_\_\_



## GUIDANCE/BEHAVIOR POLICY

At Collina Kids Academy, we understand that the true definition of “discipline” is “to teach”. Our philosophy is simple – good behavior is learned by doing and by experience.

learn by doing                    **imparare con la pratica**

learn by experience            **imparare per esperienza**

It is not only normal for young children to test rules and limits, it's developmentally appropriate. Part of being a child means learning where the limits are. Children at Collina Kids Academy will learn good behavior through their environment, their teachers, and the atmosphere. *Good Behavior* is taught by offering well-organized stimulating classrooms that minimize opportunities for inappropriate behavior to occur. There are no “idle hands” at Collina Kids Academy. We also understand that age is the most critical factor in defining good behavior. Children can only be asked to do so much based on their age. Our staff focus on dependable routines and clear, consistent, developmentally appropriate rules and expectations.

### **How We Teach Good Behavior**

- Each classroom is designed to offer many opportunities for children to make positive choices in activities, friends, and interactions.
- Children learn to behave positively. If a child doesn't get sufficient attention for behaving well, they'll likely get it by behaving badly. However, specific, immediate and sincere praise will positively affect a child's self esteem and positive behavior will follow.
- Teachers provide children with immediate feedback for negative behaviors by clearly explaining to the child why the behavior was inappropriate and providing the child with alternative choices for good behaviors.
- Ultimately, the most powerful reward for a young child is an adult's time and attention. We teach good behavior by offering plenty of time, love and attention.

### **Addressing Difficult Behavior**

Children are not permitted to hurt themselves or others. This includes both physically and emotionally harmful actions such as name-calling or belittling friends. If a child is having difficulty making good decisions, the child will be given short periods of “time out” for guidance and then taught positive decisions. Consistent behavioral issues will be discussed as a team with the parents, and teachers so that we can work out a solution together.

**Our Guidance Policy is in compliance with State of Florida Child Care Statutes; 402.305 Licensing Standards; Childcare Facilities, (12) Child Discipline (see below).**

(a) Minimum standards 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:

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

**2. Discipline shall not be associated with food, rest, or toileting.**

**3. Spanking or any other form of physical punishment is prohibited.**

(b) Prior to admission of a child to a child care facility, the facility shall notify the parents in writing of the disciplinary practices used by the facility.

**Collina Kids Academy is committed to equal opportunity enrollment, without regard to race, religion, color, sex, age, national origin, citizenship, disability, or any other basis of discrimination prohibited by applicable local, state or federal law**



## **The Parents Role**

Welcome! Collina Kids Academy is open to you the parent at any time. We do request that you make your presence known immediate to the person in charge. Although we request your cooperation in not disrupting our program, parents are permitted access to all parts of the Center at any time their child is present.

High quality preschool experiences can only be achieved through a close partnership with parents, children and Center staff. Active parent involvement includes:

**Provide Updated Contact Information!** Parents provide the Center with complete contact information at enrollment. Parents should be sure to keep this information current. Imagine your child becoming very ill and the Center being unable to contact you because your phone numbers are no longer current. It's happened and the Center was forced to call 9-1-1 for a child with a high fever.

**Provide the Center with Medical Updates!** Infant/toddler medical information may change as the child gets older and/or new foods are introduced. Parents need to keep the **FRONT DESK** informed in writing of any special needs the child may have, including food allergies or dislikes, problems with naptimes, toilet habits, favorite toys and games.

**Be sure to pick your child up on Time!** As indicated in your enrollment paperwork, the Center closes promptly at 6:30 p.m. Children are very disappointed when consistently picked up late! While we understand severe weather and/or traffic may cause delays, parents should plan accordingly. Late pick up fees will only be waived if more than 3 families are affected by severe weather and/or traffic delays. Please also note, consistent late pick up will result in dis-enrollment.

**Be familiar with Center Medication Policies!** As indicated in our medical authorization form, medicine will be distributed twice daily at 11:00 a.m. and 3:00 p.m. If medication is required for more than 5 consecutive days, a new authorization form must be completed. ALL medicines, both prescription and nonprescription, must be in their original containers. Nonprescription medicines will not be administered for more than 3 consecutive days without a doctor's note. Medications, other than "as needed" medicines, must be picked up each Friday. Parents may NOT mix medication into sippy cups or bottles. Please note, distribution of medication is a service offered, not a state mandated requirement. While we will make every effort to administer medicine, there may be occasions when we are unable to do so.

**Check your child's folder daily!** Your child's folder is a primary form of communication between the teacher and the parent. Included in your child's folder will be a daily sheet (children 3 and under) providing important information regarding your child's day as well as any communications regarding items we need from you (diapers, formula, change of clothes). Also included in your child's folder may be activities that your child is currently working on (cutting activities, writing activities, language activities, etc.) Please go over these activities with your child so that they may share with you what a wonderful day of learning they have experienced.

**Help us maintain a healthy environment for your child by keeping sick children at home!** As indicated in our center policies, we firmly believe sick children should be home with their family so that they can be properly cared for and so that contagious illnesses are not spread at the Center. This includes; a severe cough or sore

throat; undetermined rash or spots; temperature over 101 degrees; severe headaches, upset stomach or recurring diarrhea. Your child should remain at home in your care until he or she is free of symptoms for 24 hours.

**Be sure to pick your sick child up within 1 hour of being notified!** Children can become very ill very quickly. While we isolate and monitor the child at the front desk, this is not a long term solution. For the benefit of all our children and we kindly request your full cooperation **by picking up a sick child within one hour when you are called to do so**. Consistent delays in picking up sick child in a timely manner may result in dis-enrollment.

**Enjoy special events and classroom parties when your schedule allows!** Children love when their parents are able to visit them at the Center and participate in special events. While your schedule may not allow you to participate in all events, hopefully, you can make arrangements to join us periodically. Family events include Thanksgiving Luncheons, Mother/Father's Day teas, Easter Egg hunts and classroom holiday parties.

## Center Policies (continued)

### Food Policy

the breakfast schedule has been revised to end promptly at 8:00 a.m. In order to ensure FCFP compliance, children arriving after 8:00 a.m. will NOT be permitted to eat breakfast in the classroom. If your child arrives after 8:00 a.m. and has not eaten breakfast, you may feel free to sit with your child in the lunchroom with food brought from home. Collina Kids Academy participates in the Florida Childcare Food Program. The program allows the Center to offer high quality nutritional meals; include formula, cereal and baby foods in the cost of tuition; and increase the quantity of milk offered during meals.

- I would also like to take this time to address the following policies:
- For liability reasons, the kitchen and pantry are restricted to EMPLOYEES only. If you pack your child's lunch, please feel free to leave your child's labeled lunch on the counter top for Ms. Shannon to store in the kitchen.
- Parents may not enter the kitchen to obtain substitute food items. Florida Statutes and the FCFP require childcare centers to follow Daily menus as posted in the lunchroom. Meal substitutes must be documented and approved by Center staff. If you would like your child to have a substitute meal for reasons other than allergies, please see the cook and/or front desk.

In order to develop each child's self help skills, regular cups are introduced during all meal times for children 1 and over. Limited use of Sippy cups will also reduce the likelihood of friends "sharing" with friends.

- Sippy cups will be used only in the Piccolini room while our younger classmates master the use of regular cups.
- For all other classes, please note the following policies:
  - o If your child brings a Sippy cup to class, please empty and rinse Sippy cups in the sink to avoid having spoiled liquids in the classroom.
  - o Piccolini and Walker classes may store emptied Sippy cups in the bin provided.
  - o For all other classes, please store your child's Sippy cup in his/her backpack. If your child does not carry a backpack, feel free to tuck it into the cubby.

- o Please be sure to take your child's Sippy cup home nightly. The classrooms are not equipped to properly sanitize Sippy cups. In accordance with new Health Department guidelines, Sippy cups left overnight will be discarded.
- o To avoid confusion, please clearly label your child's Sippy cup.

The American Association of Pediatric Dentistry and the American Pediatric Association believe that children over the age of 1 should not use pacifiers. Pacifiers can be damaging to teeth, interfere with language development and interfere with facial muscle development. While we know it is very difficult to wean a child from a pacifier, we ask for your cooperation in supporting us in our efforts to minimize the use of pacifiers.

- Bella 2 and Piccolini staff will assist our younger children in breaking their reliance on pacifiers.
- For all other classes, we ask that you not bring pacifiers into the classrooms. If you are having difficulty dropping your child off without a pacifier, please attempt to store the pacifier in your child's backpack where it is out of sight and out of reach. If you need assistance, please talk to your child's teacher to discuss strategies for weaning your child from the pacifier.

Thank you in advance for your cooperation. Please feel free to contact the front desk if you have any questions.

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- The center provides breakfast, lunch and a snack daily. Breakfast ends promptly at 8:00 a.m. Lunch and snack schedules are posted in each classroom.
- Parents/guardians may bring lunches for their children. Lunches requiring refrigeration should be dropped off in the lunch room and include the child's name and classroom number.
- Parents are encouraged to provide cake for birthdays or snack foods for other celebrations. Please notify your child's teacher in advance of your plans.
- Please remember, several children at the center have severe food allergies. Therefore, parents **MUST** not offer children food without the express permission from the Center.