

PARENT HANDBOOK



“Where Smart Kids Grow!”

Greetings,

On behalf of the management and staff, we welcome you here at SMART KIDS STREAM ACADEMY. We are excited that you have decided to enroll your child in our center and look forward to a rewarding experience.

This handbook is designed to acquaint you with policies and expectations. Furthermore, the purpose of this guide is to provide you with valuable information that will help you better understand some of the routines and procedures of Smart Kids Learning Academy.

You have chosen Smart Kids Learning Academy as your center of choice. It is our endeavor to meet the academic, social, physical, and emotional needs of not only your child, but all children. Our goal is to provide a curriculum of rigor and a rich learning experience in the classroom for your child.

Thank you again for choosing Smart Kids Learning Academy as your center of choice. We will work very hard to meet your expectations and ours.

MOTTO: Where Smart Kids grow!

Our Mission: We strive to individualize and educate each child by providing a quality early childhood education program and aesthetic experiences. We offer experiences that encompass the whole child which focuses on social, emotional, physical and cognitive development. We value and celebrate diversity, languages and each other. Our staff encourages and creates a happy, fun loving and parental involved environment.

Our Vision: SMART KIDS STREAM ACADEMY seeks to empower children to understand the world around them while understanding their individualism and bright futures through experiences.

Our Goal: To make a positive impact on the lives of children, parents and the community by building partnerships that cultivate communication and mutual respect.

To this end, we will strive to make sure all children will have the following:

- Challenging learning experiences taught by highly qualified teachers, business partners, local artists, and other community partners working collaboratively to prepare children to become globally-conscious learners from infancy through 12 years old;
- A global focus in science, technology, engineering, the arts and math;
- A challenging program grounded in the creative curriculum;

To carry out this vision, a deep collaboration involving the entire staff, your child, and community partners will be essential to the success of all children.

Teacher Objective: To maximize the available time on task each day to provide high quality, a nurturing and well-planned, and differentiated environment aimed at meeting the needs of all children in all subjects.

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PARENT INFORMATION

Center Offerings

Smart Kids STREAM Academy offers quality childcare services for infants through school-age children. Our services include preschool, prekindergarten, before and after school care and summer camp.

Parent Responsibilities

Parents are responsible for providing properly labeled and dated bottles filled with formula/milk, diapers and wipes. All full-time daycare aged children are required to bring a change of clothes daily, a cot sheet and a light blanket.

Center Meals

The center provides breakfast, lunch and afternoon snacks that meet child nutritional standards. Menus are posted weekly for parent information. If your child has special dietary needs, please see the director to discuss substitute meals that **you** can provide. Menus are required to meet USDA Child Nutrition Meal Pattern Requirements

Admissions/Enrollment Policy

Enrollment of any child 4 weeks to 12 years of age and parents who agree to adhere to the center's policies will be accepted if space is available. All potential families must complete an enrollment application and return the completed forms with a copy of your child(ren)'s immunization records and medical/physical forms signed by a physician. Parents must complete an enrollment application prior to admission, including a physical and immunization record.

Pre-enrollment Visitation Procedures

Parents are highly encouraged to schedule a tour prior to enrolling their child/children. A tour may be scheduled on our website at www.smartkidsstreamacademy.com or by calling the front office at 704-560-6731.

Withdrawal Policy

Parents **MUST** provide a written 2-week notice prior to withdrawing children. Parents will be assessed a 2-week tuition payment, failure to pay will result in legal repercussions.

Refund Policy

Should there be any disputes concerning refund payments parents are required to provide supporting documentation. After the findings, If payments or refunds are due, please allow up to 30 days for restitution.

Absence Policy

Anticipated Absence (Vacations)

If a child is enrolled at Smart Kids STREAM Academy and absent at any time during the week, tuition is still required. When a parent knows in advance that their child will be absent for an extended period, the parent must inform the director in writing **two weeks** before the absence will occur to preserve your space. Families will be awarded a one-week vacation per year per family. To receive this free week, your children must not attend the entire week.

Discipline Policy

Smart Kids STREAM Academy requires that all behaviors reflect the seriousness of this endeavor. Smart Kids STREAM Academy regards each child as a valuable part of the center community - a community which values the dignity and worth of each individual is created by each member taking personal responsibility for his or her behavior and respecting the personal and cultural differences of other members in the community. Smart Kids STREAM Academy's children are expected to display a courteous attitude at all times. If this does not occur, Smart Kids STREAM Academy uses redirection to obtain the desired behavior i.e. providing choices for the student or choosing a learning center for the student. **We do not use corporal punishment.** Please refer to our discipline policy for more details.

Toy Policy

Please do not bring toys from home to the center unless necessary or stated by the teacher.

Child Release Policy

Children are released only to parents, guardians, or other adults listed on the enrollment form. Children will not be released to other persons unless written permission is given. If a person is unfamiliar to the staff a driver's license is required for identification.

Children Immunizations

Smart Kids STREAM Academy requires that all children attending the center be immunized as per North Carolina rules delineated in 15A NCAC 19A.0400. Complete and up-to-date records of the children's immunizations must be provided by the parent/guardian to the center office on or before the date of enrollment. A completed physical examination form performed by a physician must be submitted to the center's office within 30 days of enrollment. Children without up to date immunizations will not be allowed to attend the center.

Children Records

Confidentiality of all children records is protected by the Family Educational Rights and Privacy Act of 1974. Only authorized individuals, including you/guardians have access to these files. Smart Kids STREAM Academy cannot make available any child's information to unauthorized persons.

Compliance with Other Laws

The center shall comply with all applicable federal laws and regulations, including, but not limited to such laws and regulations governing employment, environment, disabilities, and civil rights, children with special needs, transportation, and children records. The Center shall comply with all applicable health and safety laws and regulations, whether federal, state, or local.

Mandated Reporting

Our staff are “Mandated Reporters” A mandated reporter is a person who, because of his or her profession, is legally required to report any suspicion of child abuse or neglect to the relevant authorities.

NC General Statutes require anyone who suspects and/or observes signs of child abuse and/or neglect report their concerns to either the Department of Social Services (980-314-3577) or to NCDCDEE (800-859-0829).

Grievances

Misunderstandings happen between parents and staff. If there is a concern, please follow the below steps for resolution. Licensing concerns can be reported to the NC Division of Child Development and Early Education at 800-859-0829.

The following steps are critical in maintaining a sense of discipline.

- Step 1: Speak with your child’s teacher or team to discuss issues and concerns. Remember that teachers will not be able to have conferences and lengthy conversations in the classroom while tending to children. If you are not satisfied with the results from your teacher, go to Step 2.
- Step 2: Contact the director and request a meeting between yourself, the teacher, and the director. The director will contact you with the conference time. Please allow 3-5 days for a response from the director unless it is an issue that threatens immediate safety, physical, mental, or emotional health or constitutes a criminal act. If you are not satisfied with the results of this conference, go to step 3.
- Step 3: The formal procedure shall be initiated by submitting to the Executive Director a written request for redress that succinctly states the specific grievance(s), the supporting facts, the basis in policy or law (citing specific policies or laws), the requested relief, and the efforts made to resolve the matter informally.

The Executive Director shall determine whether informal resolution requirements have been satisfied or are not required. If the Executive Director determines that the grievant is entitled to a formal grievance process, they shall provide a copy of the formal grievance to all other persons implicated by the grievance. The Executive Director shall reasonably investigate and consider the matter (which may include meeting with the parties involved and holding an informal hearing) and issue a decision within 10 center days from the date of the grievance is filed; A decision by the Executive Director under these grievance procedures shall be considered a “final administrative decision.”

Advancement Policy

Smart Kids STREAM Academy’s criteria for moving or advancing children to the next class: The following factors shall be considered in moving or advancing children:

- Age
- Developmental Progress
- Date of Birth

Tuition Payments

Annual registration fees are due by third week of August and are automatically assessed to your account. **Tuitions are due each Monday of the week and must be paid by the close of business on Tuesday to**

avoid a \$25 late fee assessment Wednesday morning. If parents pay monthly tuition, payments are due by the 5th of each month in advance. Late fees are assessed weekly thereafter. See fee schedule to determine your weekly tuition. For subsidized parent's copayments are due by the 5th of each month. If copayments are not paid a delinquent payment fee of \$25 will be automatically assessed to your account. Tuition is **subject to increase annually with a 14-day notice.**

Return Checks

Smart Kids STREAM Academy does not accept checks. NO EXCEPTIONS!

Celebrations

Store bought cookies, cake, and candy may be brought to the center to celebrate birthdays with the teachers consent. Per state guidelines, **NO BALLOONS** will be permitted.

Classroom Supplies Provided by Parents

- Infants – Parents must provide diapers, wipes, diaper cream, food, bottles with formula labeled with the child's name and date, crib sheets, a change of clothes, pacifier if applicable.
- Toddlers - Parents must provide diapers, wipes, diaper cream, change of clothes, cot sheet.
- Three's – Parents must provide cot sheets and a change of clothes.
- Fours and Fives – Parents must provide cot sheets and a change of clothes.

Classroom Visitation

Visitors are welcome at Smart Kids STREAM Academy, with parents written permission. We ask that visitors sign in upon arrival and sign out upon departure in the center office. Visitors are confined to the designated classroom or requested areas **ONLY**. We have an open-door policy to the parents of enrolled children.

Electronics

Children may be allowed to bring electronics to school at the teacher's discretion and/or special occasions. These items are bought at your own risk. Smart Kids STREAM Academy assumes no responsibility for broken, lost or stolen items.

EMERGENCY CLOSINGS/DELAYS:

If there is an emergency closing, you will be contacted, and information will be placed on the website.

Before Center Closings

During inclement weather if center closing is necessary a phone and email blast will be sent out to you. Closing information will be on news flash.

During Center Closings

During center closing you will be contacted via phone and email blast.

Emergency Contact Information

Upon entry to Smart Kids STREAM Academy, each child must have on file in the center office an application that contains health information, emergency telephone numbers, and parent signatures. **Changes in this information at any time during the center year should be reported to the office**

immediately. If an emergency occurs at the center, first aid will be administered, and you will be immediately contacted. If you cannot be reached, the emergency contact person listed on the Child's Information Form or the family physician will be contacted. If the situation warrants, the center will call the Emergency Medical Service. If a child becomes sick at the center and needs to leave, you will be contacted, and the parent or other adult authorized to pick up the child must sign out of the center.

Emergency Preparedness Training

Emergency (Accidents/injuries & lockdowns) all classrooms are equipped with emergency essentials such as crackers, a water supply and flashlight are stored. Fire and earthquake drills are conducted several times a year.

Evacuation Procedures

In the event the campus is evacuated during an emergency during an emergency, we will transport all children to our safe zone using the program van the director or lead will contact the parents and 911 notify parents once all children are safe. Our campus evacuation site is the Eastside STREAM Academy campus. Our one-mile evacuation site is the Eastside STREAM Academy campus.

Field Trips

Smart Kids STREAM Academy recognizes that field trips are a fun and necessary part of education. Permission slips and appropriate attire are required for the child to participate. Safety is a primary concern of the center. Children are expected to wear their Smart Kids STREAM Academy logo shirts on all field trips. Shirts will remain on campus if a shirt is removed from the center, parents will be assessed at \$10 fee. In addition, children with persistent difficulty following classroom directions will not be allowed to attend field trips unless chaperoned by a parent. Therefore, if a parent cannot chaperone, the child will not be allowed to participate in the field trip experience. Smart Kids STREAM Academy is required to comply with all state regulations concerning field trips.

Health and Safety

Center Sanitization

Our childcare center's classroom is cleaned daily by the classroom teacher. The entire building is cleaned by our janitorial staff twice per week. Our floors are cleaned daily and are commercially cleaned every six months to eliminate the spread of germs.

Accidents/Injuries

In the event of a severe injury, the center staff will use our Emergency Information to contact you or the person you have designated. If necessary, we will call 911 while we are still trying to reach you. Our staff will complete an accident report to keep on file for insurance purposes. If the injury is minor, the classroom teacher will exercise judgment in making a decision to call you. In most cases you will be alerted so that you will have the option of viewing the injury yourself.

The faculty and staff of Smart Kids STREAM Academy are required by law to report any suspected case of child abuse or neglect to the Department of Social Services.

Dispensing Medicine - prescription and non-prescription

Prescribed medication in its original packaging, may be administered by office personnel only. Medication for all children will be kept in a locked file cabinet in the front office. All medication bottles shall be properly labeled with the child's name, name of medication, dosage, how administered and the physician's name who prescribed the medication. Children who need to take prescribed medication must have a current prescription and have a completed Medication Administration Form on file with a parent's signature on file in the office before the medication can be administered. Please stop by the office to fill out appropriate paperwork. Please remember that the staff cannot dispense non-prescription medicine (such as aspirin or creams for itching, etc.) to children, nor should children bring non-prescription medicine to the center.

Sick Children

If your child becomes seriously ill at the center, we will contact you immediately. If we cannot reach you, we will use the **Emergency Information Form** to contact you or your emergency contacts. **Please remember, we cannot keep seriously ill children at the center.** Do not send sick children to the center especially when they are showing signs of sickness, such as malaise, ringworm, pinkeye, headache, nausea, vomiting, abdominal pain, symptoms of upper respiratory infection or if they are known to have had exposure to a communicable illness.

In accordance with NC child care law:

10A NCAC 09 .0804 INFECTIOUS AND CONTAGIOUS DISEASES

(a) Centers may provide care for a mildly ill child who has a Fahrenheit temperature of less than 100 degrees axillary, 101 degrees orally, or 102 degrees rectally and who remains capable of participating in routine group activities; provided the child does not:

1. have the sudden onset of diarrhea characterized by an increased number of bowel movements compared to the child's normal pattern and with increased stool water; or
2. have two or more episodes of vomiting within a 12-hour period; or
3. have a red eye with white or yellow eye discharge until 24 hours after treatment; or
4. have scabies or lice; or
5. have known chicken pox or a rash suggestive of chicken pox; or
6. have tuberculosis, until a health professional states that the child is not infectious; or
7. have strep throat, until 24 hours after treatment has started; or
8. have pertussis, until five days after appropriate antibiotic treatment; or
9. have hepatitis A virus infection, until one week after onset of illness or jaundice; or
10. have impetigo, until 24 hours after treatment; or
11. have a physician's or other health professionals written order that the child be separated from other children.

CENTER HOURS OF OPERATION:

Office Hours: 8:00am –5:00pm

Center Hours

1st Shift Hours: 7:00 am – 6:00 pm

DROP OFF/PICKUP TIMES:

Children may be dropped off at the daycare Monday – Friday from 7:00 am until 9:00 am 1st shift. If your child is not dropped off during these times you must call 30 minutes prior to the deadline and inform the office concerning the reason for your tardiness. Children will not be admitted outside of these times.

Late Pickup/Drop-off

Children **MUST** be picked up by the designated times. If children are not picked up by the designated times a **late fee of \$1.00 per minute will be assessed**. Late fees must be paid within 5 days of assessment.

Parent Conduct on Campus

Parents are reminded that they are very visible role models while on campus and should conduct themselves with that in mind. The rules and standards of behavior for children apply to all adults on the campus. Specifically, parents are asked to keep these limits in mind:

- You may not interrogate or discipline another family's child under any circumstances. This includes children who are friends of the family.
- Behave civilly and avoid using profanity or acting hostile while on campus. Disagreements may be resolved in a calm and rational manner away from the child.

Failure to observe these standards of behavior can result in a parent being denied the right to come on campus.

Parent Volunteers

Parent volunteers make a significant difference in the lives of not only their own child but all the children in the classroom. All volunteers must register for our volunteer pool by completing the Parent Volunteer Registration Form. Volunteer opportunities include; reading to the children, book fair, parents night, grounds keeping, parent meetings, fall festival, donuts for dads and muffins for mom and holiday celebrations.

All volunteers must sign in at the Office for each visit to the center

Parent Information Sessions

Parent information sessions are held quarterly.

Parent Newsletter

Parent newsletters are sent out quarterly by the administrative staff.

Physical Education

Teachers will make every effort to involve children in physical activity every day, through classroom activities and recess. **(Teachers are not allowed to withhold physical education from any child as punishment or otherwise).**

Transportation Policies

Smart Kids STREAM Academy provides safe and reliable transportation for our children. Children are required to remain seated at all times while being transported. Inappropriate behaviors will not be tolerated,

this puts all children at risk. Smart Kids STREAM Academy reserves the right to refuse transportation for kids with inappropriate behavior. Smart Kids STREAM Academy does not transport children younger than 3 years. All children being transported must have a signed permission form on file and on the bus, while being transported.

Policy Changes

In the event of an operational change or change in an item in the child care enrollment agreement, parents will be notified in writing and the handbook will be updated.

It is the policy of Smart Kids STREAM Academy to prohibit smoking on all organization premises to provide and maintain a safe and healthy work environment for all employees. The law defines smoking as the "act of lighting, smoking or carrying a lighted or smoldering cigar, cigarette or pipe of any kind."

The smoke-free workplace policy applies to:

- All areas of organization buildings.
- All organization-sponsored off-site conferences and meetings.
- All vehicles owned or leased by the organization.
- All visitors (customers and vendors) to the organization premises.
- All contractors and consultants and/or their employees working on the organization premises.
- All employees, temporary employees and student interns.

Smoking is not permitted in parking lots **Any piece of Company property, including Company vehicles, as well as during work hours.*

Employees who violate the smoking policy will be subject to disciplinary action up to and including immediate termination.

Services Provided

- Meals – We provide a healthy breakfast, lunch and snack each day. Menus are required to meet USDA Child Nutrition Meal Pattern Requirements
- Before and After school care with transportation
- Summer camp, Spring break camp and Winter Camp

Healthy Meals

Smart Kids STREAM Academy provides healthy meals. Meals include breakfast, lunch, snack and dinner for the night shift.

Parent-Teacher Conferences

We offer regularly scheduled conferences 3 times a year, August, January and June to discuss children's progress and behaviors with their parents. Parents may also schedule a conference with the teachers or in

the front office. Smart Kids STREAM Academy’s teachers provide tips and insights to guide parents through learning and developmental milestones.

Center Holidays and Closings

The center is closed on the following holidays; New Years, Dr. Martin Luther King, Jr., Good Friday, Memorial Day, Independence Day/4th of July, Labor Day, Thanksgiving Day, Black Friday, Christmas Day, New Years. Should a holiday fall on a weekend, the holiday will be observed on the work day closest to the holiday. Time off without pay may be granted to employees who desire to observe a religious holiday that is not recognized by the organization.

HANDBOOK ACKNOWLEDGEMENT

My child and I have read and understand the rules and information outlined above and, in the Parent, and Child handbook. We agree that _____ should be held accountable for these rules and regulations.

Parent/Guardian’s Signature: _____

Parent/Guardian’s Signature Date: _____