



2008-2009

"Believe in yourself and everything is possible."

Our Staff is very excited and looking forward to a wonderful year. This handbook contains policies and procedures of *Puzzle's Academy*, which are important to you and your child. By signing the following, you acknowledge you have received, read, and agree to the following:

- Information to Parents statement
- Children and Parent Rights
- Policies, procedures, and practices placed before you within the *Puzzle's Academy Handbook*.

By signing this you also acknowledge that Puzzle's Academy may change, add, or delete any policy or procedure in the Parent Handbook with or without prior notice.

Name of Child _____ Program _____

Name of Parent(s) _____ Start Date _____

Signature _____ Date _____



Puzzle's Academy Parent Handbook

Puzzle's Academy
11530 Bluegrass Parkway
Louisville, Kentucky 40299
Phone: 502-261-7144
Fax: 502-261-7408
www.PuzzlesFunDome.com

Mission Statement

Puzzle's Academy is committed to providing a wonderful experience for your child. We seek to serve your family by providing solutions to your busy life. Our mission is to establish a positive working relationship with your family and to create a trusting bond with your child. Your children...Our children will be cared for and developed by an enthusiastic, experienced and caring staff. Our programs and curriculum exceeds and compliments the Kentucky Early Childhood Standards and Kentucky Core Content. Our success will be measured by the daily experiences that we share with your children.

Policies and Procedures

1. **Drop off:** It is asked that all children be dropped off no later than 10.00 a.m. If children need to arrive later please inform your child's teacher or the Director.
2. **Pickup:** All children must be picked up no later than 6:00 p.m. or a late fee of \$0.50 per minute will be charged.
3. **Plan of Evacuation:** If an emergency evacuation must occur, all children will be transported to Jeffersontown Community Center on Taylorsville Road.
4. **Snow Day:** Call 502-261-7144 for information of closing due to weather conditions.
5. **Child Absent from Puzzle's Academy:** Please remember that it is your responsibility if your son or daughter is absent to **call and notify Puzzle's Academy before 9:00a.m on the day missed.**
6. **Sign In and Sign Out:** All children, upon arrival at Puzzle's Academy, must be signed in; and all children being picked up from Puzzle's Academy, at any time and under ALL circumstances, **must be** signed out by his or her parent/guardian or designated pickup person.
7. **Parental Visitation:** Parents and/or guardians of enrolled/attending children are permitted to view and observe their children at any time while being escorted by a staff member. We will only allow observation by parents of enrolled/attending children.
8. **Designated Pickup Persons:** We will only release children to persons designated by parents on the child's registration form. Parents may also provide an additional list. An ID provided by the designated pickup person must be shown to a staff member at the desk before release of the child will be permitted.

9. **Responsible for Child:** Puzzle's Academy will not assume responsibility of any child until his/her actual arrival and sign-in.
10. **Personal Property:** Puzzle's Academy is NOT responsible for lost, stolen or damaged items brought to the facility. **All personal property must be labeled with child's first and last name.**
11. **Lost and Found:** Clothing/items left at Puzzle's Academy at the close of each business day will be placed in Lost and Found. It is the parent's responsibility to check this area daily.
12. **Change in Personal Information:** Puzzle's Academy's administrative personnel **must be notified immediately** when there are any changes in the following, i.e., home telephone, work phone, address, emergency contacts etc.
13. **Early Childhood Class Trips:** Should you decide that you do not want your child to attend a scheduled class trip, you must find alternate care for your child during these class trips. You may drop your child off at Puzzle's Academy after the children have returned from the trip. Puzzle's Academy does not provide care during any scheduled trips. Additional fees may occur for class trips.
14. **Outdoor Play:** It is our policy for all children to participate in outdoor activities on a daily basis, weather permitting. With this in mind we ask that you dress your child accordingly. Outdoor time will be limited but still maintained in extreme cold/ hot temperatures.

15. **Discipline Policy –**

Definition of a Behavioral Problem:

1. Any behavior by a child that is viewed or deemed unsafe to the well being of himself/herself, or any other person/child.
2. The improper use of language or gestures directed to staff or other children.
3. Damage or theft of Puzzle's Academy property or the property of others.
4. An overall disrespect to staff or other children.

Behavioral Disciplinary Actions

1. Verbal warning from teacher/director
2. Verbal warning from director with a written notice for parent(s) to be signed.
3. Conference with director.
4. Suspension or termination from Puzzle's Academy without refund.
5. Extreme or violent behavior resulting in an injury to another child or staff member may warrant immediate termination from our program without any previous warnings.
6. Puzzle's Academy retains the right to dismiss any student without prior written notice from or conference with the director.
7. The center will not expel a child based solely on the child's parent making a complaint to the Bureau of Licensing regarding a center's alleged violations of the licensing regulations.

16. **Policy On Release of Children:**

1. Each child may be released only to the parent(s) or person(s) authorized by the parent(s) to take the child from the center and to assume responsibility for the child in an emergency if the parent(s) cannot be reached.
2. If a non-custodial parent has been denied access, or granted limited access, to a child by a court order, the center shall secure documentation to that effect, maintain a copy on file, and comply with the terms of the court order.
3. If the parent(s) or person(s) authorized by the parent(s) fails to pick up a child at the time of the center's daily closing, the center shall ensure that:
 - a) The child is supervised at all times.
 - b) Staff members attempt to contact the parent(s) or person(s) authorized by the parent(s).
 - c) If the parent(s) or person(s) authorized by the parent(s) appears to be physically and/or emotionally impaired to the extent that, in the judgment of the director and/or staff member, the child would be placed at risk of harm if released to such an individual, the center shall ensure that, the child may not be released to such an impaired individual:
 - i. Staff members attempt to contact the child's other parent or an alternative person(s) authorized by the parent(s); and
 - ii. If the center is unable to make alternative arrangements, a staff member shall call authorities to seek assistance in caring for the child.

17. **Vacation Policy –** One continuous week may be taken per one calendar year. A calendar year is from September – August. A parent does not need to pay for this requested vacation period. Days used must be in a continuous format and must be the same days as normally attended per week. To qualify for vacation your child must be registered and have attended for at least 6 months.

18. **Rest:** Following lunch children will have an afternoon rest period of at least 45 minutes but no longer than 2 hours as required by the state licensing agency. However, if your child does not wish to sleep, the teacher will provide alternative quiet activities.
19. **Policy on the Management of Communicable Diseases:** If a child exhibits any of the following symptoms, he/she should not attend school. If such symptoms occur at school, the child will be removed from the classroom/area, and you will be called to pick up your child.

Severe pain or discomfort	Infected untreated skin patches
Acute Diarrhea	Difficult or rapid breathing
Episodes of acute vomiting	Skin rashes lasting longer than 24 hours
Oral temperature of 101.5 degrees Fahrenheit	Swollen joints
Sore Throat or severe coughing	Visibly enlarged lymph nodes
Yellow eyes or jaundice skin	Stiff Neck
Red eyes with discharge	Blood in urine

Once the child is symptom free for 24 hours, or has a physician's note stating that he/she no longer poses a serious health risk to themselves or others, he/she may return to school. If a child contracts any of the following diseases, please report it to us immediately. The child may not return to school without a doctor's note stating that the child presents no risk to himself/herself or others.

If your child develops a communicable disease, please notify Puzzle's Academy immediately in order for proper procedures to be followed.

If your child is exposed to any communicable diseases at school, you will be notified in writing.

20. **Policy on the dispensing of medication:** If your child needs to receive medication while at Puzzle's Academy, you will fill out a medication form. You will state the name of the child receiving the medication, the date(s) they will be receiving the medication, what the medication is for, and the dosage. You will need to make sure that the prescription/ medication is current. If it is a long-term prescription, such as an inhaler or Epi Pen, Puzzle's Academy will need a note from the doctor stating the name of the medication, the dosage, and the dates the child will be receiving the medication.
21. **Special Dietary Needs and Food Allergies:** All arrangements for special dietary needs must be discussed with the Director prior to enrollment to determine if your child's needs can be accommodated. In some cases a doctor's note may be required.

22. Birthday Parties

We want to be a part of your child's special day. Please let us know if you will be bringing something to celebrate your child's birthday with his/her class. If you bring food to share, it must be store bought (cake, cupcakes, cookies). We will ensure that it is a special day at Puzzle's Academy for your child. Please feel free to come and celebrate with us.

23. Withdrawal from Puzzle's Academy

We require a 2-week notice if you will be withdrawing your child from Puzzle's Academy. Once the notice has been accepted, billing at the current rate will continue for the week in which notice was given plus the following week.

24. Toys

We ask that children not bring toys from home except for days designated by the teachers as show and tell days.

Required Supplies

Those supplies pertaining to your child's age group must be provided as needed by the child's parents or legal guardian. **PLEASE LABEL EACH SUPPLY ITEM WITH YOUR CHILD'S NAME.**

- ✓ (2) Extra Sets Of Clothes including extra pairs of socks (weather appropriate)
- ✓ Sheet for sleep mat
- ✓ Blanket
- ✓ Pillow (optional)
- ✓ Bottle of Sun Protection (SPF 30 or higher)
- ✓ Parent-size t-shirt to use as a smock

INFORMATION TO PARENTS

The General Laws of your state mandates that childcare is regulated and rules are enforced by your state licensing bureau.

The regulations require certain things of licensees (child care program owner) in regard to their work with parents. A summary of the required parent information, rights, and responsibilities follows.

Parental Input. The licensee must appropriately involve parents of children in care in visiting the program, meeting with the staff and receiving reports of their children's progress. The program must have a procedure for allowing you to give input and make suggestions, but it is up to the program to decide whether or not they will be implemented.

Meeting with parents. In group child care programs, the licensee shall assure that the administrator or his designee meets with the parent(s) prior to admitting a child to the program. The parents shall have an opportunity to visit the program's classrooms at the time of the meeting or prior to the enrollment of the child. In school age programs, the licensee shall provide an opportunity for the parent(s) and child to visit the program and meet the staff before the child's enrollment.

Parent Information. The licensee must provide to the parents upon admission of their child the program's written statement of purpose, including the program philosophy, goals and objectives, and the characteristics of children served; information on the administrative organization of the program, including lines of authority and supervision; the program's behavior management policy; the program's plan for referring parents to appropriate social, mental health, education and medical services for children; the termination and suspension policy; the program's policy and procedures for identifying and reporting suspected child abuse or neglect; the procedures for emergency health care and the illness exclusion policy; the program's transportation plan; the procedure for administration of medication, and, upon request, a copy of the complete health care policy; a copy of the fee schedule, and in school age child care, the procedures for on-going parent communication. All of this information may be contained in a "Parent Handbook".

Parent Conferences. The licensee must make staff available for individual conferences with parents at your request.

Parent Communication. Ongoing parent communication be accomplished by utilizing 'All About My Days.' The 'All About My Days' state what your child has done throughout the day at our center/ facility.

Progress Reports. At least every six months the licensee should meet with you to discuss your child's activities and participation in the program. The licensee will prepare a written progress report for your child, will provide a copy to you, and will maintain a copy of the report in your child's file. If your child is an infant or a child with disabilities, you should receive a written progress report at least every three months. Program staff must bring special problems or significant developments, particularly if they regard infants, to your attention as soon as they arise.

Parent Visits. You have the right to visit the center and your child's room at any time while your child is present.

Children's Records. Information contained in a child's record is privileged and confidential. Program staff may not distribute or release information in a child's record to anyone not directly related to implementing the program plan for the child without your written consent. You must be notified if your child's record is subpoenaed.

Access to your child's record. You are entitled to have access to your child's record at reasonable times on request. You must have access to the record within two business days of your request unless you consent to a longer time period. You must be allowed to view your child's entire record, even if it is maintained in more than one location. The center must have procedures governing access to, duplication of, and dissemination of children's record, and must maintain a permanent, written log in each child's record which identifies anyone who has had access to the record or who has received any information from the record. This log is available only to you and the people responsible for maintaining the center's records.

Amending your child's record. You have the right to add information, comments, data, or any other relevant materials to your child's record. You also have the right request deletion or amendment of any information contained in your child's record. If you believe that adding information is not sufficient to explain, clarify or correct objectionable material in your child's record, you have the right to a conference with the licensee to make your objections known. If you have a conference with the licensee, the licensee must inform you in writing within one week of his decision regarding your objections. If the licensee decides in your favor, he must immediately take the steps necessary to put the decision into effect.

Transfer or records. When your child is no longer in care, the licensee can give your child's record to you, or any other person you identify, upon your written request.

Charge for copies. The licensee shall not charge an unreasonable fee for copies of any information contained in your child's record.

PROGRAM RESPONSIBILITIES

Providing Information to the State Licensing Bureau

The program must make available any information requested by the State Licensing Bureau to determine compliance with any licensing regulations governing the program, by providing access to its facilities, records, staff and references.

Reporting abuse or neglect

All center staff are mandated reporters. They are required by law to report suspected abuse and neglect to either the Department of Social Services or to the licensee's program administrator. The licensee must have written policies and procedures for reporting and must provide the written policy to you upon enrollment.

Notification of injury

The licensee must notify you immediately of any injury, which requires emergency care. The licensee must also notify you, in writing, within 24 hours, if any first aid is administered to your child.

Availability of State Licensing Regulations

The program must maintain a copy of the state licensing regulations on the premises of the center and must make them available to any person upon request. If you have a question about any of the regulation, ask the center to show them to you.



Puzzle's Academy 2007 – 2008 Closing Dates

On the dates Puzzle's Academy is closed, parents must make alternate arrangements for their child's care.

September 3

Labor Day

November 22 & 23

**Thanksgiving
Holiday**

December 24 & 25

Christmas Day

January 1

New Years Day

May 26

Memorial Day

July 4

**Independence
Day**

PUZZLE'S ACADEMY PROGRAM FEES

Pricing Good through October 2008

Updated October 2007

FULL DAY - Preschool and Pre-K Programs

PRESCHOOL

(2-3 years old) (Weekly Payment)

5 Day	\$145.00
3 Day	\$115.00
2 Day	\$ 80.00

PRE-K

(4-5 years old) (Weekly Payment)

5 Day	\$ 130.00
3 Day	\$ 100.00
2 Day	\$ 70.00

There will be a \$10.00 weekly discount per additional child for 5 days and \$5 discount for 2 - 3 days.

AFTER SCHOOL PROGRAMS

AFTER SCHOOL PROGRAM - Until 6 PM

(Kindergarten - 8TH Grade) (Weekly Payment)

	<u>Before School</u>	<u>After School</u>	<u>Before & After School</u>
4 - 5 Day:	\$38	\$55	\$67
2 - 3 Day:	\$31	\$44	\$54

- Annual, per session, Registration Fee: \$50 per child
- School Session Sept - June

SCHOOL CLOSINGS / DAYS OFF Program

\$35.00 per Day - Pre-registration required

7:00am - 6:00pm - Lunch and Snacks Included



Puzzle's Academy Financial Policies

✓ **No Refunds or Credits Available**

✓ **Payment Due Schedule:**

Payment is due **Monday of each week**. A late fee of \$5 will be assessed on any account which is not paid in full by 6:00 p.m. on the Wednesday of that week. If payment is mailed, payment must be mailed with a post-mark date no later than the Tuesday of the week payment is due. Invoices will not be provided unless requested.

- 1) Payments will be applied as follows: registration fee, late fees, past due balances, then current balances.
- 2) A non-refundable registration fee of \$50 per child is due upon enrollment at Puzzle's Academy.
- 3) Under no circumstances will Puzzle's Academy credit for absenteeism or cancellation of a child's enrollment.
- 4) **Returned Checks:** A \$25 fee will be assessed to your account. In the event that this situation occurs twice, cash or a money order will be required for payment for the remainder of the year.
- 5) Accounts that are delinquent may result in suspension or termination from Puzzle's Academy without refund.
- 6) If outside assistance is required to collect any outstanding balances on your account, all costs incurred, including any and all attorney fees, collection fees, and/or court costs will be added to your account.
- 7) Vacation - A one week vacation period may be taken per one calendar year (September – August). A parent does not need to pay for this requested vacation period. Days used must be in a continuous format and must be the same days as normally attended. Must have attended for 6 months to qualify.
- 8) There are **no discounts** for weeks with holidays, absences etc.