

PARENT HANDBOOK FOR A UNIVERSAL LEARNING
CENTER
MAKING TODAY'S CHILDREN, TOMORROW'S FUTURE



Welcome to A Universal Learning Center Inc. Our program has been organized to provide supervision for children 1 to 5 years of age. The center is state licensed and administered by a Childcare Director. The Parent Manual is a valid part of the enrollment agreement between Universal Performing Arts Learning Center and the parents or guardians of children who are enrolled in the center.

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A UNIVERSAL LEARNING CENTER

POLICY: MISSION STATEMENT

POLICY NO.: 1

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Children are our future leaders. At Universal Learning Center Inc. we plan to teach children values, respect for others, manners, and life skills necessary to succeed in today's society.

A UNIVERSAL LEARNING CENTER

POLICY: WELCOME

POLICY NO.: 2

Welcome to A Universal Learning Center, Inc. Our program has been organized to provide supervision for children 1 to 5 years of age. The center is state licensed and administered by a Childcare Director. The Parent Manual is a valid part of the enrollment agreement between Universal Performing Arts Learning Center and the parents or guardians of children who are enrolled in the center.

A UNIVERSAL LEARNING CENTER

POLICY: PROGRAM PHILOSOPHY

POLICY NO.: 3

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- Learning to live with others.
- Increasing independence in meeting and solving problems.
- Gaining skills in making positive and constructive decisions.
- Becoming capable of implementing their own ideas.
- Finding joy and self-esteem in their own creativity.
- Exploring and discovering the wonders of a child's world and how things work (science).
- Developing concepts of time, space, shape and numbers in relation to a child's world (basic math concepts).
- Helping the child to create a foundation for language skills that will help him/her to become verbally expressive and capable of listening to others (communication skills).
- Understanding that "rules" are necessary and even helpful.
- Developing gross-motor and fine-motor coordination.

It is our goal to provide hands -on activities, as well as written, verbal, and mental development activities. Our Teachers create an atmosphere for the children in which they are safe, feel emotionally secure and have a sense of belonging. Our activities and teaching strategies are age appropriate, yet challenging each child to reach their highest potential. The combinations allow for a fun, well-rounded educational environment. Our teachers provide in-depth educational endeavors each week in their lesson plans that are posted for the parents viewing.

A UNIVERSAL LEARNING CENTER

POLICY: LICENSING INFORMATION

POLICY NO.: 4

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4.1 A Universal Learning Center is licensed for child care services by the State of Florida. The license is posted on the bulletin board outside the office area showing the centers capacity.

The Florida Child Care Center licensing rules and regulations are available at the center for review upon request. The center's licensing record; including compliance report forms and evaluation forms from the Health, Building, and Fire Departments are available upon request from the department.

The center observes the following staff/child ratios and small group sizes for each group:

12-24 months	1:6
2-3yr olds	1:11
3-4 yrs olds	1:15
4 Year Olds	1:20
5 Year Olds	1:25

A UNIVERSAL LEARNING CENTER

POLICY: ENROLLMENT

POLICY NO.: 5

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Enrollment at A Universal Learning Center is open to children from one to five years of age. Enrollment shall be granted without regard to a child's race, color, creed, religion, national origin, gender, or disability; and without regard to a parent or guardian's race, color, creed, religion, age, national origin, gender, pregnancy or disability

Parents can apply for enrollment of their child in A Universal Learning Center by completing the Enrollment Application and paying the \$100.00 per child or \$150.00 registration Fee. The Registration Fee is NON-REFUNDABLE.

Initial enrollment is contingent upon receipt of the completed enrollment application, signed fee agreement, registration fee, immunization records and signed Parent Handbook receipt.

The Enrollment Application and Fee Agreements are not meant to serve as contracts guaranteeing service for any duration.

A Universal Learning Center reserves the right to dismiss any parent or child at any time with or without cause.

Continued enrollment at A Universal Learning Center is contingent upon the parent's, emergency contact persons' and child's adherence to the policies and procedures of A Universal Learning Center as outlined in this handbook including, but not limited to, timely payment of all fees and tuition.

Parents are required to notify A Universal Learning Center immediately, should any of the information collected at the time of enrollment or any time thereafter change. Failure to do so may result in the child (ren) being dis-enrolled from the program.

A UNIVERSAL LEARNING CENTER

POLICY: TUITION

POLICY NO.: 6

All custodial parents and/or legal guardians are required to sign a Fee Agreement prior to enrollment of their child in a Universal Learning Center. Parents are required to indicate to whom all billing information and correspondence are to be addressed.

THE CENTER SALARIES, SUPPLIES AND ADMINSTRATIVE EXPENSES ARE SUPPORTED ENTIRELY BY FEES.

1. Fees are as outlined in the parent agreement/contract.
2. All weekly fees must be paid by the Friday before the week of attendance. Checks should be made out to Universal Performing Arts Learning Center. Please give your checks to the Childcare Director.

If you prefer to pay in cash, please give it to the Childcare Director to receive a receipt. Please make sure when paying in cash that you have the correct amount, as; cash is not kept on the premises.

You may also pay by credit card on an automatic withdrawal system or manual approval.

A \$10.00 late fee may be charged for all payments made later than Monday unless previous arrangements have been made through the Administrative Office. PLEASE KEEP YOUR WEEKLY FEES CURRENT. YOUR CHILD COULD LOSE HIS/HER SPACE.

Any balances due past two weeks will cause the un-enrollment of your child until paid in full or a payment schedule is set up with the Director.

3. A Universal Learning Center, Inc. cannot deduct single days missed from your fees. Your fee pays for direct operating costs, i.e.: staff, craft and operating supplies. All of these things must be available for the number of children enrolled in the center. When you enroll, you are reserving the time, space, staff and provisions for your child, whether or not he/she attends.

Should you have unusual circumstances regarding payments or absences, please contact Administrative staff as soon as possible.

4. A \$25.00 fee will be charged for each check returned by your bank. The center will have the option to refuse checks for excessive check returns.

6.2

There is a one week credit given for vacations for full time students only during the school year. There is **NO** credit given for vacations, scheduled school holidays, child illness, or for closings due to emergency situations, inclement weather or acts of God.

Non-payment of tuition is grounds for immediate dismissal from the program. Timely payments are essential for continued enrollment at A Universal Learning Center however; if you anticipate difficulty with paying on time, please discuss the matter with the Center Director immediately. If alternative arrangements for payment are approved you will be notified by the Center Director.

6.3 A Universal Learning Center does accept child care subsidies. The

Parents of a subsidized child must complete all required paperwork on time to continue enrollment at A Universal Learning Center. Parents of subsidized children are also required to sign a fee agreement, agreeing to be personally responsible for the payment of tuition, in the event they become ineligible to receive child care subsidies.

6.4 A Universal Learning Center offers a multiple child discount for one or more siblings enrolled during the same school year. The first registered sibling pays the full tuition rate and each additional child's tuition are discounted \$50.00 per child up to age 4. A second "VPK age" child will still be regular rate of \$110.00. Discounts are only applicable when tuition payments are made on time. The full tuition rate, plus any additional late fees will be charged when tuition payments are late as per the late tuition policy stated above. For example:

1st child is 4 yrs of age = \$110.00 wrap rate

2nd child is 2 yrs of age = \$175.00 - \$50.00 discount = \$125.00

Total for family = \$235.00

A UNIVERSAL LEARNING CENTER

POLICY: CONFIDENTIALITY

POLICY NO.: 7

Within A Universal Learning Center, confidential and sensitive information will only be shared with employees of A Universal Learning Center who have a "need to know" in order to most appropriately and safely care for your child. Confidential and sensitive information about faculty, other parents and/or children will not be shared with parents, as A Universal Learning Center strives to protect everyone's right of privacy. Confidential information includes, but is not limited to: names, addresses, phone numbers, disability information, and HIV/AIDS status or other health related information of anyone associated with A Universal Learning Center.

Outside of A Universal Learning Center, confidential and sensitive information about a child will only be shared when the parent of the child has given express written consent, except where otherwise provided for by law. Parents will be provided with a document detailing the information that is to be shared outside of A Universal Learning Center, persons with whom the information will be shared, and the reason(s) for sharing the information.

Any parent who violates the Confidentiality policy will not be permitted on agency property thereafter. Refer to the policy regarding Parents Right to Immediate Access for additional information regarding dis-enrollment of a child when a parent is prohibited from accessing agency property.

You may observe children at our center who are disabled or who exhibit behavior that may appear inappropriate (i.e. biting, hitting, and spitting). You may be curious or concerned about the other child. Our Confidentiality Policy protects every child's privacy. Employees of A Universal Learning Center are strictly prohibited from discussing anything about another child with you.

A UNIVERSAL LEARNING CENTER

POLICY: MANDATED REPORTING OF SUSPECTED
CHILD ABUSE AND/OR NEGLECT

POLICY NO.: 8

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Under the Child Protective Services Act, mandated reporters are required to report any **suspicion** of abuse or neglect to the appropriate authorities. The employees of A Universal Learning Center are considered mandated reporters, under this law. The employees of A Universal Learning Center are not required to discuss their suspicions with parents prior to reporting the matter to the appropriate authorities, nor are they required to investigate the

cause of any suspicious marks, behavior or condition prior to making a report. Under the Act, mandated reporters can be held criminally responsible if they fail to report suspected abuse or neglect. We at A Universal Learning Center take this responsibility very seriously and will make all warranted reports to the appropriate authorities. The Child Protective Services Act is designed to protect the welfare and best interest of all children.

As mandated reporters, the staff of A Universal Learning Center can not be held liable for reports made to Child Protective Services which are determined to be unfounded, provided the report was made in "good faith."

Causes for reporting suspected child abuse or neglect include, but are not limited to:

- Unusual bruising, marks, or cuts on the child's body
- Severe verbal reprimands
- Improper clothing relating to size, cleanliness, season
- Transporting a child without appropriate child restraints (e.g. car seats, seat belts, etc.)
- Dropping off or picking up a child while under the influence of illegal drugs or alcohol
- Not providing appropriate meals including a drink for your child
- Leaving a child unattended for any amount of time
- Failure to attend to the special needs of a disabled child
- Sending a sick child to school over medicated to hide symptoms, which would typically require the child to be kept at home until symptoms subside.
- Children who exhibit behavior consistent with an abusive situation

A UNIVERSAL LEARNING CENTER

POLICY: PARENT CODE OF CONDUCT

POLICY NO.: 9

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A Universal Learning Center requires the parents of enrolled children at all times, to behave in a manner consistent with decency, courtesy, and respect. One of the goals of A Universal Learning Center is to provide the most appropriate environment in which a child can grow, learn and develop. Achieving this ideal environment is not only the responsibility of the employees of A Universal Learning Center but, is the responsibility of each and every parent or adult who enters the center. Parents are required to behave in a manner that fosters this ideal environment. **Parents who violate the Parent Code of Conduct will not be permitted on agency property thereafter.** Please refer to the Policy on Parent's Right to Immediate Access for additional information regarding dis-enrollment of the child when a parent is prohibited from accessing agency property.

9.1 SWEARING/CURSING:

No parent or adult is permitted to curse or use other inappropriate language on agency property at any time, whether in the presence of a child or not. Such language is considered

offensive by many people and will not be tolerated. If a parent or adult feels frustrated or angry, it is more appropriate to verbally express the frustration or anger using non-offensive language. At NO time shall inappropriate language be directed toward members of the staff.

9.2 THREATENING OF EMPLOYEES, CHILDREN OTHER PARENTS OR ADUTLS ASSOCIATED WITH [CENTER NAME]:

Threats of any kind will not be tolerated. In today's society A Universal Learning Center can not afford to sit by idly while threats are made. In addition, all threats will be reported to the appropriate authorities and will be prosecuted to the fullest extent of the law. While apologies for such behavior are appreciated, the agency will not assume the risk of a second chance. **PARENTS MUST BE RESPONSIBLE FOR AND IN CONTROL OF THEIR BEHAVIOR AT ALL TIMES.**

9.3 PHYSICAL/VERBAL PUNISHMENT OF YOUR CHILD OR OTHER CHILDREN AT [CENTER NAME]:

While A Universal Learning Center does not necessarily support nor condone corporal punishment of children, such acts are not permitted in the child care facility. While verbal reprimands may be appropriate it is not appropriate for parents to verbally abuse their child. Doing so may cause undue embarrassment or emotional distress. Parents are always welcome to discuss a behavior issue with the teacher and to seek advice and guidance regarding appropriate and effective disciplinary procedures.

Parents are prohibited from addressing, for the purpose of correction or discipline, a child that is not their own. Of course, no parent or other adult may physically punish another parent's child. If a parent should witness another parent's child behaving in an inappropriate manner, or is concerned about behavior reported to them by their own child, it is most appropriate for the parent to direct their concern to the classroom teacher and/or Center Director.

Furthermore, it is wholly inappropriate for one parent to seek out another parent to discuss their child's inappropriate behavior. All behavior concerns should be brought to the classroom teacher or director's attention. At that point, the teacher and/or director will address the issue with the other parent. Although you may be curious as to the outcome of such a discussion, teachers and/or the Center Director are strictly prohibited from discussing anything about another child with you. All children enrolled in our agency have privacy rights and are further protected by our Confidentiality Policy. You may be assured that we will not discuss anything about your child with another parent or adult visiting the center.

9.4 SMOKING:

For the health of all A Universal Learning Center employees, children and associates, smoking is prohibited anywhere on agency property. Parents are prohibited from smoking in the building, on the grounds, and in the parking lot of A Universal Learning Center. Parents who are smoking in their cars must dispose of the cigarette prior to entering the parking lot.

9.5 VIOLATIONS OF THE SAFETY POLICY:

Parents are required to follow all safety procedures at all times. These procedures are designed not as mere inconveniences, but to protect the welfare and best interest of the employees, children and associates of A Universal Learning center. Please be particularly mindful of A Universal Learning Center entrance procedures. We all like to be polite. However, we need to be careful to not allow unauthorized individuals into the center. Holding the door open for the person following you may, in fact, be polite; however that person may not be authorized to enter the premises. Security procedures are only as strong as the weakest person in our organizational chain. Be alert and mindful. Immediately report any breaches to the Center Director.

9.6 CONFRONTATIONAL INTERACTIONS WITH EMPLOYEES, OTHER PARENTS OR ASSOCIATES OF A Universal Learning Center:

While it is understood that parents will not always agree with the employees of A Universal Learning center or the parents of the other children, it is expected that all disagreements be handled in a calm and respectful manner. Confrontational interactions are not an appropriate means by which to communicate a point and are strictly prohibited.

9.7 VIOLATIONS OF THE CONFIDENTIALITY POLICY:

A Universal Learning Center takes very seriously the responsibility of maintaining the confidentiality of all persons associated with the agency. Parents must understand the implications of this responsibility. Parents need to recognize that the Confidentiality Policy not only applies to their child or family, but all children, families and employees associated with A Universal Learning Center. Any parent who shares any information considered to be confidential, pressures employees or other parents for information which is not necessary for them to know, will be considered to be in violation of the Confidentiality Policy.

A UNIVERSAL LEARNING CENTER

POLICY: PARENT'S RIGHT TO IMMEDIATE ACCESS POLICY NO.: 10

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Parents of a child in our care are entitled to immediate access, without prior notice, to their child whenever they are in care at A Universal Learning Center, as provided by law.

In cases where the child is the subject of a court order (e.g., Custody Order, Restraining Order, or Protection from Abuse Order) A Universal Learning Center must be provided with a **Certified Copy** of the most recent order and all amendments thereto. The orders of the court will be strictly followed unless the custodial parent(s) requests a more liberal variation of the

order in writing. In the case where both parents are afforded shared/joint custody by order of the court, both parents must sign the request for more liberal interpretation of the order.

In the absence of a court order on file with A Universal Learning Center, **both** parents shall be afforded equal access to their child as stipulated by law. A Universal Learning Center can not, without a court order, limit the access of a one parent by request of the other parent, regardless of the reason. If a situation presents itself where one parent does not want the other parent to have access to their child, A Universal Learning center suggests that the parent keep the child with them until a court order is issued, since our rights to retain your child are secondary to the other parent's right to immediate access. A Universal Learning Center staff will contact the local police should a conflict arise.

Visitors are asked to schedule appointments with the Center Director, and are allowed in the child care facility only at the discretion of the Center Director. An employee of A Universal Learning center will accompany visitors at all times, throughout the center.

A Universal Learning Center will dismiss any child whose parent is prohibited from entering upon agency property. Due to the parents' right to immediate access policy, as well as state and federal regulations, A Universal Learning Center can not have a child at the agency when the child's parent is prohibited access. A Universal Learning Center will not agree to any request to maintain a child's enrollment even if the parent agrees to stay out of the center. Such an agreement is a violation of the law and will not be entertained.

A UNIVERSAL LEARNING CENTER

POLICY: DISMISSAL

POLICY NO.: 11

A Universal Learning Center reserves the right to dismiss any child at any time, with or without cause.

Parents will be refunded any unused tuition within two weeks of the dismissal. An agency check will be mailed to the address indicated in the child's file. Any past due balances must be paid within 30 days of the dismissal. An invoice detailing the past due balance will be forwarded to the address indicated in the child's file within one week of the dismissal. Any balances remaining after the 30 day period will be referred to the agency's legal counsel for collection.

The Center Director or designee will assist the parent in gathering their child's belongings at the time of dismissal and parents are required to leave agency property in a calm and respectful manner, immediately. A Universal Learning Center will request assistance from local police should any parent become disruptive and/or uncooperative while gather their child's belongings upon dismissal.

A dismissed child and his/her parents are required to call and request an appointment with the Center Director if they wish to return to agency property following a dismissal. Appointments are made at the discretion of the Center Director and are not a right of the dismissed child or parent.

Following a dismissal, any parent or child who harasses, threatens or in any manner causes harm to anyone affiliated with the agency by calling, writing, or any other means, will be prosecuted to the fullest extent of the law, by A Universal Learning Center

A UNIVERSAL LEARNING CENTER

POLICY: WITHDRAW

POLICY NO.: 12

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Two weeks written notice is required when withdrawing a child for any reason. If the proper notice is given, any unused tuition and deposit will be refunded within thirty days of the withdrawal. If the required notice is not given, parents will be charged tuition for two additional weeks and will not have their deposit refunded.

The parents and child, following their last day of enrollment, are not permitted to re-enter agency property without prior permission of the Center Director. A withdrawn child and his/her parents are required to call and request an appointment with the Center Director if they wish to return to agency property following the last day of enrollment at A Universal Learning Center. Appointments are made at the discretion of the Center Director and are not a right of the withdrawn child or parent.

Parents, who wish to change their child's days or times of enrollment at A Universal Learning Center, must submit a request to do so two weeks in advance of the proposed change. Schedule changes are subject to a change fee if increasing or decreasing hours of attendance.

The Center Director will notify the parents in writing if the new schedule is available. A schedule change will not be considered to be final until a new fee agreement is signed. If the schedule change requires an additional deposit and/or registration fee, the change will also be contingent upon payment of these monies. If the requested schedule is not available parents may choose to continue with the current schedule until such time as the requested schedule becomes available, or may choose to withdraw their child from the program. The date the request for the Center Director receives the schedule change will be used to toll the two weeks notice required for withdraw.

A UNIVERSAL LEARNING CENTER

POLICY: COURT ORDERS

POLICY NO.: 13

In cases where an enrolled child is the subject of a court order (ex... Custody Order, Restraining Order, or Protection from Abuse Order) A Universal Learning Center, must be provided with a **Certified Copy** of the most recent order and all amendments thereto. The orders of the court will be strictly followed unless the custodial parent(s) requests a more liberal variation of the order in writing. In the case where both parents are afforded shared/joint custody by order of the court, both parents must sign the request for more liberal interpretation of the order.

In the absence of a court order on file with A Universal Learning Center administration, both parents shall be afforded equal access to their child as stipulated by law. A Universal Learning Center can not, without a court order, limit the access of a one parent by request of the other parent, regardless of the reason. If a situation presents itself, where one parent does not want the other parent to have access to their child, A Universal Learning Center suggests that the parent keep the child with them until a court order is issued.

If conflicting court orders are presented, the most recently dated court order will be followed.

Once presented with a Protection from Abuse Order or a Restraining Order, A Universal Learning Center is obligated to follow the order for the entire period it is in affect. Employees of A Universal Learning Center can not, at the request of anyone, except the issuing judge, allow a Protection from Abuse Order and/or a Restraining Order to be violated. A Universal Learning Center will report any violations of these orders to the court.

A UNIVERSAL LEARNING CENTER

POLICY: ARRIVAL PROCEDURES

POLICY NO.: 14

Upon arrival at A Universal Learning Center, the parents or the adult dropping the child off must sign the child into care on the sign-in sheet located in the classroom or the front lobby. Children are required to be escorted by their parent or the adult dropping them off, to their designated classroom. Children are required by law to be supervised at all times while in the child care facility. Parents are required to help children put away their outerwear and get settled for the day.

A Universal Learning Center discourages parents from sneaking out of the center. Some children exhibit separation anxiety when it is time for their parent to leave. A Universal Learning Center believes it is best for parents to tell the anxious child upon arrival that after all of the child's things are put away, the parent will kiss, hug and say goodbye to the child. This will prepare the child for their departure. The employee present in the classroom will comfort and assist the child through the anxious time. Parents are asked to leave after saying goodbye. The longer the parent of an anxious child drags out the departure, the more anxiety the child is likely to feel. The professional employees of A Universal Learning Center are available to discuss other options if the child does not settle into the arrival routine after a reasonable period of time.

Parents are required to notify the child's teacher or Center Director of any special instructions or needs for the child's day. The parent must present the special instructions in the form of a letter and verbally discuss them with either the classroom teacher or Center Director. These special instructions include but are not limited to: Early Pick Up, Alternative Pick Up Person, health issues over the previous night which need to be observed and/or any general issues of concern which the child care providers should be aware to best meet the needs of your child throughout the day.

14.1 NOTIFICATION OF ABSENCE

Parents are required to inform the center by 9:00 a.m. if a child will not be at the center on a scheduled day. This will enable the center to more effectively maintain appropriate ratios and help the classroom teacher effectively plan for the day. Parents who fail on 10 occasions in one school calendar year to give proper notice of an absence may result in the child being dismissed from the program.

If your child is ill, we request that you notify the center director not only of the absence, but also of the nature of the illness. This enables our faculty to keep track of any illnesses, which

may occur at our school. This information will only be shared with staff on a "need to know" basis. If your child has a communicable disease, we ask that you share the diagnosis with the Center Director, so that the parents of the children in the school maybe notified that a communicable disease is present. Once again, only the communicable disease information will be shared. A Universal Learning Center will take all measures necessary to protect your child's confidentiality. Parents are not required to disclose this information by law, and your continued enrollment will not be based whatsoever on your decision to share, (or not) the reason for your child's absence from school.

Parent's who know in advance that a child will be late, are required to notify the center by 9:00 am so as to maintain the appropriate number of employees to ensure ratios are met when the child arrives to school.

•AGENCY'S RIGHT TO REFUSE ADMISSION

A Universal Learning Center reserves the right to refuse admission to any child at any time with or without cause.

Possible reasons for the refusal of admission include but are not limited to:

- The need to maintain compliance with Licensing Regulations.
- Staff deems the child to ill to attend.
- Domestic Situations that present a safety risk to the child, staff or other children enrolled at A Universal Learning Center if the child were to be present at the center.
- Parent's failure to maintain accurate, up to date records.
- Parents' failure to complete and return required documentation in a timely fashion.

Parents will not be reimbursed tuition for days when their child is refused admission to the program.

A UNIVERSAL LEARNING CENTER

POLICY: PICK UP PROCEDURES

POLICY NO.: 15

Parents or other authorized adult are required to sign their child out of care on the sign-out sheet located in the child's classroom or in the lobby. Once a parent signs their child out, the parent is then solely responsible for supervising their child while on agency premises. The parent may not allow a child to wander through the hallways, bathrooms, other classrooms and/or playground. Parents are required to handle all business issues prior to signing out their child, and are required to directly exit the building once they have signed their child out of care.

Parents must take home all papers in the child's cubby or school bag each day.

Parents or persons designated to act "in loco parentis" are required to sign any incident/accident reports from the day at pick-up. The classroom teacher will be able to briefly discuss the matter with you or other authorized adult at pick-up. However, should you feel it necessary to have an in depth discussion or meeting, it is most appropriate to schedule the meeting for a later date because the teacher is responsible for supervising the remaining children in the classroom. A telephone conference may be scheduled for later in the day or for the next day at nap/rest time if the parent(s) is unable to meet at the center during the course of the day.

15.1 LATE PICK-UP:

VPK ONLY parents are late as of 12:01 p.m. All other parents are late at 6:01 p.m. est. All measurements of time are to be according to the A Universal Learning Center clock located at the front desk

The fee for late pick up is \$1.00 per minute. This payment **MUST** be paid upon arrival to the center. Payment may only be given to the front desk. Any consideration due to extenuating circumstances is at the discretion of the director.

A child's services may be terminated should the child be picked-up late on three occasions in one school year regardless of the reasons for the late pick-up. It is the parent's responsibility to ensure that someone (either a parent or Emergency/Alternate pick-up person) is available to pick up the child on time.

15.2 PERSONS APPEARING TO BE IMPAIRED BY DRUGS/ALCOHOL AT PICK-UP

The staff of A Universal Learning Center will contact local police and/or the other custodial parent should a parent appear to the staff of A Universal Learning Center to be under the influence of drugs and/or alcohol. The parent's right to immediate access does not permit the agency from denying a custodial parent access to their child even if the parent is or appears to be impaired. However, A Universal Learning Center staff will delay the impaired parent as long as possible, while contacting the other parent, the local police and or Child Protective Services.

Any other authorized person who attempts to pick-up a child, and appears to the staff of A Universal Learning Center to be under the influence of drugs and/or alcohol will be denied access to the child. The staff of A Universal Learning Center will contact the child's parents, local police and Child Protective Services to notify them of the situation.

15.3 EMERGENCY/ALTERNATE PICK-UP FORMS

At enrollment, parents will be presented with an Emergency/Alternate Pick-up form. Parents are encouraged to include on this form any, and all persons who, in the course of events, may at

one time be asked to pick-up their child from A Universal Learning Center. In an emergency situation the child's parents will be called first. If they can not be reached staff will call the persons listed on this form until someone can be reached.

Should the staff contact a parent, and the parent is unable to pick up the child, it is then the responsibility of the parent to arrange for their child to be picked up by someone on the emergency list. Failure of the parent to make such arrangements may result in dismissal from the program.

Parents do not need to be listed on the Emergency Contact Form. The nature of the parental relationship affords the parents (in the absence of a court order indicating otherwise) the right to pick-up their child.

Parents will be asked to determine which persons (if any) on the Emergency/Alternate Pick-up form has the right to act "In Loco Parentis." In Loco Parentis status affords the pick up person the right to discuss confidential information about the child's day including but not limited to, incident/accident reports, and behavior issues. In the absence of this designation the people on the Emergency/Alternate Pick Up Form are only afforded the right to pick up the child. Staff is not permitted to discuss the child's day with them.

The persons on the Emergency/Alternate pick-up form will be required to provide a photo id, ex. License, Government issued photo ID, prior to the agency releasing the child. There will be no exceptions to this rule.

All changes and/or additions to the Emergency/Alternate Pick-up form must be made in writing and be dated and signed. Only custodial parents have the right to make changes or additions to this form.

A Universal Learning Center reserves the right to refuse/ban any person listed on the Emergency/Alternate Contact Form for any reason, including but not limited to violations of the policies/procedures contained herein. It is the responsibility of the enrolling parent(s) to inform each person on the Emergency/Alternate Form of the policies/procedures contained herein.

A UNIVERSAL LEARNING CENTER

POLICY: SCHOOL CALENDAR

POLICY NO.: 16



See universalperformingartcenter.com website for yearly updated calendars.

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POLICY: EMERGENCY CLOSING AND INCLEMENT
WEATHER INFORMATION

POLICY NO.: 17

In the event of an emergency closing and/or inclement weather, parents will be notified of the closing by a phone call from the director, local T.V. or radio station notices, or a message on the phone at the school. We follow Charlotte County School closings.

Should the school need to close in the middle of the day, the school staff will attempt to reach the child's parents first to arrange for pick up. Should the staff be unable to reach the parents, the persons listed on the emergency contact form will be called until pick up arrangements can be made. Staff will notify the parents or emergency contact person at the time of the call AND notification of the pick up location should the children need to be evacuated from the child care center. Parents or emergency contact persons should report directly to the alternate location if one is indicted.

A UNIVERSAL LEARNING CENTER

POLICY: CURRICULUM INFORMATION

POLICY NO.: 18

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•DAILY SCHEDULE OF ACTIVITIES

Every classroom has a Daily Schedule that is posted. If you would like a copy of the schedule please ask the teacher or the director.

•NAP/REST TIME

Naptime (gray time) is from 12:30-2:30 daily. Please provide your child with a crib sheet and a blanket. These items stay at school till Friday. They will be sent home to be washed and returned on Monday.

•EDUCATIONAL/PERSONAL CARE SUPPLIES NEEDED

Each year in August parents will be given a supply list. This is a list of supplies that the staff need

•BIRTHDAY/HOLIDAY CELEBRATION

We would be happy to celebrate your child's birthday with their friends at school. Please make sure that the food items you bring in are STORE BOUGHT. Please check with the teacher ahead of time so you are aware of any allergies in the classroom and the teacher set up a time for the party.

•PARENT/TEACHER CONFERENCES/COMMUNICATION

Conferences can be held at the request of the parent or teacher and at other times, if needed, to discuss children's progress, accomplishments, and difficulties at home and at the program. Any changes in a child's physical or emotional state are reported to parents regularly.

•GRADUATION

Graduation for our VPK class is held yearly. Information will be provided to the parents closer to the graduation date.

A UNIVERSAL LEARNING CENTER

POLICY: DISCIPLINE

POLICY NO.: 19

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Children need clear limits, which are set in ways that do not negatively influence their self-esteem or keep them from developing their full potential. Physical punishment of any kind is not permitted. All employees of A Universal Learning Center abide by the following rules:

1. There shall be no cruel, harsh, or unusual punishment.
2. No discipline shall be designated to another child.
3. No physical restraints shall be used to confine a child.
4. No child shall be placed in a locked room.
5. No child shall be subjected to humiliation or verbal abuse.
6. Punishment shall not be imposed on a child associated with eating, sleeping, or for toilet accidents.
7. Techniques of discipline shall not unnecessarily humiliate or frighten a child

WE USE:

1. Setting clear limits.
2. Redirecting the child to an appropriate activity.
3. Showing children positive alternatives.
4. Modeling the desired behavior.
 i.e.....Positive reinforcement for good behavior.
5. Encouraging children to control their own behavior, cooperating with others and solving problems by talking things out.
6. Cool down time.
7. Consultation with parent.

Children are entitled to a pleasant and harmonious environment at the center. We are committed to positive reinforcement. A Universal Learning Center cannot serve children who display chronically disruptive behavior or are deemed dangerous to his/herself or others.

A UNIVERSAL LEARNING CENTER

POLICY: TOYS FROM HOME

POLICY NO.: 20

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Due to the risk of damage, sharing issues, and loss, children are not permitted to bring in toys from home, unless specifically requested by the classroom teacher for use as part of the curriculum. Parents are responsible for enforcing this policy with their child. Parents are encouraged to consult the classroom teacher should they find their child is having difficulty with this policy.

If the parents fail repeatedly to enforce this policy with their children, the staff will call the parents and require that they come to the school and remove the toy.

Children in classrooms with nap/rest time are permitted to include with their bedding supplies, one plush/non-musical toy with which to nap/rest. This toy is to be placed with the bedding supplies and use of it will only be allowed at nap/rest time.

All toys brought in for use as part of the curriculum, and/or for nap/rest time will be inspected by A Universal Learning Center staff for safety and

appropriateness, and may be prohibited at the sole discretion of A Universal Learning Center.

A UNIVERSAL LEARNING CENTER

POLICY: DRESS CODE

POLICY NO.: 21

21.1 CHILDREN

Clothing:

Children are engaged in various activities during the course of the day; some of these activities can be messy, and/or athletic in nature. Additionally, children are engaged in outdoor play daily, weather permitting. Due to these activities, children are required to be dressed in seasonably appropriate, comfortable clothing.

Parents are prohibited from dressing children in overalls, or clothing with difficult closures. These types of clothing present particular challenges for children in relation to toileting.

Children are not permitted to wear open toed, and/or open backed shoes. The most appropriate type of shoes for participation in school activities are rubber-soled, sneakers/tennis shoes.

Children ages 3 through 5 are required to have one seasonably and size appropriate complete change of clothing at the center at all times. Children under 3 years of age are required to have two seasonably and size appropriate, complete changes of clothing at the center at all times. A complete change of clothing including shirt, pants, underwear, socks, and shoes. Teachers will post reminders for parents to update changes of clothing as the weather begins to change.

All clothing items must be clearly labeled with the child's first and last name. A Universal Learning Center is not responsible for lost or damaged items of clothing.

Jewelry/Accessories:

Children are not permitted to wear jewelry of any kind. It is a safety hazard for your child as well as the other children enrolled in the program. In addition, A Universal Learning Center will not be responsible for lost or stolen valuables. It is the parents' responsibility to enforce this policy with their children.

Should a child come to school wearing any jewelry, parents will be required to take it with them, or to return to the school to remove the jewelry if it is discovered after the parent leaves

A Universal Learning Center is not responsible for damage to or loss of and articles of clothing.

21.2 PARENTS

Clothing:

Parents are required to be dressed in appropriate clothing while at A Universal Learning Center, or involved in any sponsored events. Inappropriate clothing would include, revealing, extremely short, ripped/torn (in inappropriate places), and/or see through articles of clothing. Anything with suggestive or vulgar language is prohibited.

A UNIVERSAL LEARNING CENTER

POLICY: PARENT PARTICIPATION/VOLUNTEERS POLICY NO.: 22

Parents are invited and encouraged to be involved in their child's school activities. There are many different ways in which parents can participate and volunteer at the child care center. Parents may volunteer to read in the classroom, assist teachers, and/or coordinate special events. Teachers will have posted in their classrooms any volunteer opportunities available. Parents not interested in volunteering directly in the classroom may donate items, do maintenance work, or assist in the front office. These volunteer opportunities are posted in the main office area on the parent bulletin board.

Any parent who volunteers in the classroom on a regular basis will be required to pay for and secure all criminal background checks, as required by our licensing regulations. Any person, including parents, with felony convictions, sex offender convictions and/or open investigations into any criminal activities will not be permitted to volunteer in the classroom.

Parents with court orders detailing custodial arrangements will only be permitted to volunteer on days in which they are afforded custody (joint/shared custody arrangement) as per the court order. For example, if a parent is afforded custody on Tuesdays and Wednesdays, that court ordered parent will only be able to volunteer on those days. Parents with visitation only rights (sole/exclusive custody arrangements), will only be permitted to volunteer with the express written permission of the custodial parent.

A Universal Learning Center reserves the right to make Volunteer assignments. A Universal Learning Center does not guarantee the volunteering parents will be assigned to locations where their child (ren) is present.

A UNIVERSAL LEARNING CENTER

POLICY: HEALTH AND SAFETY

POLICY NO.: 23

23.1 PRE-ENROLLMENT REQUIREMENTS

Each child is required to complete a pre-enrollment packet of information. This packet is to be returned to the center's office prior to the child's first day of attendance. All children are required to have a complete up to date immunization record on file at A Universal Learning Center. This is per our licensing regulations. If you have chosen not to have your child immunized, please ask the center director about the immunization exemption form. Immunizations may be waived for certain reasons. Parents are required to have a wavier on file in place of an immunization record, so that the center can maintain compliance with licensing regulations.

All children are required to have a physical examination form filled out by a licensed medical professional, in order to attend A Universal Learning Center. The Physical Examination Form, indicating the child's fitness to attend A Universal Learning Center, must be completed by a licensed healthcare professional and returned to the Center Director within the first 30 days of enrollment.

23.2 COMMUNICABLE DISEASES

A Universal Learning Center follows all health/communicable disease policies.

Parents are required to pick up an ill child within 45 minutes of notification by phone. If a parent is reached, but can not pick their child up within 45 minutes, it becomes the parent's responsibility to arrange for alternate pick up with someone listed on the child's emergency contact form. The staff will not continue to call those listed on the emergency contact list once a parent is reached. If a parent can not be reached, the staff will begin to call the people listed on the emergency contact form, until arrangements can be made for the child to be picked up.

Children will be excluded from participation in the program if they exhibit symptoms of any communicable disease. They will not be permitted to return to the program until they are no longer contagious. Guidelines for determining the contagious period for a specific illness are based on the recommendations by the American Academy of Pediatrics. Children must present a doctor's note stating they are no longer contagious and can return to the program. A

Universal Learning Center reserves the right to refuse to allow a child to return if the center director or designee believes the child to be too ill to participate in the program.

Children excluded from the program due to a fever may not return to the program until they are fever free, without fever reducing medication, for 24 hours. If your child is sent home due to a fever, he/she is not permitted to return to the program the following day at a minimum. A fever is defined as a temperature reading on a thermometer of at least 100 degrees Fahrenheit or more as taken under the arm.

Children are required to be excluded from the program for loose bowels or diarrhea which occur 3 or more times in a 24 hours period of time. Children may return to the program when normal bowel movements resume.

If your child will be absent due to illness, we request that you notify the center director. This enables our faculty to keep track of any illnesses, which may occur at our school. This information will only be shared with faculty on a "need to know" basis. If your child has a communicable disease, we ask that you share the diagnosis with the center director, so that the parents of the children in the school maybe notified that a communicable disease is present. Once again, only the communicable disease information will be shared. A Universal Learning center will take all measures necessary to protect your child's confidentiality. You are not required to disclose this information by law, and your continued enrollment will not be based whatsoever on your decision to share, (or not) the reason for your child's absence from school.

23.3 BITING

A Universal Learning Center recognizes that biting is a developmentally appropriate behavior for children in the infant through 2 ½ year old classrooms. Parents with children in these classrooms should expect that their children may be bit, or will bite another child. The staff understands that parents are concerned and can be upset when their child is involved in a biting incident. We ask that you remember this is a developmentally appropriate behavior, and that the staff is working to identify situations which, provoke, or elicit this behavior so it can be prevented in the future. The staff will not punish, or harshly discipline children in the younger classrooms for biting behavior; they will simply redirect the children to different activities in separate areas of the classroom. Parents are expected to work with staff to identify methods and strategies to curb this behavior. Uncooperative/ non-compliant parents may have their child's services terminated.

Children older than 3 years of age may occasionally be involved in a biting incident. For children in this age group who bite, the staff will use the discipline procedures outlined in the discipline section of this handbook, as well as observe the child to determine what provokes or elicits this inappropriate behavior. Parents are expected to cooperate with staff to help their child control this behavior. Uncooperative parents may have their child's service terminated. Furthermore, children, in the older age groups, who bite 3 times in a school year may have their

services terminated since, the safety of all the children in the program is of the utmost concern of A Universal Learning Center.

Parents will be notified by incident/accident report that a biting incident occurred during the course of the day. The staff may not discuss with either parent the identity of the other child involved in the incident. This information is considered to be confidential and can not be disclosed. The staff of A Universal Learning Center can not discuss the medical history of any child involved in a biting incident with the other party. It is recommended that any child involved in a biting incident be seen by their family physician if the parents are concerned about communicable diseases possibly resulting from the biting incident.

23.4 DISPENSING MEDICATION

A Universal Learning Center **DOES NOT** dispense medication.

23.5 FIRE/EMERGENCY DRILLS

A Universal Learning Center conducts monthly fire and emergency/evacuation drills. Parents, staff and children will not be made aware of drill dates or times, as this is the most effective way to assess the effectiveness of fire and emergency/evacuation plans.

During a fire/emergency drill or real fire/emergency situation, parents may not sign children into or out of the program. Parents must wait until the drill is complete and children have returned to the building to sign their child into the program. Parents may feel free to wait with the child's class in the designated safe-zone outside of the building until the drill is complete.

In the event of a real fire/emergency situation, the director or designate will inform each classroom teacher that the school will be closing. At this time any parents waiting to sign their child in will have to leave the premises with their child. All other parents or emergency contact persons will be notified by telephone of the situation. As with the sick child pick up policy, children must be picked up within 45 minutes of the telephone call.

Parents wishing to sign their child out of the program during a fire/emergency drill or real fire/emergency situation are expected to have patience with the staff as they are trying to maintain order during an often hectic and dangerous situation.

If the center is in the midst of a fire/emergency drill, parents will be required to wait until the drill is completed and the staff and children are returned to the building to sign their child out of the program. If the center is having a real fire/emergency situation, parents will be asked to wait until the director or designee has accounted for all staff and children and gives the staff permission to release children. Once again, it is important for parents and staff to work together, remain calm, and cooperate with the fire/emergency personnel and center administration during these important and critical situations.

23.6 INCIDENT/ACCIDENT REPORTS

Should your child be involved in an incident/accident during the course of the school day, a staff member will complete an Incident/Accident Report. The Incident/Accident Report will be placed in the child's folder.

Parents or persons designated to act "in loco parentis" are required to sign any incident/accident reports from the day at pick-up. The classroom teacher will be able to briefly discuss the matter with you at pick-up. However, should you feel it necessary to have an in depth discussion or meeting, it is most appropriate to schedule the meeting for a later date because the teacher is responsible for supervising the remaining children in the classroom. A telephone conference may be scheduled for later in the day or for the next day at nap/rest time if the parent(s) is unable to meet at the center during the course of the day.

Should a person other than the parent or one designated to act "in loco parentis" pick-up the child, a parent or person designated to act "in loco parentis" must sign the Incident/Accident Report and return a copy to the center director within 24 hours. Failure to sign and return an Incident/Accident in this time period will result in your child's exclusion from the program until such time as the Report is returned signed.

23.7 FOODS

Parents need to pack children's lunch according to standards on the attached form to meet the minimum nutritional requirements for those meals. Snacks will be provided by the parents. Please provide a healthy snack in your child's lunch box everyday. No Sugar or Candy Please! Appropriate storage (refrigeration) is available for packed lunches.

All age groups:

All food items must be labeled with your child's name. A Universal Learning Center does not permit the sharing or exchange of food items.

For the safety of your child, parents are required to provide notification, in the form of a doctor's note, of any allergies (food or otherwise), with instruction for treatment should a child have an allergic reaction. Please refer to the Health and Safety Policies contained herein for further information.

Parents are required to provide written notification of any food/dietary restrictions. (I.e. lactose intolerance, vegetarian diets, wheat free/gluten free diets)

A Universal Learning Center never uses food as a punishment. Children will never be denied participation in lunch or snack time for behavior reasons.

A Universal Learning Center does not allow full size candy bars, sodas, or full size candy treats such as Skittles, Starbursts or gum, in a child's lunch. If you wish for these foods to be a part of your child's diet, please give them to your child at home

A Universal Learning Center prohibits any food item in glass containers, as well as aluminum cans. These can be safety hazards for the children and staff.

Lunches containing milk, cheese, yogurt, and/or other food items requiring refrigeration should be placed, by the parent, in the refrigerator designated for your child's classroom's use. To locate which refrigerator is designated for each classroom, ask your child's teacher.

Lunches will not be heated for children please place heated foods in a thermos and do not put it in the refrigerator.

All food items provided in your child's lunch must be labeled with your child's name.

23.8 FIREARMS AND WEAPONS

At no time is any person permitted to carry any type of Firearm, Ammunitions and/or Weapon on agency property for any reason. Violation of this policy will result in immediate dismissal from the program.

A UNIVERSAL LEARNING CENTER

POLICY: STAFF EMPLOYMENT BY CLIENT'S POLICY POLICY NO.: 24

*****The staff of A Universal Learning Center is prohibited from being employed by any client (current or former). Parents are prohibited from soliciting any staff member for the purpose of employment.

Parents who employ A Universal Learning Center staff will have their services terminated. Staff, who becomes employed by current or former clients of A Universal Learning Center, will have their employment with A Universal Learning Center terminated.

Employment refers to any relationship outside of the agency's services which involves an employee of A Universal Learning Center to interact with a current or former client's of A Universal Learning Center. Such relationships include but are not limited to, baby-sitting, house-sitting, mother's helper, nanny services, and carpooling regardless of whether or not those services are voluntary or paid.

A UNIVERSAL LEARNING CENTER

POLICY: AGENCY CONTACT INFORMATION POLICY NO.: 25

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