



SPRINGVIEW ACADEMY PARENT HANDBOOK

INITIALS: _____

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SPRINGVIEW ACADEMY CORE VALUES

POSITIVITY: We focus on small acts of kindness, emotional care, and a positive surrounding and that leaves a lasting impact on our learners, parents, and teachers.

RESPECT: We foster values of courtesy, consideration, and individual responsibility that allow each student to recognize their duty to themselves and the community.

FUN: Learning is and should be fun! Our kids experience the awe and wonder of their environment, incorporating their interests through fun activities that bring out their curiosity and life experiences.

GRATITUDE: We celebrate the little things, reminding our kids that a grateful heart brings joy and creates an atmosphere of love. Our positive nature is all drawn from an attitude of gratitude.

NURTURE: We believe each child, teacher, and parent is unique; hence we support each child to explore the world around them at their own pace, with their key supporters identifying each stage of their development and supporting them through every fascinating and exciting adventure.

SPRINGVIEW ACADEMY MISSION STATEMENT

To support working families by creating a well-designed educational environment that nurtures, teaches and equips every child to develop kindness, character and skills for their future. Our mission is to launch hundreds of confident, kind and well-rounded children to their next level of education, making a positive impact on the world around them.

STATEMENT OF SERVICES

Springview Academy is a year-round program that offers all day care for children ages toddler to 5 years. Our daily activities and program consist of a flexible schedule that has been created to provide diversity and challenge for children in all age groups. We offer a structured program for children of all ages that includes a year-round curriculum. We only offer a Full-Time contract, which is for children present at the center over 6 hours per day.

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ADMISSION, ENROLLMENT & PAPERWORK

ADMISSION REQUIREMENTS

Enrollment in our program is open to all families of our community. We operate on a non-discriminatory basis. No one shall be excluded from any of our programs because of race, color, religion, disability, sex or national origin. Only the child(ren)'s parent or legal guardian may enroll a child(ren) (Proof of custody may be required). All forms provided to you upon enrollment must be completed before your child may attend Springview Academy. All requested personal information is kept confidential. Parents are required to update all emergency data as needed, including address, home, cell, and work numbers and individuals authorized to pick up your child. Current immunization information must be submitted to the center upon enrollment, and all immunizations must be current. Springview must be informed of any custody situation in advance and will request that the proper paperwork be in the child(ren)'s file. Parents will be required to comply with all state regulations and center rules as set forth in this Parent's Handbook.

ADMISSION

Parents wishing to enroll their children in the center are encouraged to set up an appointment with our office to come and tour the center and meet the director and the parent support specialist. (Tours are scheduled at the parent's convenience, however, due to rest time and other challenges in our schedule we encourage tours to be scheduled between 9:00 a.m. – 11:00 a.m. Monday through Friday). The purpose of the informal tour is to answer any questions you might have concerning our policies and procedures and make you aware of the flexible schedule of your child(ren)s average day. At this time, we will give you a copy of the parent's handbook and any forms necessary to enroll your child(ren) in the center.

PAPERWORK, FORMS & ANNUAL RENEWAL

We are required by the state to have current and updated information on each child in our center. This is also for your safety. As mentioned above, we require all forms to be filled out on each child prior to their initial attendance at Springview Academy. Also, each year in July we will have you renew and refresh all your paperwork and all forms. There will be a deadline given for compliance to this requirement and a fine may be charged if

the new paperwork is not turned in on time. Failure to renew and refresh paperwork does not constitute withdrawal from the program and fees will continue to accrue according to the newest published rates including all late payment convenience fees and all other fees due. Annual registration and supply fees will also be added each year at this same time. If Springview Academy is penalized or fined for incomplete information on one of our admissions forms or for failure to update/renew this information due to a parent's neglect, that fine will be passed on to the client responsible.

IMMUNIZATION REQUIREMENTS

All children enrolled must have their immunization records up-to-date or provide an exemption affidavit. New students must have the immunization record provided within the first 15 days of enrollment. Failure to do so will result in the student not being able to attend the center. The child's immunization record must be provided by the parent and all information must be current. The parent shall also provide proof of this with a form signed by a healthcare provider. This form will state that the child has received all current, age-appropriate immunizations. Parents wishing to take a religious exemption must contact their doctor's office for the appropriate waiver form. If Springview Academy is penalized or fined for non-compliance of immunization cards due to a parent's neglect, that fine will be passed on to the client responsible including an additional \$50 administration fee. **Students whose immunizations are not up to date or expired will not be allowed to come to the center until an updated immunization record is brought in.**

EMERGENCY MEDICAL CONSENT

This form will give us your consent to call an ambulance or your child's doctor or dentist if he/she needs emergency care. Please list your child's doctor, dentist and the hospital you would prefer. Also, please list phone numbers, addresses, and additional emergency numbers of contacts. It is strongly suggested that all emergency contacts all be listed on your Pick Up Permission Form. If your child has any allergies or is on any medications, please include this information on the form as well as filling out one of the food or non-food allergy forms. These forms will be re-done annually. Immunization records need to be presented on or before the first day the child attends the center. A photocopy of these will be kept on file. When your child receives additional immunizations, you are required to bring your immunization record in for us to take a current photocopy of it so

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that we can up-date your file. Whenever any information on this card changes – it is your responsibility to notify us and up-date or re-do this form.

INFORMATION CHANGE

Parents are to notify the center of any change in home or work phone numbers and addresses. This is for your safety so that we may reach you in an emergency. The center requires that someone listed on the Pick Up Permission Form of each child be available within thirty (30) minutes notice to come and pick up a sick child or a child that Springview Academy has determined needs to go home. It is required that all changes of phone numbers, places of employment, residence changes or changes in pick-up information be turned into the office immediately. Please give the Director written notice of the change as soon as possible.

DAILY OPERATIONS

HOURS AND DAYS

Springview Academy is open Monday through Friday from 7:00 AM to 6:00 PM. The Kindergarten academic day runs from 8:00 AM to 2:00 PM. It is important that students arrive on time to ensure a smooth start to their day. Springview Academy is closed on New Year's Eve, New Year's Day, Martin Luther King Jr. Day, President's Day, Good Friday, Memorial Day, the Fourth of July, Labor Day, Veteran's Day, Thanksgiving Day, the day after Thanksgiving, and the week between Christmas and New Year's Day. If a holiday falls on a weekend, the weekday closest to that day will be observed as the holiday (for example, if Veteran's Day falls on a Sunday, the school will be closed the following Monday). Tuition is charged at the regular rate during all holiday closures.

DROP-OFF

Parents must accompany their child(ren) to the front door of Springview Academy each morning. From 7:30 AM to 8:00 AM, families may use the carline for morning drop-off; however, after 8:00 AM, parents must wait outside the school entrance, and a staff member will escort each child to their classroom. For the safety and well-being of all students, children may not enter the building alone or sign themselves in. This procedure ensures proper supervision and accountability, especially in the event of an emergency. Children may not be dropped off before the school opens, and drop-off is not permitted

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after 11:00 AM. Upon arrival, each child must have direct contact with a staff member to allow for early detection of any signs of illness, communicable disease, or unusual behavior that could impact the health or safety of the child or the group. If any concerning symptoms are observed, the child must be taken home immediately.

PICK-UP

All children must be picked up by an adult who is listed on the Pick Up Permission Form or has been approved in writing by a parent and the school. At dismissal time, the authorized adult will wait in the school lobby, and a staff member will escort the child to them. A carline pick-up is available for 15 minutes following dismissal. If a child is not picked up during that window, the parent must come into the school lobby to sign them out.

In an emergency, parents may call the school and provide written authorization via Brightwheel or email for an alternate individual to pick up their child. Verbal approval over the phone is allowed only in emergencies and is strongly discouraged. Anyone not recognized by sight will be asked to present a valid photo ID. If someone out of the ordinary will be picking up a child, the office must be notified in advance—even if they are already listed on the Pick Up Permission Form.

Springview Academy reserves the right to deny access to any individual for drop-off or pick-up if their presence has previously caused a disruption or safety concern. It is the parent's responsibility to keep the Pick Up Permission Form up to date and notify the office of any changes. This form must be reviewed and resubmitted annually.

PICK UP PERMISSION FORM

All persons authorized to pick a child up from the center must be listed on the Pick Up Permission Form. To avoid confusion, it is the responsibility of the parent signing the child into our center to properly fill out all forms. In a custody situation, the parent signing the child into our center takes full responsibility to ensure that this is in accordance with their specific court agreement, which must be attached to the enrollment forms if any limitation of rights is suggested by the Pick Up Permission Form. If a parent who is not listed, or who believes the information given to us was inaccurate, contests the

authorization details they must first offer proof that they are indeed the legal parent or guardian and have legal rights to pick the child up. We then will require lawyers for both sides to be contacted and both attorneys will be requested to give us documentation as to the individuals approved for pick-up. The center reserves the right to not allow any individual onto our property for drop-off or pick-up if they have created a problem.

PARKING POLICY

Springview Academy has a drop-off area in front of the door. Due to the limit of the number of vehicles that may be in this area, please park in one of the parking spaces if you anticipate you will be in the building longer than 5-10 minutes. We strongly urge you to turn your car off and lock it when you come into drop-off or pick-up your child(ren). Springview Academy is not responsible for items lost or stolen from cars or from the parking lot or facility.

HEALTH, SAFETY & MEDICAL

MEDICATION

All medication must be prescription medication ordered by a doctor. The medication dosage time must fall during school hours for the school to administer the medication. All medication to be given to children must be in the original bottle with the instructions clearly printed on it as provided by the doctor's prescription. All medicine must be scripted and must be in an up-to-date bottle and not be out-dated or past-dated. All prescription medication must have that child's name on the script. A Medication Authorization form needs to be filled out prior to the administration of any medication. All medicines must be personally handed to the administrator in charge at the time of arrival along with the Medication Authorization form (Filled out). Springview Academy reserves the right not to give medicines if the dosage is questionable or not according to the label. A copy of the Medication Authorization form along with the medication bottle and any remaining medication will be returned to the parent upon completion of the course of medication. Sunscreen, diaper cream and insect repellent are considered medication and should be applied prior to coming to school.

MEDICAL LIABILITY

Parents are responsible for providing accurate and up-to-date medical information, including medical records, allergies, chronic conditions, emergency contact details, and necessary medication forms. Medications must be provided in their original packaging with clear instructions. Parents must also inform the academy of any allergies, dietary restrictions, or special medical needs.

Our staff is trained in basic First Aid and CPR, and will administer First Aid for minor injuries on-site. Medications will only be administered by trained staff following the instructions provided by parents. However, we reserve the right to decline the administration of any medication if it is deemed unsafe or beyond our capabilities. In the event of a serious medical emergency, we will contact emergency services (911) and the student's parents or guardians, and the student will be transported to the nearest medical facility if necessary. If a student appears unwell, parents will be notified and asked to pick up their child promptly.

While we take all reasonable precautions to ensure student safety, parents acknowledge the inherent risks of a group setting, including potential injuries or illnesses. By enrolling your child, you authorize our staff to seek emergency medical treatment in your absence and agree to hold Springview Academy harmless for any resulting costs or damages.

Parents are encouraged to maintain adequate health insurance for their child, as Springview Academy does not provide health insurance and is not responsible for any medical expenses.

FIRST AID & MEDICATION POLICY

Springview Academy daily designates someone to be the First Aid/Meds staff. The First Aid/Meds staff will always be reachable by phone or radio. This staff will be responsible for any injuries or illnesses, administering medications and keeping the First Aid room in order and well stocked. The First Aid/Meds staff will take the following steps to ensure the health and welfare of all children in our care.

In the event of a medical emergency, Springview Academy will attempt to call the parent/guardian and all those listed in the emergency phone list provided in the registration form. If we cannot reach parent/guardian or anyone on the emergency list within 15 minutes of the medical emergency onset, Springview Academy will call 911 or

emergency services. Emergency services, including but not limited to EMS, ambulance and treatment will be the parent's/guardian's financial responsibility.

SENDING A CHILD HOME

When it has been determined that a child must go home, the procedures are as follows:

1. Notify the parent.
2. If the parents are unable to be reached, proceed by contacting someone on the emergency pick-up list.
3. One hour will be given to pick-up the child. If the 30-minute time frame is exceeded, the late pickup charge may go into effect.

SICK CHILD

1. Assess the child. Question him/her as to where the problem is located.
2. Take the child's temperature.
3. The child must be sent home with a temperature of 100°F. or higher.
4. A judgment call may be made if evidence of an illness is present but is not accompanied by a high temperature.

INJURY WITH BLOOD

1. Take precaution by first applying a protective barrier between you and the wound, i.e. rubber gloves, zip lock bag, etc.
2. Assess the area to determine whether the wound will require stitches, or a bandage.
3. If stitches are required, first notify the on-site supervisor and then the child's parents. Clean only the area around the wound.
4. If stitches are not required, thoroughly clean and disinfect the wound using hydrogen peroxide.
5. All contaminated materials (gloves, blood soaked paper or cloth) shall be disposed of by being sealed in a plastic bag and thrown in the waste container for diapers. This container is to be emptied into a waste receptacle outside the building as needed or at least twice every 24 hours. Contaminated clothing that is to be sent home must be double sealed in a plastic bag and then put in the container for soiled clothing.

INJURY WITHOUT BLOOD:

HEAD INJURY

1. Assess the area to locate any abnormal bumps or bruises.
2. Apply an ice pack to the injured area.
3. If the head injury is suspected to be more severe, notify the child's parent and alert a teacher to watch for fixed, glossy or dilated pupils for 30 minutes following the injury.

**BROKEN
BONES**

1. If a broken bone is suspected, assess the area to locate any swelling or abnormality of the bone structure. Do not force movement.
2. Apply an ice pack to the injured area.
3. If further assessment causes suspicion that a bone may be broken, contact the child's parent as soon as possible.

BITE MARKS

1. Assess the child to locate the area of the bite.
2. Disinfect the area of the bite with hydrogen peroxide.
3. Apply an ice pack to the injured area.

**IN AN
EMERGENCY**

1. Contact the on-site supervisor.
2. Instruct a team member to call 911, as well as the child's parents.
3. Attend to the child by following proper first aid or CPR guidelines while awaiting paramedics.

HEAD LICE

1. Confirm with the on-site supervisor that nits or lice are present. Quarantine the child immediately.
2. Follow procedures on sending a child home. Notify the pickup person that the child must be properly treated before returning.
3. All sheets, blankets, and sleep toys in the affected room must be bagged and washed. Suggest to the parents that they do this as well.
4. A complete head lice check must take place in the affected room, as well as in the rooms of any siblings.
5. The child must be checked for re-entry into the Center. Doctor's note must be submitted.
6. It is the parent's responsibility to present the child to a Leadership Team member or the First Aid/Meds person for inspection. Failure to do so will result in overtime charges to be in effect from the time the child is clocked in until they are picked up by a parent, or the parent has been notified and the child cleared by the appropriate person.

**CONTAGIOUS
DISEASE**

1. Parents are required to notify the Center when a child contracts a contagious disease. These include, but may not be limited to, chicken pox, conjunctivitis, 5th disease, impetigo, measles, scarlet fever, ringworm, etc.
2. In the case that a child contracts a contagious disease, a health alert will be posted on the sign in counter and by the door of the affected room.
3. This alert will include a brief description of the disease, date that the Center was notified, and the date that it was posted.

4. The child may return to the Center as stated by the health alert.

MEDICATION

RECEIVING AND STORING MEDICATION

1. An Authorization to Give Medication form, filled out in its entirety, must accompany all medication received by the Center
2. All medication must be in its original bottle or container.
3. Medication mixed in a bottle with formula or in any other manner is not to be accepted.
4. Long term prescription medication must have an Authorization to Give Medication form. We must have a doctor's note for all prescription medications, with the medication not to exceed six months. The prescription bottle may fulfill this requirement, if it is current.

ADMINISTERING MEDICATIONS

When medication is authorized to be administered, five rights must always be observed, and are as follows:

1. Right Patient – Question the teacher and child to confirm that you have the correct child.
2. Right Drug and Right Dosage – Compare the medication bottle to the Authorization to Give Medication form to confirm proper administration and to ensure that the medication has not expired. Do not exceed the dosage on the bottle unless a doctor's note is present verifying the dosage amount.
3. Right Time – Refer to the Authorization to Give Medication form for the time to be given. Medication may be given one half hour before or after the stated time.
4. Right Route – When medication is administered, be certain that it is applied to the correct area or given in the correct manner, i.e. eye drops to eye, ear drops to ear.

DISPOSING OF MEDICATION

1. When the duration for administration of medication is up, as noted on the Authorization to Give Medication form, the empty bottle (after being washed out) should be placed in the child's bucket.

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2. In the case that the medication is not emptied, it should stay in the First Aid room and a note sent to the parents.
3. The note will notify the parents that the unused medication will be discarded if it is not picked up by a designated date.
4. All medication must be discarded through the sewer system.

RECORDING INFORMATION

1. All incidents must be recorded the correct forms as needed, i.e. Authorization to Give Medication , Incident Report .
2. All information must be specific as to the degree of temperature, cause of injury, location and type, i.e. 3/4 inch cut on right index finger. Finger got cut on a toy.
3. Any injury causing a mark constitutes an incident report. The report will be complete with all information surrounding the injury. One copy of the report will go to the child's bucket and the original to the child's file.

GUIDELINES: WHEN A CHILD CAN RETURN

These guidelines are recommended by the American Academy of Pediatrics and the American Public Health Association. These guidelines will be observed unless your child has a doctor's release that specifically re-admits them to the center prior to the guidelines listed.

FEVER FREE: Must be fever free for 24 hours except for an ear infection. In case of an ear infection, the child may return after treatment of antibiotics has started.

VOMIT FREE: Must not have vomited for 24 hours.

UNCONTROLLED DIARRHEA: Defined as an increased number of stools compared with the child's normal pattern, with increased watery stool and/or decreased formed consistency that cannot be contained by the diaper or toilet use. The child cannot return until he/she has had normal stools for 24 hours. If a child is on a medication that causes diarrhea, we need a doctor's note for the file (which we can keep for further reference) and if the child is teething we can allow the child to continue coming

to the Center at that time (if it is determined this is the cause of the diarrhea).

**CONJUNCTIVITIS
(PINK EYE):**

24 hours after documented treatment for conjunctivitis has begun.

MOUTH SORES:

Must have a doctor's note stating that the child is non-infectious.

RASH:

With any rash accompanied by a fever or behavior change, the child cannot return until they have a doctor's note stating that the illness is not a communicable disease.

**INFESTATIONS
(E.G. HEAD LICE,
SCABIES):**

Cannot return until 24 hours after appropriate treatment has begun and has to be checked by the First Aids/Meds person before re-entering.

TUBERCULOSIS:

Must have a doctor's note stating that the child is non-infectious.

IMPETIGO:

Cannot return until 48 hours after treatment has begun.

STREP THROAT:

24 hours after documented treatment has been initiated.

**VARICELLA
(CHICKEN POX):**

Cannot return until 7 days after onset of rash or until all lesions have dried and crusted.

SHINGLES:

Child needs to be excluded only if the sores cannot be covered by clothing or a dressing, until the sores have crusted.

**WHOOPIING
COUGH:**

Cannot return until 5 days of appropriate treatment has been started.

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- MUMPS:** Cannot return until 9 days after onset of swelling of glands near the ear.
- HEPATITIS A:** Cannot return until one week after the onset of illness or until after immune serum globulin has been given to the appropriate children and team members in the program as directed by the responsible health department staff.
- MEASLES:** Cannot return until 6 days after the rash appears.
- RUBELLA:** Cannot return until 6 days after the rash appears.
- RINGWORM:** Cannot return until 24 hours after starting treatment or a doctor's note saying noninfectious.

ALLERGIES

We must be aware of any food or other known allergies that affect your child. If your child has any known food allergies, you will need to fill out an Allergy/Food Exemption Medical Statement Form. This allows us to alert all our staff to be on guard of their allergy. The Allergy/Food Exemption Statement Form must be turned into our office as soon as this allergy has been identified. This form must be updated annually. We also need to be aware of any Non-Food allergies that can affect your child. You will also need to fill out a Medical Authorization Form if your child requires an Epi-pen or other emergency treatment.

ILLNESS & CONTINUED HEALTH

These guidelines are for the welfare of all our children. To provide a safe and healthy environment we rely on our parents to monitor their children with these guidelines in mind. Outdoor play is essential to your child's development. We feel that if your child is too sick to play outdoors then they are too sick for group care. A child that is ill or has a temperature of 100 degrees or above should be kept at home. All children shall have direct contact with a staff member upon arrival for early detection of apparent illness,

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communicable disease, or unusual condition or behavior, see the Drop-Off section above. A child that is too ill to remain in the center shall be supervised and cared for until the child can be cared for elsewhere. The child will be sent home if he/she is running a temperature of over 100 degrees, if he/she is vomiting or has diarrhea, or if it is suspected that he/she has a contagious disease. In the event you are called to come pick up an ill child, you must pick your child up within 30 minutes, or overtime rates will apply. If a child needs to be sent home and their parents are unreachable, we will call the emergency contacts listed on the Pick Up Permission Form. If no one is available by contact after 30 minutes the overtime rate will apply. The center reserves the right to request the child to see a physician or have a physician's note prior to returning. For further clarification refer to our full First Aid & Medication Policy and our Guidelines: When a Child Can Return.

ACCIDENT REPORTS

Safety is a top priority of Springview Academy. Yet, there are times when a child will have an accident/ incident between your child and another child. If a child is hurt or injured while under our care, a staff member will complete a report for you detailing what happened and the nature of the injuries. If any first aid is administered, the treatment will be described to you. A copy of this accident report, signed by the teacher in charge at the time of the accident, will be provided to you and a copy filed with the Director's office. We ask that you sign the copy provided to you and return it to the Director's office to confirm that you were notified of your child's injury. This system is aimed at ensuring communication at all levels and can be a very good way to ensure that little things are not forgotten in a hasty departure. If your child happens to be injured by another child, we ask you to please respect the child's privacy by not asking us to reveal the name of the child. It not only puts our staff in an awkward situation but could cause a confrontation between our families. We will handle all behavior problems in a professional and appropriate way.

CHILDREN REQUIRING SPECIAL ACCOMMODATIONS

Springview Academy complies with the Americans with Disabilities Act (ADA) and other applicable regulations pertaining to providing services to individuals with disabilities. We desire to make special accommodations for children who require such accommodations, provided it is within our power and authority to do so.

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Accommodation can be a specific treatment prescribed by a professional or a parent, or a modification of equipment, or removal of physical barriers. The accommodation shall be recorded in the child's file. Whenever we deem it appropriate to the needs of the child to have a child with special needs in our center, the entire staff must follow the reasonable accommodations we have made for that child. As per the state DCF required staff to child ratio, if a child's accommodations and care reduces the number of staff to child ratio, Springview Academy reserves the right to un-enroll or deny admission to the child. Any questions about the accommodations of the child should be referred to the leadership staff.

INCLUSION POLICY

Springview Academy believes in providing appropriate education in the least restrictive environment for children with special needs by allowing them the opportunity to interact and learn together with non-disabled children. We provide an educational environment in which all children can succeed and enable children with disabilities to develop autonomy, independence, competency, and confidence.

Our program ensures that:

- We provide all children with accurate developmentally appropriate information about their own and others disabilities and to foster understanding that a person with disabilities is different in one respect but similar in many others.
- Enable all children to develop the ability to interact knowledgeably, comfortably, and fairly.
- Provide support and information related to developmentally appropriate practices to families of children with special needs.

CHILD ABUSE AND MOLESTATION POLICY

Springview Academy maintains a zero-tolerance policy for any form of child abuse, neglect, or molestation. **All staff members undergo Level II background screening and complete mandatory training in child abuse prevention, identification, and reporting as required by the Florida Department of Children and Families (DCF).**

Molestation or any form of inappropriate conduct—physical, verbal, or emotional—toward a child will result in immediate disciplinary action, including

termination and criminal investigation. Staff are strictly prohibited from being alone with a child in areas not visible to others and are trained to maintain professional, observable, and interruptible interactions at all times.

If an incident of suspected abuse or molestation is reported or observed:

- **It is the legal duty of all employees to immediately report suspicions to the Florida Abuse Hotline (1-800-96-ABUSE).**
- The incident will also be reported internally to the Director and Operations team, who will ensure proper coordination with law enforcement and child protection authorities.
- Parents or guardians will be informed once law enforcement allows, ensuring child safety and investigative integrity.
- The staff member in question will be immediately suspended pending investigation and will not be allowed on the premises.

Springview Academy is committed to providing a **safe, respectful, and transparent environment** for all children and families. We encourage parents to report any concerns or suspicious behavior to the Director immediately. All reports will be treated seriously, confidentially, and with the utmost care to protect the child involved.

EMERGENCY PLANS

FIRE AND BOMB THREAT EVACUATION PROCEDURE

There will be a long continuous blast from the fire alarm. Children will be evacuated according to the diagram posted in each room or as directed by the police.

In the case of an actual fire or bomb threat, teachers will take a headcount and keep their children calm, in the contained area, out of the way of emergency vehicles and personnel until the children are released to their parents. In the event the designated evacuation site is unsafe or unavailable the center will notify the local tv or radio station. Parents should listen to the designated stations for information. An attempt will be made to call and inform parents if this is possible.

TORNADO & EARTHQUAKE PROCEDURE

Notification of a tornado or earthquake will be made through the intercom. The center always keeps a weather radio on alert. Children will be evacuated according to the diagram posted in each room. If the children are inside, everyone should take cover under desks, tables or in tornado safe areas (as shown on the diagram posted in each room). If children are outside, they need to move away from the building. If there is structural damage to the building, the children will be taken to the designated evacuation site. In the case of an actual tornado or earthquake, teachers will take a headcount and keep their children calm, in the contained area until it is deemed safe for the children to be released.

HURRICANE & POWER FAILURE PROCEDURE

If Miami-Dade County Public Schools are closed for the day due to inclement weather, Springview Academy will also close. Parents should call the center prior to dropping off their children. If Dade County Public Schools dismiss early due to inclement weather, parents are required to come as quickly and safely as possible to pick up their children. As ratios allow, Springview Academy will start sending members of the staff home according to those that live the farthest away. If the parents cannot come to pick up their child, a sufficient number of the staff, including an on-site supervisor, will stay with the children for as long as necessary. The team will provide activities for the children to participate in until their parents arrive.

We will monitor our centers and access for any damage. Once assessed if the administration finds the schools are safe to operate, we will reopen.

In the case of a power failure, Springview Academy will notify the parents and ask them to pick up their children as quickly as possible. If evacuation due to power failure is deemed necessary, the children will be taken to a designated evacuation site.

CHEMICAL SPILL EVACUATION PROCEDURE

In the case of a chemical spill, the children will be evacuated in the same manner as a fire drill. If the area near the center is considered unsafe, children will be loaded into the center bus and in staff members' vehicles and taken to an area deemed safe by the authorities. Information will be given to the police to have them notify the parents of our location.

INTOXICATED PARENT PROCEDURE

If an intoxicated parent comes to pick up his/her child, center staff will try to detain the parent. The on-site supervisor will contact another person on the emergency list and request that they pick up the child. The on-site supervisor will then tell the intoxicated parent of the pick up plan. If the center staff are unable to contact another pick up person, the child must be allowed to leave with the parent. The parent would be informed that the police and child protective services will be called to inform them of the incident.

INTRUDER PROCEDURE

If an unknown individual gains access to the property/building, a staff member would see if they could be of assistance. This staff member should determine if the individual is an intruder and try to get them to leave the property. During this time, another staff member would then use the designated code to alert other team members in the building and to contact the police. If possible, children will be taken to a designated area in the building. Staff would then proceed as directed by the police. An attempt will be made to try and keep in contact with all staff members who are taking care of the children to keep them apprised of the situation.

Staff members who approach alleged intruders should refrain from putting themselves, the children or other staff members in an endangering situation. If the situation becomes hostile they should try to escape or do what the individual asks until the authorities arrive. The remainder of the staff will be ensuring the safety of the children and will respond accordingly.

LOST OR ABDUCTED CHILDREN PROCEDURE

One team member would alert the on-site supervisor for assistance with the search while the other team members stayed with the other children. If the child is not found, the center would contact the parent and then the police. Staff would then proceed as directed by the police.

The children's emergency forms should always be taken when leaving the building. A head count must be taken when leaving the building. In every procedure, either the receptionist or the on-site supervisor will print a report listing all the children who were signed in as of that time. This information can be printed at the receptionist's computer.

IN ALL DRILL OR EVACUATION PROCEDURES, ALL STAFF MEMBERS IN ROOMS OR AREAS WITH NON-AMBULATORY OR INFANT CHILDREN SHOULD PUT ALL CHILDREN IN A STROLLER OR CRIB WITH WHEELS AND WHEEL THEM OUT OF THE BUILDING.

BEHAVIOR & DISCIPLINE

DISCIPLINE POLICY

We believe that children need limits in order to feel secure about themselves and their environment. The purpose of discipline is to help children learn acceptable behavior and develop self-control. The basis for our Discipline Policy is an organized classroom and prepared staff members. At Springview Academy we strive to develop a positive relationship between the teacher and the child. We also believe that if an interesting and challenging program is offered to the child, then discipline problems are at a minimum. **If inappropriate behavior does occur, we begin with a positive approach.**

According to licensing rules for childcare centers in the state of Florida:

- a. Attention spans and skills of children shall be considered so that caregivers do not require behavior of children which is developmentally inappropriate.
- b. Discipline shall be reasonable, appropriate, and in terms the children can understand.
- c. Praise and encouragement of good behavior shall be used instead of focusing upon unacceptable behavior only.
- d. Punishment that is shaming, humiliating, frightening, verbally abusive, or injurious to children shall not be used.
- e. Punishment shall not be related to food, rest or toileting.
- f. Spanking or any other type of corporal punishment is prohibited. (Corporal punishment is the infliction of bodily pain as a penalty for behavior of which the punisher disapproves.)
- g. Removal of outdoor/playground time shall not be used as a means of punishment.

The following is considered unacceptable behavior:

- Running in the classroom
- Leaving the area or group without permission
- Becoming disruptive
- Removing shoes or other articles of clothing
- Throwing toys, rocks, sand
- Using toys and materials inappropriately

- Aggressive behavior
- Using toys and materials inappropriately
- Abusive, or inappropriate language
- Inappropriate touching or playing with another child
- Arguing with team members or other children
- Self Harming
- Physically harming or hurting another child or staff member

Our discipline policy is inspired by Conscious Discipline. Conscious Discipline is a comprehensive emotional intelligence and classroom management system that integrates all domains of learning (social, emotional, physical, cultural and cognitive) into one seamless curriculum.

In addition to conscious discipline we follow a behavioral intervention plan that includes the following:

- I. **Behavior/Incident Report**
 - A. If the child's behavior continues to be inappropriate
 - B. OR the severity denotes an un-resolved problem.
- II. **Behavior Intervention Meeting**
 - A. If the child's behavior continues to be inappropriate, a behavior intervention meeting may take place
 - B. Those in attendance will be the parents, the child's lead teacher, and a member of the leadership team
 - C. This may be called by any of the individuals listed above.
- III. **Sending a child home**
 - A. When the child becomes out of control
 - B. And/or when the child fails to respond to the measures taken by the Springview Academy Team
 - C. This is at the discretion of the most senior Leadership Team member present
- IV. **Termination of services**
 - A. When the severity of a problem is great enough that it could endanger the safety of the child(ren)'s welfare
 - B. Termination may be effective immediately after consulting the most senior Leadership Team member present
 - C. The parent or guardian will be notified.
 - D. The Center considers this to be a drastic measure and would not resort to such unless the child's behavior significantly and directly threatens the physical or mental health, safety or well-being of one or more of the other children or team members and, that threat cannot be eliminated.

In addition to the above, the center will use three methods to track behavior and communicate with parents.

1. Daily Reports – a parent/center communication format that does not count as a written behavior report. If the teacher deems necessary, a copy will be kept on file.
2. Observation Form and Anecdotal – an inner center documentation of observed inappropriate or challenging behavior. These may be filled out at any time by any center team member and are used solely to track behavior patterns. These are to be turned in daily to the lead teacher over the student and then to the leadership team for filing.
3. Incident Reports – The original is filed in the child’s file and the copy is given to the parent. These are pre-approved by a leadership team member. Each Behavior Report counts as one of the three that would result in suspension.

Springview Academy expects parental involvement and cooperation in all aspects of discipline. Failure to comply can warrant termination. We reserve the right to discontinue work with any child/parent whose needs we cannot meet. The key to effective discipline is consistency. We try to be as consistent as possible in all areas. We provide the child with a warm and loving atmosphere in which to grow and learn.

EXPULSION POLICY

Springview Academy is centered on the children for whom we care. We seek to provide programs designed to support children’s growth and to challenge them to learn, each as an individual with a unique learning style and way of responding to the world. Given the diversity of the families and community that we serve, it is incumbent upon us to recognize and appreciate the characteristics and behaviors that each child and family brings to our program. Springview Academy seeks a solid partnership with our families as a basis for their children’s success within our program. Because Springview Academy has a child-centered/family approach we seek to accommodate a wide range of individual differences, it is only on rare occasions that a child’s/family’s behavior may warrant the need to find a more suitable setting for either a short term or permanent basis. We will do everything possible to work with you to avoid your child’s un-enrollment from the center. The following are some reasons why we would have to expel a child or family from the center. Some examples of such instances include:

CHILD’S ACTIONS

- Child unable to adjust to the program after a reasonable amount of time
- Ongoing physical or verbal abuse to staff or other children
- Ongoing uncontrollable tantrums/angry outbursts

- A danger to him/herself and or to others

PARENTAL ACTIONS

- A parent/guardian fails to abide by Center policies or requirements imposed by the appropriate licensing agency.
- Non-payment of tuition.
- A parent/guardian demands special services that are not provided to other children and
- cannot reasonably be delivered by the program. This includes requests that depart from the philosophy of Springview Academy.

IMMEDIATE CAUSES FOR EXPULSION

- A parent/guardian is physically or verbally abusive or intimidating to Center staff,
- children, or anyone else at the Center.
- Potentially dangerous behavior by a parent or child.

WORKING TOWARDS A POSITIVE SOLUTION

The decision to expel a child from Springview Academy is a difficult one for both the Center and the family. In all cases, it is the goal of Springview Academy to act quickly, thoughtfully and thoroughly to communicate, address and resolve concerns relating to the children in our care. Center personnel will attempt to work with a family to take constructive steps to finding a solution that resolves the problem(s), before a disenrollment occurs. When a child's teacher or an administrator has concerns about a child's behavior or other circumstances, he or she will document such concerns as soon as they arise. The Center will inform and involve the child's parent/guardian by notes, phone calls, and meetings, as necessary, to establish a collaborative environment. If the child's behavior is problematic, a review of that behavior using the Center's developmental profile and other developmental tools will aid in understanding the behavior in its appropriate context. This review includes input from a number of teachers and administrators, so that checks and balances are used to analyze the problem. As the Center develops strategies to address a child's particular problem, a variety of options should be considered, including:

- Changes to the physical environment
- The daily structure of activities
- Consistency
- Transition times
- Redirection

Ultimately, Center personnel will attempt a number of approaches before making the final decision to suspend or the disenrollment of a child from the program.

BITING POLICY

Biting is a common and a developmentally appropriate behavior in young children, especially from 9-30 months. Generally, children over the age of 3 have developed more appropriate ways to communicate. Experts in the field of child development report that biting occurs chiefly as a result of a child's incapacity to communicate. Children may become upset by a new experience and may bite as a response. While biting during the toddler years is developmentally appropriate, it is upsetting to parents and caregivers when it occurs.

The goal of our policy is to replace the child's undesirable behavior with a more effective way of communication and to ensure the health and safety of everyone in our program.

The following is a plan of our preemptive strategies:

- For infants and toddlers, positive teething activities will be provided to comfort and soothe their gums.
- When children bite out of frustration or anger, behavior will be redirected to some other activity and/or will be shown an alternate way to communicate what they want. We will encourage the use of language to express wants and needs.
- Parents will be notified if their child is bitten at school. However, in order to protect the privacy of all our families, parents will not be informed of the biter.
- If a child bites frequently, staff will utilize a more intensive approach which involves carefully observing the child to determine precipitating events and maintaining a log to help track the behavior. Conferences with parents may also be utilized to discuss the child's actions at home, search for outside resources, etc.
- Biting incidents will be communicated to the parents of the biter to ensure staff and parents are working together to understand and prevent this behavior.

In order to ensure the safety of all children, if all attempts to stop chronic biting fail, we reserve the right to remove the biting child from the program.

PARENT CODE OF CONDUCT

We are committed to providing a safe and supportive environment to nurture a love of learning for both children and staff. We believe children benefit most from a collaborative relationship between the school and our families to best support a child's physical,

emotional and cognitive development. We strive to create an environment for open and respectful communication when sharing concerns; this often leads to prompt resolution to everyone's satisfaction. Should the need arise, please inform the school director of any conflict and we will assist promptly. Our staff embodies our mission to provide an enriching and stimulating environment for the unique potential of each of our children, and so it is essential that they feel supported by our organization and our families. For this reason, we must always insist on respectful behavior from our parents. We have found that a hostile school environment can be the result when parents are unsupportive of the school and its mission. We reserve the right to dis-enroll any family at any time without notice for the following behaviors. This includes behavior towards children, staff, or other families. It includes but is not limited to:

- Use foul language at or in front of staff, families, or children
- Unprofessional behavior
- Yelling in a loud voice
- Physical harm or intimidating body language
- Threatening or intimidating language or behavior
- Threatening harassment including but not limited to face-to-face contact and social media
- Speech that harms the school's reputation

NUTRITION & MEALTIMES

MEALS & SNACKS

Our meal and snack service consist of a breakfast, a hot lunch, and an afternoon snack. All food served will be nutritious and healthy. Each child will be encouraged to eat what is prepared and to try new items as introduced. Please alert our staff of any food allergies or food restrictions as we want to accommodate and respect individual preferences.

BRINGING FOOD FROM HOME

Breakfast and lunch should not be brought from home without prior approval. The center will provide these meals for the children. To ensure that the children are eating safe food, the following guidelines will be met:

- Food may only be brought from home if a specific need warrants it and arrangements have been made in advance with the management.

- This food is considered a supplement to what we serve and should meet nutritional guidelines.
- Perishable food brought from home should be contained to avoid contamination.
- Prepackaged snacks may be brought from home for birthdays and parties that do not meet nutritional guidelines. (Please notify the child's teacher prior to bringing special treats.)

BOTTLES/SIPPY CUPS & PACIFIERS

Bottles are only allowed for infants. All bottles must be labeled with first and last name. If the bottles contain breast milk they must be labeled with date and time of preparation. Sippy cups are permitted for toddler use. All sippy cups must also be labeled with first and last name. Pacifiers are only allowed to be used by our infants and toddlers. Pacifiers should be kept in a labeled case and inside the child's cubby when not in use. The use of pacifiers is only allowed during naptime. Any bottle or sippy cup that is found without a name will be discarded.

DAILY LIFE & BELONGINGS

TOYS

Springview Academy has a wide variety of toys, games and other resources to offer children during center time. Preschool classes will have show and tell related to the week's lesson. Personal toys are **NOT** permitted in the center, as they can cause disputes and can be broken or lost. The exception to this is show-and-tell or sleep-toys which should be labeled with the child's name. Springview Academy is not responsible for stolen, lost or broken toys or clothing. **Do not bring toy guns, war toys or other toys of destruction.**

CLOTHING

Students are required to wear their school uniforms. The uniform shirt may be worn khaki pull up shorts or khaki pull up pants. A uniform dress for girls is also acceptable. Gray sweaters or school sweaters may be worn in cold weather. Because our program is based on play and exploration your child **WILL** get dirty!! Children will have opportunities for outdoor play twice a day weather permitting. Children will go outside if

the temperature is above 40 degrees or below 100 degrees with the wind chill and heat index taken into consideration. It is required that you bring one set of extra clothes for your child in case of a spill or accident. We have some extra clothes available, but we may not have the item your child needs in his/her size. If your child comes home in center clothes, please wash the clothes and return them within one week. **It is strongly suggested that ALL clothing brought or worn to the center have the child's name on it, including sweaters.**

CELL PHONES

Although students are not encouraged to bring cell phones to school due to the possibility of loss, theft or damage, we understand that many families want their children to have a cell phone to contact parents before or after school hours.

Therefore, if a student chooses to bring a cell phone to school, it must be turned "OFF" during the school day and placed where it will not be accessed during the instructional day -- in a backpack, jacket, etc. It should not be visible to other students or staff during the day. If a student does not follow these rules and 1) uses the cell phone, or 2) the cell phone rings, or 3) the cell phone is visible to other staff or students during the instructional day, it will be confiscated and turned in to the office. Parents will be contacted to come to school and pick up the phone at their convenience. We believe that this policy allows families the flexibility to use cell phones as needed, but will also protect the school day for teaching and learning. Thank you for your cooperation and understanding in this matter.

PORTRAITS & PICTURES

We offer school pictures three times a year, in the spring, winter and fall. The fall photos usually include two sittings per child. The spring portraits include one sitting, a graduation if applicable and a complete class portrait. You will receive proofs before purchasing. In addition, we may take pictures of the children playing or for use on their cubbies or for use with a project or we may need pictures of children for promotional use. There is a Photo Release Form with your paperwork giving us permission to take your child's picture or include them in short video footage.

CHILDREN'S BIRTHDAYS

Birthdays are special days for children. If you wish to celebrate your child's birthday at Springview Academy, please make early arrangements with your child's teacher. Hard or chewy candy are not permitted because they pose a choking risk. Peanut products are not permitted. (See Bringing Food from Home on the following page for more specifics concerning food snacks brought for parties or to celebrate a child's birthday)

EDUCATIONAL PROGRAM

CURRICULUM

Springview Academy follows the Learning Beyond Paper Curriculum. Children learn by doing. They learn through play, experimentation, exploration, and testing. Learning should be a joyful, natural experience. We have chosen a curriculum based on the developmental needs of the children in each of the rooms and to foster individual growth through opportunities for exploration. Each class's lesson plans, and your child's class flexible schedule are posted on the parent's board in your child's room. We incorporate current trends in Early Childhood and School Age Education and then structure this curriculum to meet the needs of most of the children in the group.

GRADING AND REPORTING

Instructional staff uses evaluative devices and techniques as needed to report individual achievement in relation to school goals, acceptance norms, and student potential. Student grades, unsatisfactory work notices, parent reports on state assessment, and/or standardized testing, parent conferences, and adult/student conferences should serve as the primary means of communicating student progress and achievement of the standards for promotion. A student's academic grade reflects the teacher's most objective assessment of the student's academic achievement. Students have the right to receive a conduct and an effort grade consistent with their overall behavior and effort.

PROGRESS REPORTS

Individual Progress Reports are issued mid-quarter. Please study your child's progress with him/her. Please feel free to consult your child's teacher regarding his/her school

progress. Report cards are issued the same days as identified in the Miami-Dade County School Calendar.

PROGRESS REPORT AND REPORT CARD DISTRIBUTION SCHEDULE (APPROXIMATE)

1st Grading Period September
2nd Grading Period November
3rd Grading Period February
4th Grading Period April

ACADEMIC GRADES

Academic grades are to reflect the student’s academic progress. The grade must provide for both students and parents a clear indication of each student’s academic performance as compared with norms that would be appropriate for the grade or subject. The academic grades of “A,” “B,” “C,” “D,” or “F,” are not related to the student’s effort and conduct. The letter grade of “I” will be reserved for secondary use only.

Grades in all subjects are to be based on the student’s degree of mastery of the instructional objectives and competencies for the subject. The determination of the specific grade a student receives must be based on a teacher’s careful consideration of all aspects of each student’s performance during a grading period.

Homework is defined as any required schoolwork completed outside of the instructional day. The goal and purpose of homework is to provide practice in skills that have been taught and/or to deepen understanding of concepts presented in class. The board-approved guideline for a student’s time spent on homework per grade level is reflected on the chart below. Also listed below is the percentage of overall support (on average) we believe is required of parents to ensure a successful homework experience.

GRADES	NUMERICAL VALUE	VERBAL INTERPRETATION	GRADE POINT VALUE
A	100% - 90%	Outstanding Progress	4

INITIALS: _____

B	89% - 80%	Above Average	3
C	79% - 70%	Average Progress	2
D	69% - 60%	Lowest Acceptable	1
F	59% - 0%	Failure	0

VALUES PROGRAM

The goal of the program is to empower students to become positive and productive members of their school and community by improving social relationships, fostering mutual cooperation, and developing a sense of self to make healthy life choices. The 10 values that are embraced by the whole school through this program are: **respect, integrity, initiative, perseverance, organization, responsibility, patience, friendship, cooperation, and caring.**

SUMMER CAMP

A summer camp program is offered during the summer months for children ages 5-7. The camp is built around weekly themes. Activities include various art projects, music, water fun, sports, stories, cooking, theater and in house field trips. A separate summer fee is generally charged to help cover summer camp T-shirts and equipment.

COMMUNICATION & PARENT INVOLVEMENT

WRITTEN COMMUNICATION

The success of our program is based on establishing a partnership between our parents and our staff. Open and frequent communication will help your child have a positive early learning experience. We will endeavor to keep you informed concerning your child's day and overall development through several written means. We ask that you download the Brightwheel application once your child registers at Springview Academy. Brightwheel allows the teacher and administrative staff to communicate via the app directly with you.

→ Monthly newsletters to keep you informed as to the overall program.

- Parent Board – updated with current information about Springview Academy and curriculum
- Daily written communication in the form of Daily Report forms through Brightwheel
- Parents always have the option of requesting specific parent/teacher interaction to aid in the child’s development.
- Teacher and administrative emails.
- Social Media stories and posts

Our staff has access to Brightwheel, only during school hours. Please be aware that messages are answered at specific times throughout the day, not to interrupt their instructional time. Messages may take a few hours for a response. In case of an emergency please contact a school administrator, via Brightwheel, email or phone.

VERBAL COMMUNICATION

We will endeavor to be communicative during drop-off and pick-up times. However, this is not a good time for extended conversations since the staff members/teachers have responsibilities for all the children in the group. Furthermore, the person caring for your child at the pick-up time may not be the individual who has spent most of the day with your child. This is since many children spend 10 hours a day at the center and most of our employees only work 6-8 hours. Since children learn best in the morning, we schedule the teachers who are responsible for most of the classroom development for the earlier hours and most of the day. We suggest that you go to your child’s lead or primary teacher to obtain detailed information on your child’s general growth and development. You can call to see how your child’s day is going or to speak to your child’s teacher for more detailed conversation. The best time to call and speak to your child’s teacher is during naptime. There is always a member of management available for you to talk to in person or on the phone.

PRIVACY POLICY

At Springview Academy, we prioritize the privacy and security of our students, parents, and staff. This Privacy Policy outlines how we collect, use, and protect personal information. By enrolling your child at Springview Academy, you agree to the terms outlined in this policy.

INITIALS: _____

We collect various types of information, including personal information such as names, addresses, phone numbers, email addresses, and emergency contacts, as well as health information like medical records, allergies, and immunization records. We also gather financial information for processing tuition and fees, and, with your consent, we may collect photographs and videos of children participating in school activities for internal use, newsletters, or social media.

The information we collect is used primarily for educational purposes, such as providing care services, tracking student progress, and communicating with parents. We also use this information to send updates, newsletters, and important notices about school activities and events. Health and safety information is essential for ensuring the well-being of students, while financial data helps manage tuition payments and maintain accurate records. Additionally, with parental consent, we may use student images or videos for promotional purposes.

Springview Academy does not sell or share personal information with third parties, except as necessary to comply with legal requirements, work with trusted service providers (e.g., payment processors), or protect the safety of students and staff in emergencies. We take data security seriously and have implemented physical, technical, and administrative measures to protect personal information from unauthorized access, disclosure, alteration, and destruction. This includes secure storage, encryption of sensitive information during transmission, and staff training on privacy practices.

As a parent or guardian, you have the right to access and update your child's personal information, withdraw consent for the use of images or videos, and request the deletion of personal information, subject to legal and regulatory requirements.

PARENTAL INVOLVEMENT

We encourage all parents and or guardians to be involved in the activities. We believe that parental participation is key to any successful child care program. Children should be raised by parents. At Springview Academy, we strive to fill the gap created during early separation and educational opportunities and when parents are not available. If you would like to spend time within the classroom, we have set up a screening process. Please see the director for more information. We have enclosed a sample list of some of the opportunities for involvement in our center. Parents are in no way limited to the

involvement listed below. Any parent wishing to be involved in another area is strongly encouraged to contact the Springview Academy office with their suggestion.

- Fall Open House
- Programs and Special activities, such as the Christmas Program
- Special parent's involvement activities such as THANKSGIVING FEAST
- Party Day Volunteer
- Trunk or Treat
- Come read a story to the class
- Career Day
- Send special treats for snack or meals (please notify the teacher a day or two in advance)
- Help with center Fundraiser
- InHouse Field Trips

We also expect parental involvement in discipline and behavior intervention as outlined in these policies.

POLICY FOR PARENTS WHO CANNOT PARTICIPATE IN SPECIAL EVENTS

If a parent feels like they would like to be more involved in the center but cannot due to their work schedule, or due to other conflicts, we will help them find a project or area which they can do on their own time. A member of the leadership staff will meet with the parent to find their area of interest. We will offer suggestions to them based on their interests and time. For example, if the parent likes to sew, we may offer to have them make doll clothes or repair mat sheets.

SAFETY, LEGAL & VISITORS

DIVORCE/CUSTODY POLICY

At Springview Academy, we recognize the complexities that may arise from divorce or custody arrangements and are committed to ensuring the well-being and safety of all our students. Parents or guardians are required to provide Springview Academy with the most current and relevant legal documentation related to custody arrangements, including court orders, custody agreements, and any restraining orders. These documents must clearly

outline the rights and responsibilities of each parent or guardian regarding the care and education of the child.

Springview Academy will adhere strictly to the provided legal documents. We will not permit any deviation from these documents without written consent from both parents or as directed by the court. In situations where custody is shared, both parents will have equal access to school records, communications, and the opportunity to participate in school events unless a legal document specifies otherwise.

To ensure the safety of the child, the parent or guardian who holds legal custody must notify Springview Academy immediately if there are any changes to custody or visitation rights. In cases where one parent is restricted from accessing the child, we require explicit written instructions and legal proof to enforce these restrictions. Our staff is trained to handle these sensitive situations with discretion and confidentiality. However, Springview Academy is not responsible for resolving disputes between parents or guardians. All disputes regarding custody or access to the child must be settled outside of the school.

CLASSIFICATIONS

Due to strict licensing guidelines and safety issues, we require that all individuals on our property be categorized as one of the following:

- A scheduled employee during the regular course of their workday
- A child who is in our care (all paperwork has been filled-out)
- Parents or others during regular drop-off or pick-up (This to be approximately fifteen (15) minutes)
- Delivery personnel – From a regular or expected company delivering items to the center (should be in eyesight of an employee always and arriving at an expected time)
- Visitors – Must be approved by the office and should be accompanied by an employee at all times, not to exceed once per month and limited to a maximum of 2 hours
- Volunteers – Anyone who is helping with a class party or in any other capacity or anyone who has been a visitor for more than once a month or for over 2 hours.
- Therapists – any therapist who is providing rehabilitative services to a child at our center. Must provide level 2 screening to the office.
- An Intruder – Action will be taken by the staff to notify the proper authorities.

Therefore, anyone who is in the building or on the property for an extended period of time must be considered either a visitor , a volunteer , a therapist or an intruder including parents and employees who are off the clock.

VOLUNTEERS

Any parent wishing to volunteer in the classroom must go through our screening process. Anyone visiting or volunteering for more than one day per semester must go through a screening process. Our screening process includes, but is not limited to, 1) a signed statement indicating whether or not they have had a conviction of any law in any state, or any record of founded child or dependent abuse in any state; 2) a signed statement indicating whether or not they have a communicable disease or other health concern that could pose a threat to the health, safety or well-being of the children; 3) undergoing a fingerprinting and background check 4) a signed statement regarding child abuse 5) going through New Teacher Orientation. Any visitor who spends extended periods of time in the center will be considered a volunteer and be required to go through the screening and training listed above.

INTRUDERS

The safety of the children is our first concern. Although we welcome parents to visit their children, we also have a commitment to the parents of the other children in the program. Since we cannot attest to the background of anyone that has not gone through our screening process, we also cannot allow parents to spend extended periods of time in our facility without requiring them to fulfill certain screening and training requirements. These are set by state law and our policies. Any individual who does not submit to our safety policies concerning Visitors , Therapist and Volunteers must be considered an intruder and steps will be taken according to the Intruder portion of our Safety and Evacuation policies.

THERAPIST

At Springview Academy, we are committed to supporting each child's individual developmental needs. **If a child has been assigned a therapist (e.g., occupational or behavioral), they must attend the center with their therapist present during their**

scheduled sessions. Children who require therapeutic services as part of their daily care plan will not be permitted to attend the center without their therapist. This ensures that the child receives the appropriate level of support and that the classroom environment remains safe and manageable for all students. All therapists must be approved in advance by administration, complete any required clearance procedures, and sign in/out at the front desk. Families are responsible for coordinating therapy schedules directly with the therapist and center leadership. Failure to comply with this policy may result in the child being temporarily excluded from attendance until proper arrangements are in place.

CHILD ABUSE REPORTING POLICY

The State of Florida requires that Springview Academy and all members of childcare institutions be on the lookout for, and report to the State and appropriate authorities all suspected cases of abuse to a child.

At Springview Academy our center and staff are mandatory reporters of Child Abuse. All incidents or suspected incidents will be turned over directly to the Child Protective Services for investigation. We are not allowed to do our own investigation and are required by law to report anything of a suspicious nature. It is advised that clients make the staff aware of any lingering bruising or other visible injury to minimize suspicion of possible child abuse or endangerment.

The following steps are to be taken if a staff member is suspected of child abuse:

- A staff member who has a situation or investigation pending should immediately notify the Director or most senior leadership staff member in the building.
- The person who suspects abuse should bring it to the attention of the Director or most senior leadership staff member in the building.
- The supervisor will check on the complaint and if they agree that there may be abuse, the supervisor will report the incident to Child Protective Services and our State licensing authority.
- We will then follow their advice regarding whether to suspend the staff member

If a staff member is founded in a case of child abuse, we will take the following steps:

- We will allow the staff member to appeal the decision
- The Director or an appointed member of the leadership staff will meet with the individual to go over the incident and form an opinion as to its validity and/or consequences to the Center and the individual.

- Based on the advice of our licensing agent, we will either suspend the staff member or allow them to continue their job until the appeal is completed.
- The staff member will meet with the Director or an assigned member of the leadership staff during this time and steps will be taken to ensure that there won't be any problems.

If after the appeal the decision is still founded, we will take one of the following steps based on the advice of our licensing agent:

- The staff member will be terminated from their position at the Center, or
- We will inform the parents that we have a staff member who has a founded child abuse on record. We will also let the parents know what the charge was.

TRANSPORTATION POLICY

Parents are responsible for their child's transportation to the center and for arranging their own carpools. Springview Academy will provide transportation, provided by a third party, for field trips as the opportunities arise. Parents will be notified about field trips in advance and written permission will be obtained. The center complies with all State laws that pertain to motor vehicles as well as transporting children who are enrolled in a licensed childcare center.

INSURANCE REQUIREMENTS

Springview Academy complies with the minimum insurance coverage as suggested by our independent agent. For more information concerning policies and liability see management.

VIDEO SURVEILLANCE POLICY

To ensure the safety and security of all children, staff, parents, and visitors, as well as the security of our daycare facility, Springview Academy is equipped with a 24-hour video surveillance system. Security cameras have been installed in our classrooms, hallways, outdoor play area, indoor play area and parking lot. We may conduct video surveillance of any portion of our premises at any time, the only exception being private areas of restrooms, showers, and dressing rooms. Our video/security cameras have been positioned in appropriate places within and around our preschool and/or daycare center

facility and are used in order to help promote the safety and security of people and property. The following are just some of the many benefits of having security cameras installed in daycare centers:

- Security cameras keep children and childcare staff safe. They are an effective deterrent of any crime.
- People tend to behave/perform better when there are security cameras around.
- Owners/ Directors can better monitor the entire facility and supervise/observe staff's interactions with children and with other staff members effectively.

Our daycare cameras help provide peace of mind to our parents and our staff members. Because we respect the privacy of all children, families, and staff at Springview Academy, our 24-hour video surveillance system is for internal use only. **Cameras are used only for quality training.** ONLY the Administration team are allowed to view our security cameras/ video footage either at the Center's office at the site OR live video footage may be viewed remotely by the director or assistant director at a different location when not on campus.

FINANCIAL POLICIES

WEEKLY TUITION FEES

It is our philosophy that clients are paying for the spot their child will take in our center. This is not based upon attendance but rather on a weekly fee that is due regardless of the attendance habits of the child who has the spot. Our fee structure is based upon an annual tuition that is set by the contract which is signed by the parents upon enrolling the child(ren) in the program. These contracts may be adjusted from time to time as needed with a two-week notice of intent in writing to change services. This to be allowed at the discretion of the management based on space availability. Since the weekly set fees remain the same, no bill will be given to remind you of these fees.

PAYMENT POLICIES AND PROCEDURES

Weekly fees are due on the Friday prior to the following week. There will be a \$25 late payment convenience fee added if the account is not paid by the close of business on Monday of the billed week. An additional \$25 maintenance and collection fee will be added each week the account is not paid in full. Failure to pay on time may result in

termination of services. No account will ever be allowed to carry a balance unless arrangements have been approved by the Director. There will be a \$25 fee added on all returned/failed payments. Fees for two weeks will be added if a two-week written notice is not given prior to your child leaving the center. All payments are made via Electronic Funds Transfer via Brightwheel. Brightwheel charges a service fee for payments made with a credit card. Debit and account transfers will not be charged a service fee.

All tuition is non-refundable. This will also be adjusted annually or as the contracted rates change. See the REFUNDS policy below. Registration, material fees are also non-refundable. Springview Academy may seek collection of fees due and clients may be required to pay a two-week termination fee, and any collection costs and attorney's fees incurred by Springview Academy to collect this amount. If Springview Academy elects, it may immediately terminate all services provided by it including but not limited to the immediate dismissal of the children from its facility.

SCHOOL READINESS/ STATE PAID TUITION CLIENTS

Springview Academy is authorized to receive payments from the Early Learning Coalition/School Readiness and other Federal/State daycare assistance programs. Our participation in this program in no way limits our freedom or right to set and enforce the policies listed in this handbook. Clients wishing to use School Readiness assistance must make these arrangements on their own and list us as their School Readiness Child Care provider. You may enroll in the program as a client once the office has received a letter of authorization from School Readiness or a phone call from the Early Learning Coalition establishing your eligibility in our program. The annual registration fee is generally the responsibility of the client and not that of the Early Learning Coalition. School Readiness clients may also be required to pay the difference between our private pay rates and the rates that School Readiness has established. Refer to the School Readiness Start Agreement for clarification concerning these issues.

School Readiness clients may also have a daily co-payment that is set by the Early Learning Coalition. This is based upon family income. Springview Academy requires that all School Readiness co-payments be made weekly on the Friday prior the week of service. All PAYMENT POLICIES AND PROCEDURES listed above for self billed clients will also apply to School Readiness clients. It is the responsibility of each School Readiness Client to ensure that they have no balance when the previous week's fees and co-payments are added to the account. Failure to do so will result in a late payment fee.

Failure to make co-payment amounts will void your contract with School Readiness whether you stay at Springview Academy or move on to another center. School readiness or VPK transfer vouchers will not be issued if there is a balance on the account.

REFUNDS

We do not issue refunds. In the event you have over-paid the credit will be applied to your next week's tuition. In the event you have a balance after your child's last day, all applicable fees including the two weeks' notice required will be subtracted from any balance prior to a final refund being issued. Checks for this are cut monthly and will be mailed according to our monthly bill payment schedule. Registration fee, materials fee, uniforms, nap sacks and special event fees are also non-refundable.

RECEIPTS AND STATEMENTS

Receipts are available upon request. Annual statements for tax and accounting purposes are available on the Brightwheel app for all accounts with a zero balance.

LATE PICK-UP FEE

There will be a \$1.00 fee added per minute if pick-up takes place after closing. This fee is non-negotiable and is the responsibility of all clients. Parents, or those picking the children up, are required to call ahead if they feel they are going to be more than 5 minutes late. Parents notified that a child is ill and needs to leave the center for the day for a reasonable period of time to pick-up the child or the above Late Pick-up Fee will also apply. If no parent or emergency contact can be located within 30 minutes of trying to contact the parent, the Late Pick-up Fee will also apply. An attempt will be made to contact individuals on the emergency contact list after children have been left 15 minutes past closing. Children left at the center later than 90 minutes past closing will be considered abandoned and Child Protective Services will be informed.

VACATIONS, ABSENCES & LEAVING THE CENTER

Vacations and illnesses will be charged at the regular monthly rate. We request that all absences be reported to the Springview Academy office prior to or on the day of the

INITIALS: _____

absence. **Families are allowed one week of vacation credit per school year (August–May)**, during which no tuition will be charged. This credit must be requested in writing at least **two weeks in advance** and approved by the administration. We require a **two-week written notice** prior to your child leaving the center or making any changes to your child’s contract. **Verbal notice for withdrawal or vacation is not considered valid. Fees for two additional weeks will be added** if a two-week written notice is not provided prior to your child leaving the center. Failure to notify the center will cause all fees to continue until written notification is received. Once notification is given, two additional weeks of tuition will be added to the final balance. The center reserves the right to require the dis-enrollment of a child according to our Discipline Policy and/or the Behavior Intervention Policy. The center also reserves the right to require the dis-enrollment of any child whose parent or guardian demonstrates an uncooperative, aggressive, dissatisfied, or hostile attitude toward the center, its policies, or staff.

- [Notification of Vacation or Other Absence](#)
- [Withdrawal Notice](#)

ADDITIONS AND CHANGES

Springview Academy reserves the right to edit or adapt the policies in this handbook as the needs arise. The center will make all changes and additions available at the time these changes are made. Clients and customers will be notified of these changes through

the normal written communication system of the center at the time they are made effective.

INITIALS: _____