1222 W. Kiest Blvd. Dallas, TX 75224 Phone: 214-371-7325 Fax: 214-371-1818

Revised 2/4/2015

Enrollment Procedures

Parents must supply Willow Grove Academy with the following information: completed application, permission to participate in water activities, authorization to obtain emergency medical care and emergency transportation, statement of special needs, permission for sibling under age 18 to pick up. Also needed are name, address, and telephone number of child's physician, health and immunization records (immunization records must be current at all times), and any other information required by the Texas Department of Human Services that oversees and issues licenses to child care centers.

Hours of Operation

Hours of operation are 6:00 A.M. to 6:00 P.M. Monday through Friday. Curriculum hours are 8:00 a.m. – 5:00 p.m. After 9:00 A.M. your child will be considered absent unless we receive a telephone call from the parent informing us that your child will be late. Please do not deprive your child of receiving their education because of absences. All children must be out of the center by 6:30 p.m. Parents are required to come into the center to sign children in and out. Children will only be released to parents/authorized pick up persons that are documented in writing. In the event someone other than the parent or person authorized must pick up your child, the parent is required to contact the center in writing and provide the center and person picking up with a four-digit security code. A photo ID must be provided at pick up along with the four-digit security code provided by the parent.

We will accept enrolled children any time after 6:00 A.M. however, before 7am care must be pre-arranged with the director/person in charge.

In the event of severe weather, please call the director (214)853-2633 Kenosha Combs) or listen to your local news station on your radio prior to bringing your child to the center.

Uniforms

We are a uniformed preschool!!!! Children aged 2 and up are required to wear canary yellow or navy tops, and khaki or navy bottoms and closed heal/toe, hard/rubber bottom shoes.

Fees

All payments should be made out to Willow Grove Academy. All fees are due upon registration (registration fees are not refundable) and tuition is due each Monday of the week before. A non-refundable $50.00 registration fee covering supplies, books, and liability insurance is required for all children their first year of attendance. Thereafter the fee is $25.00 annually. (September 1st.)

Registration Fee:	**$50.00**
Infant Fee (6 weeks-11 months)	**$120.00/weekly**
Pre-Toddler (12-17 months)	**$105.00/weekly**
Toddler (18-36 months)	**$100.00/weekly**
2-year old (Potty Trained)	**$97.00/weekly**
3-5 year old	**$89.00/weekly**
Drop-Ins (based on availability)	**$30.00 per day (cash only)**

Weekly tuitions are due each Monday of week before the close of business (6:00 p.m.) A late fee of $25 will be assessed after Monday evening. As of November 1, 2014 only personal checks and money orders may be used to pay tuition fees. Third party checks will not be accepted. A thirty-five dollar ($35) service charge will be assessed on all return checks. (NSF) After 1 (ONE) returned check in a 12 month term, all future payments will be limited to cash or money order only. NSF checks not taken care of will be prosecuted with the Constable's Office. The Academy reserves the right to initiate legal action on return checks.

Late evening pick-ups after 6:00 P.M. (closing) of each day will result in a charge of Late charges of **$1.00 per minute**. **This payment must be made when the child is picked up and/or no later than the end of the next working day. Non-Payment will be grounds for dismissal.**

Please call if you know you will be late. If the teacher has not been able to contact anyone to come to collect your child and the child remains at the center until 8:00 P.M., the child will then be considered an abandoned child and the police will be notified.

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Licensing and scheduling restrictions prevent credit for holiday, sick and inclement weather days for full-day preschool and after-school care. Full-day academy and after-school care children are allowed up to two weeks' (2: 5 consecutive days) absence for "vacation" during the year from September through June where payments are not required. The children must be absent a full week for this to apply. If the child is out for a week without scheduling vacation, a $50 holding

fee will be assessed. Also if your child is out twice in a week the regular weekly rate still applies. If they are out 3 or more days only half the tuition of the regular fee (no discount applicable) for your child's age will be assessed. Ie. 2 year old, potty-trained Mariah misses two days of school for illness, her rate will be $97. However, if 2 year old, potty-trained Mariah missed three days, her rate would be 48.50. And finally, if 2 year old, potty-trained Mariah missed the entire week without scheduling her vacation, her rate would be $50.00.

Children attending the center after-school care program, who attend the center full-time during December and spring school vacations or attend full-time for any portion of the vacation weeks, will be charged the full-time child-care weekly rate.

Arrivals and Departures/ Procedures for Release of Children

Every child in attendance must be signed in every morning and out in the afternoon. Please be sure that anyone authorized to pick up your child is listed in your child's file. No child will be released to anyone not on the list. Persons authorized to pick up your child will be required to show identification before a child is released. If someone is picking up your child, who is not on the pick-up list, you must fill out the change of pick up form located at the sign in area or call the center and speak with a director.

When you authorize another adult to pick up your child from The Willow Grove Academy you must include their name, phone number, address, and give the person your four-digit security number. The person picking up must see a director and have state issued identification.

Illness and Exclusion Criteria

We will only accept healthy children. We depend on you to help us maintain this policy. Any child who is ill and requires limitations from his/her activities must be kept at home until able to participate in regular academy activities. No child will be permitted to remain at school for a prolonged period if he/she has a fever, an illness, which can be transmitted/contacted by other children. Provisions must be made to pick up your child promptly after proper notification by phone. Readmission after 24 hours of any child with a bout with a contagious disease will not be allowed without a signed release from a physician. This is for the protection of your child as well as other children. If your child develops these symptoms of illness at the center, you must pick up your child promptly and not return for twenty-four (24) hours after he or she is free of all symptoms: a temperature of 100.4 degrees or higher, a child vomits two (two) or more times a day, symptoms of a communicable disease such as runny nose (other than clear), severe cough, skin eruptions, reddened eyes, sore throat, painful ears, cold w/fever, headache and/or abdominal pains. A child who has a fever, vomiting, or diarrhea during the night will not be admitted the following morning for the safety of the other children. If a child becomes ill during the day, we will notify the parent to have the child picked up as quickly as possible. Only people with names

listed on the emergency sheet will be allowed to pick up the child. If a child does not attend due to illness, payment is still expected.

Procedures for Dispensing Medication

If a child is in need of any medication during the school day, a signed Medication Permission Form must on file for all authorized prescribed medication given to a child. Prescribed medication must be in its original container with the child's name, directions, and physician's name. Forms are available in the your child's classroom.

Medical Emergencies

There is at least one staff person who has received CPR and First Aid training on duty in each classroom at all times. If children should become ill or injured during the school day, immediate attempts are made to contact parents and/or all persons listed on the emergency information card kept on file for each child. In case of severe illness or injury, the Willow Grove Academy will call 911 for an ambulance and will provide first aid and CPR following the advice which is given when the call is made, until medical personnel arrive. Your child will be taken to a hospital which offers emergency treatment if necessary, on behalf of the parents. If critical illness or injury requires immediate attention of a physician, the child's physician will also be contacted. Parents have an obligation to inform the office in writing when there are changes of address, telephone number or persons designated to pick up a child, so they can be easily reached in case of an emergency.

Accidents

In the event that a non-emergency incident occurs while your child is in our care, parents will be notified by phone call, in person or in writing. A written report of how the incident occurred will be shared with the parent. The parent is required to sign the report indicating they have reviewed and received a copy of the report within 48 hours of when the incident occurred._

Procedures for Parental Notifications

Willow Grove Academy has an open door policy and a parent may visit at anytime. We encourage each parent to get involved with his or her child's classroom. School parties are scheduled annually and parents are encouraged to participate. We also hold Open House once a year so that children can show off their work. Teachers can be available, upon request, for any parent-teacher conferences.

Parents will be kept informed of the policies of the operation, and events through the use of handouts newsletters, program calendars, parent bulletin boards, parent handbook/welcome pack, and one-page policy statement. Social Media via emails face book, and Message throughout the day will be utilized. A copy of the minimum standards for Child Care Center is made available

for you to review in the Directors office. In addition a copy of Willow Grove Academy's most recent licensing inspecting report is posted on the parent board outside the office.

Discipline and Guidance Practices

A caregiver may only use positive methods of discipline and guidance that encourage self-esteem, self-control, and self-direction, which include at least the following: (1) Using praise and encouragement of good behavior instead of focusing only upon unacceptable behavior; (2) Reminding a child of behavior expectations daily by using clear, positive statements; (3) Redirecting behavior using positive statements; and (4) Using brief supervised separation or time out from the group, when appropriate for the child's age and development, which is limited to no more than one minute per year of the child's age. No child of any age shall be subject to cruel, harsh, or unusual punishment, nor humiliated, nor subject to abusive language. It is our policy not to spank, hit, or pinch children. All physical punishment is reserved for the parents. If a teacher or the director is unable to control child's behavior, the parent (s) will be contacted immediately by phone. We will contact you if there is a problem or a concern with your child regarding discipline. If a telephone conversation with your child does not correct the behavior, the child must be removed from the center. Parents must come to the school if contacted by telephone in regards to your child and a behavior problem. Parents are prohibited from hitting or spanking children on the Willow Grove Academy campus.

Meals and Food Service Practices

Nutritional need of the children is met on a daily basis. Willow Grove Academy believes in providing nutritious meals for children. We follow the Child and Adult Care Food Program established to improve the health of children in our care by improving the nutritional quality of meals and promoting healthy eating. The center provides a morning breakfast, lunch, and afternoon snack. Please be sure to let us know of any food allergies or special dietary considerations.

Willow Grove Academy participates in the Food for Kids, Inc. sponsored by Child & Adult Care Food Program. As CACFP facilities we will follow the meal patterns established by USDA. We will serve the following:

Breakfast: consists of a serving of milk, fruit or vegetable and grains or bread.

Lunch: required milk, grains or bread, meat or meat alternate and two different servings of fruits and vegetables.

Snacks: include two different servings of the four components: milk, fruits or vegetables, grains or bread or meat or meat alternate.

Hearing and Vision Screening Requirement

The Special Senses and Communication Disorders Act, Texas Health and Safety Code, Chapter 36, requires a screening or a professional examination for possible vision and hearing problems

for children in certain ages and grades. In October, of the year a child that turns four before September 1, must supply Willow Grove Academy with a form stating that their child has been screened for vision and hearing by a health care professional.

Immunization Requirements

A current completed health form (yearly visits) must be on file for each child at all times. The state health department requires that each certificate be signed by a doctor and show that the child has been immunized against polio, diphtheria, pertussis, tetanus, measles, mumps, and rubella. These documents must be received at the time of enrollment or no later than five days from the child enrollment date. If not received, the child will have to remain at home until documentation is submitted to the director.

Termination of Services

The center retains the right to discontinue its service to any family at the center's discretion. This includes, but is not limited to, payment problems, parental problems, child behavior problems, and bringing in sick children. We ask parents to give at least two week's notice of their plans to withdraw their children.
If your child will not be attending the center because of illness, vacation, or a special visitor, please give us a call. We look forward to seeing your child and appreciate notice if he or she will not be here.

Field Trips

Field trips that are educational and fun are planned during the year. Children in attendance are expected to participate. Due to staffing considerations, we cannot provide care for children who do not come on the trip.

Water Activities

The Willow Grove Academy offers only Splash Days during the summer months for Children age two and older. The water activities include splash/wading pools and a sprinkler, with careful adult supervision. There are no other water activities at the Academy unless otherwise posted.

Transportation

The Willow Grove Academy does not currently transport children except in the case of medical emergencies when directed by a health care professional.

Gang Free Zone

Gang activity within 1000 feet of any childcare center or school is in violation of Texas State Law. Anyone engaging in such activities within this area is subject to harsher penalties.
A copy of the Texas Penal Code Gang Free Zone is posted on the Parent Information Board.

Emergency Preparedness

The emergency plan for Willow Grove Academy is available for review at the front office. Please ask the center Director for the document. Good communication is part of the foundation for a successful program. To ensure the safety of children in case of a fire or other emergency the Academy will participate in monthly safety drills. In the event we should encounter a true fire we will maintain orderliness to have a successful evacuation. Each staff person will know the various routes of the evacuation plan for their room. Evacuation plans are posted in each room. Additional staff assignments will be made in advance to assist each room. The master attendance list and each classroom teacher's attendance list containing telephone numbers and addresses will be located in the emergency backpack in the Academy office. After everyone is out of the each classroom the teacher will close the classroom door behind them. Once the children and staff are safely outside, they will stand as far away from the building as possible.

Our designated relocation area in case of a fire or other emergency will be:

Barbara Jordan Elementary School
1111 W. Kiest Blvd. Dallas, Texas
972-925-8100

In the event of a tornado, and time permits the children will be evacuated to the Willow Grove BC a recognized Safe Place located in the basement of the main church. If time does not permit staff will take the children to the sanctuary building to the nearest interior room. If available, push table up against the inside wall and get the children underneath them.

Minimum Standards

A Copy of the State Minimum Standards is available at the Front Office and also online for parent viewing. A copy of each licensing review is posted at the parent communication center in the school. The Dallas Office of the Texas Department of Family and Protective Services / Childcare Licensing Division is located at 8700 N. Stemmons Freeway, Ste.104 Dallas, TX 75247. The phone number of the abuse hotline for the Texas Department of Protective and Regulatory Services is 1-800-252-5400 we understand that from time to time, a parent feels the need to contact TDFPS. However, keeping the children safe, happy and the parents satisfied are very important to us. Please try to resolve your problem with the schools director first.

Breast Feeding

Willow Grove Academy provides a comfortable place within a classroom that enables our nursing moms to breastfeed her baby. In addition you have the right to provide breast milk for your child while in care.

Child Abuse

It is the responsibility of the staff and parents at The Willow Grove Academy to report any sign of child abuse to the proper authorities. In some instances the state may direct us not

to inform the parents of the report. Please understand we are legally obligated to comply with these guidelines.

Willow Grove Academy

AGREEMENT:

I have read and accept the policies stated above, as well as the enrollment application. I agree to pay Willow Grove Academy any and all fees and tuitions that come due. In the event a third party offers to pay my families' tuition I understand I am still the sole person who is financially responsible. I am paying my registration fee and first week's tuition in advance. Both, the registration fee and first week's tuition, are non-refundable. Willow Grove Academy reserves the right to modify or change the above policies, procedures, and tuitions, as well as the Parent Policies Enrollment Application with two weeks written notice. Your child's attendance, on or after that date, will be considered your acceptance of the new policies, procedures and or tuitions.

_____ _____

Parent Signature **Date**