

2022-  
2023

Windsor Learning Academy  
Daycare and Preschool  
Family Handbook



## **Hours of Operation**

We are open Monday through Friday from 7:00 AM until 6:00 PM.

## **Holidays**

The center will be closed on the following Holidays:

Independence Day

7/4/2022

Labor Day

9/5/2022

Veterans Day

11/11/2022

Thanksgiving

11/24/2022

Black Friday

11/25/2022

Christmas Day Observance

12/26/2022

New Years Day Observance

1/2/2023

Martin Luther King Jr. Day

1/16/2023

Good Friday

4/7/2023

Memorial Day

5/29/2023

If the holiday falls on a Saturday, the holiday is observed on the Friday preceding the holiday. If the holiday falls on a Sunday, the holiday is observed on the Monday following the holiday.

VPK holidays will follow the Hillsborough County School's Academic Calendar. VPK will not be in session during any of the county listed holidays and non-student days. Please see Appendix I for a copy of the Hillsborough County School's Academic Calendar for this school year. Also, please be advised that we follow the Hillsborough County Public School schedule for closures during inclement weather and natural disasters.

### **Program Philosophy and Goals**

At Windsor Academy we understand that a child's education is of utmost importance. We believe that through a stimulating learning environment, children can develop in fundamental ways that are essential for shaping their future. As early as infants, children are able to absorb a great amount of knowledge through interactions with other children and teachers. We have established a learning environment for infants six weeks and older through preschoolers four years old that focuses on developing their abilities as young learners. We are more than just a daycare; we are a team of educators with your child's best interest in mind.

After over sixteen years as a successful private Elementary through High School, we decided to expand our facilities to help meet the needs of our present student's growing families, as well as the local community. For the past four years, we have expanded to educating children ages six weeks to four years old at our daycare location. Our mission is to ensure that every child receives the love and attention they deserve during their developing years. By incorporating our nurturing environment with a well developed educational curriculum, we are encouraging all of our children to grow and learn to their highest potential.

### **Discipline Policy**

At our childcare center, no child will ever receive physical punishment, nor shall they be deprived of rest, food, or toileting. Children will be encouraged to verbalize with others to resolve conflict. Teachers will act as facilitators and help provide students with logical and appropriate ways to handle different issues. Our teachers regard discipline as a means of guidance, not punishment.

Through the use of positive redirection, we encourage our students to work together as teams and learn new ways to resolve conflict at a level that is age appropriate and that encourages emotional and social development. All students can learn how to respect one another and get along.

In order to maintain the safety and protection of all the children in the classroom, a child may be allowed a calming down period in which the child is allotted time away from the rest of the group to regain composure and engage in positive redirection that is age appropriate. Our overall approach to discipline is positive and immediate so that students learn to treat one another fairly.

## **Transition Policies**

### Transitioning into our Center

In order to make transitioning into our center as smooth as possible, it is important that parents and caregivers openly communicate and work together. Parents may wish to share information about the child's routines and behaviors, as well as their likes and dislikes. It is important to remember that every child transitions at a different rate. If your child is unfamiliar with daycare, it may take several shorter visits during the first few weeks so that the child may acclimate to their new environment, and begin to bond with their teacher. The more positive their experience is, the less stressful their transition will be. We ask that parents please be flexible during the first few days of transition so that the child feels most comfortable and safe.

### Room-to-Room Transitioning Procedures

When a teacher is preparing to transition a child into a new classroom, it will first be discussed with the parents. Transitioning children into new classrooms is based on space availability, age, and developmentally appropriate environments. Typically, transition times between rooms begin approximately 3 weeks prior to moving into the next classroom. During the first week, the child will attend the morning in their new room, and they will return to their old room for lunch and afternoon activities. This gives them time to explore and become familiar with the environment, and it allows the teacher to gauge their comfort level. During the second week of transition, the child will visit their new room for all morning activities and stay for lunchtime, returning to their old classroom for nap and afternoon activities. During the third and final week of transition, the child will visit their new room for the whole day. This enables them to begin to establish a routine in their new environment. If the child is not coping after a short amount of time trying the transition, they may return to their room and try again the following day, or until the transition begins to feel more comfortable.

### Transitioning to Kindergarten

Transitioning from daycare to Elementary school can sometimes be stressful for preschoolers. In order to make them comfortable, it is important that the parents and teachers talk about their new school and what they should expect. Allow your child to visit their new school as soon as possible and meet some of the teachers, so they do not feel as stressed. Annual Kindergarten Round up Events are held each summer for transitioning children. Please check your local school listings for more information.

## **Center Security**

At Windsor Academy, we understand the importance of decision making when it comes to your child. Here at Windsor Academy, we provide a loving and safe environment to ensure that you feel at ease and confident when choosing us as your daycare provider. Our facility features all of the following safety features to ensure safety and security.

### **Controlled Access to the Facility**

- All doors are equipped with single action locks that keep outsiders from entering the building, but allow for easy exit in case of an emergency.
- No doors are ever left unlocked.
- Only staff members are permitted to open the doors to parents and authorized adults for drop-off and pick-up.
- Buzzers are installed on every door which sounds when any door is opened.
- A coded-keypad is located on the office door and infant room door to ensure secured access to staff members only.

### **Video Surveillance**

- The daycare facility is equipped with time-lapsing cameras that run 24 hours a day, 7 days a week. The surveillance system is also remotely monitored by the owner and administrators regularly.

### **Pick-up Procedures**

- If an adult other than the child's parent comes to pick-up a child, proper identification is required. Prior authorization with a parent must be approved, and proof of their identification will be copied and kept on file for future reference.
- We keep an up-to-date record of people who are authorized to pick-up students from our facility. If the person picking the child up is not on the list, the parent or guardian will be called and proof of identification must be shown after authorization.

### **Visitation**

- Individuals other than parents, guardians, or custodial parents who have not been DCF and/or FBI fingerprinted will not be permitted on the premises.

### **Security of Personal Information**

- Information about a child or their family is never to be discussed with anyone other than the child’s family. We believe in safeguarding the personal information of our students and their families.

### **Health and Physical Examination Records**

- All students are required to have up-to-date health records and a current physical examination record.
- Students who exhibit a fever of 101 degrees or higher, or have diarrhea will be sent home and not permitted back for 24 hours or until a doctor has cleared the child for return.
- Each room is equipped with a first aid box containing all of the essential items for minor accidents.

### **Cleanliness**

- Our facility and its contents are disinfected daily.
- Each room is cleaned from top-to-bottom to minimize germs and sickness.
- Our toys are also disinfected regularly to minimize sickness.

### **Child Sign-In/Sign-Out Procedures**

At Windsor Learning Academy all children are always accounted for. When a parent drops a child off, the teacher who greets them will sign them into our center by writing the time of arrival and their signature. Upon pickup, the teacher whose care the child is under will sign them out by writing also a time and signature. Parents of students on school readiness vouchers will be responsible for signing their children in and out of care on the School Readiness Sign-In/Sign-Out sheets. These sheets are located in the office for your convenience and must be signed daily with the exact time and date next to your full signature.

Only individuals listed on the Authorized Pickup area of the enrollment package will be allowed to pick up a child. If a teacher does not recognize the individual picking up the child, they will be asked to produce valid government issued identification so that it may be checked with the information we have on file. If the individual is not authorized for pickup, we will make a courtesy call to the parent or guardian asking for verbal authorization over the phone. If we are unable to reach the parent or guardian, the child will not be released out of our care. While we understand that this may sometimes be inconvenient for parents, it is for the safety of our children. If you know that someone who is not listed on the authorized pick up list will be

picking up your child, please call us ahead of time and provide us with their name and approximate time of pick up.

### **Unlimited Access to Your Child**

The parent, guardian, or custodial parent of a child in our daycare center will have unlimited access to their child during normal business hours for the purposes of contacting the child or evaluating the center and the care provided by the center. The parent, guardian, or custodial parent must notify the director of their presence within the facility.

### **Payments**

All weekly payments and school readiness co-payments must be made each Monday by the close of business; 6:00 PM. A late fee of \$25.00 will be added to each late payment, and WLA will reserve the right to deny care to parents who incur an unpaid account balance. Payments must be made in person and can be in the form of cash, check, money order, or credit card. If a child remains in care after 6:00 PM, a late pick-up fee of \$1.00 per minute will be applied to their account. Additionally, please be advised that the weekly rates for childcare remain the same, regardless of whether a holiday falls during a weekday of that week, or if the center is advised to close due to inclement weather as suggested by Hillsborough County Public Schools. Also, we do not offer prorated discounts for a start date that falls in the middle of a week.

### **Nutrition**

Windsor Learning Academy will be participating in the USDA Child Nutrition Food Program. We will provide a nutritionally balanced breakfast, morning snack, and lunch. Menus will be posted in the office for the upcoming week. We encourage the children to try a taste of everything.

The center supplies whole milk for children 24 months and younger. Children 25 months of age and older are served skim or 1% milk. Parents may provide breast milk or formula. We will offer a formula and soy alternative formula for our infants. If you wish for your child to have a formula other than the one we provide, that is fine as well. Please let us know if you will be providing a formula other than the choices we have to offer.

## Illness and Medication Policies

Children who are mildly ill (e.g. minor cold symptoms) may remain at the center only with the manager's approval. Children should be fully able to participate in all activities, including outdoor play. Parents should provide appropriate changes of clothing so that children do not become chilled or overheated; or if they have an "accident".

Children with symptoms of communicable diseases remain with a staff member until the parent or designated family representative arrives for the child. We take temperatures two times to ensure accuracy. We will make every effort to reach a parent when a child is ill, but after 30 minutes, we will attempt to reach the emergency contacts indicated by the parents.

We will not serve children with:

- Vomiting two or more times within a 24 hour period
- Vomiting one time with another symptom
- A fever between 100°F -100.9°F, if combined with another symptom
- A fever of 101°F or higher
- Unusual spots, skin rashes or untreated, infected skin patches
- Uncontrollable diarrhea
- Evidence of head lice, scabies or other parasites
- Severe coughing causing red or blue coloration on face
- Severe coughing that causes a "whooping" sound
- Rapid or difficult breathing
- Yellowish skin or eyes
- Redness of eye with obvious discharge, matted eyelashes, burning or itching of the eye
- Unusually dark urine and/or gray or white stool
- Sore throat or difficulty swallowing
- Stiff neck with elevated temperature
- Excessive fatigue
- An infant or toddler may not remain with an open sore in or around the mouth

Children who show such signs are separated from the other children, supervised, provided with a rest mat, and made comfortable until their parent or family representative arrives to take them home.

Children may be readmitted:

- With a physician's statement that the child is free from communicable disease and that returning poses no risk to the other children

OR



- If visibly free from communicable disease, fever-free without benefit of fever reducing medications for 24 hours, and free of vomiting/diarrhea for 24 hours when on a normal diet.

## **Medications**

Medication is given only if parents sign a permission form. Prescription medication must have a prescription label with the child's name and date, and must be accompanied with documentation on how the medication is given and the proper dosage for the child. This information must also be provided for Permission forms that must be renewed every six months. Medication is administered by the lead teacher or her designee. Such administering is documented. Lip balm and diaper rash medications also require a parent's written permission. Any over-the-counter medications or non-prescription preventative ointments, crèmes, lotions, etc must also be accompanied with documentation regarding how it is to be applied and the proper dosage. Medications are kept in a secured locked box located in each classroom. No medications are to be stored in cubbies or backpacks. No child will "help" to administer medication, inhalers or epi-pens to themselves or others.

## **Allergies**

At the time of enrollment, you will be asked to fill out an allergy exposure list. Please indicate any food and non-food allergies that your child may have. If your child has not been exposed to any of these items on the list, and you are unsure, please check the box for unsure. We will ensure that this information is forwarded to all teachers and placed on an Emergency Assistance Plan and Allergy List located in each classroom. If medication is required to control the allergy, or you feel that an epi-pen may need to be administered at some time, you must fill out a Medicine Administer form located in the office. Children with food allergies will have their meals/snacks supplemented by a food item with comparable nutritional value.

## **Clothing and Shoes**

All enrolled students must wear closed-toed shoes while at the childcare facility. Infants may wear socks or soft shoes, but must have hard-bottomed, closed-toed shoes to wear for playground time. Please make sure that the child's shoes are comfortable and fit properly.

## **Emergency Procedures**

Monthly Fire drills are held at varying times and are documented by the center director. Tornado practice drills are practiced quarterly (four times per year). The following procedures are rehearsed:

**FIRE:** Staff members remain calm and reassure the children. The person noticing the fire sounds the alarm and contacts 911. Staff members escort the children safely out of the building using one of the designated escape routes. The infants are placed in a single crib and wheeled outdoors with the other children. The staff members take attendance forms which are compared to the daily sign-in sheets. The center director checks classrooms, bathrooms, kitchen, playground, and all other areas. Plans for evacuation are posted in each classroom.

**WEATHER ALERT:** Windsor Learning Academy is alerted to dangerous weather concerns via a weather radio monitoring system. In the case of a weather emergency (e.g. tornado warning), the staff members remain calm and reassure the children. Children are escorted to the designed “safe room”, as far as possible away from any potential hazards. Parents who arrive to take their children are strongly encouraged to remain at the center until the weather alert has been lifted.

**ACCIDENT:** The first aid boxes are kept in each room with basic first aid necessities. Emergency numbers for children are located within the office and with each of the children’s teachers. In a serious emergency, 911 will be contacted, as well as the parents and center director. When going for treatment, the child’s injury report form will be provided. Any incident or accident, that occurs on the center premises, will be reported to the parent in written form. A copy of the form is then kept on file in the office.

Emergency closings may occur with instances of severe weather such as Hurricanes. The parents will be notified via phone and signs will be posted on all of the doors of the facility to indicate our closure.

### **Staff Standards and Qualifications**

- All of our staff members are required to obtain a minimum of 45 DCF clock hours. Some of our staff members possess education as high as Master’s degrees and Florida Department of Education Teaching Certificates and/or eligibility.
- All of our staff members must pass a rigorous criminal background check that includes: DCF fingerprinting, local criminal background screening, and personal and employment references.

### **Curriculum**

Our facility has fully adopted the following state approved *Beyond Series* for all of our classrooms.

#### ***Beyond Cribs and Rattles***

#### ***Beyond Centers and Circle Time***

This curriculum provides our staff with the tools needed to create and implement loving, playful, and developmentally appropriate experiences for infants and toddlers.

### **Screening and Assessment of Children**

In order for us to determine where each child is developmentally, we will be participating in ASQ testing for every child attending in our center. The ASQ is designed to help parents and teachers identify each child's strengths and weaknesses, as well as emerging skills, so that we may focus on these areas and create lesson plans dedicated to developing each child's needs.

Permission will be requested to monitor your child's development with the Ages and Stages Questionnaire. If your child exhibits any areas where his/her development is of concern, your child care center will bring this to your attention immediately. The results of each ASQ will always be shared with a parent or guardian.

Only a parent or guardian may give permission for these evaluations. A parent only has to sign one consent form that will be valid for the entirety of your child's care with Windsor Learning Academy.

VPK Students will participate in the STAR early literacy assessments twice a year; the first assessment within 30 days of the start of the program, and the last assessment within 30 days of completion of the program.

### **Parent Involvement**

Teachers meet with individual parents to review each child's progress throughout the year. Conferences may be scheduled at any time. Parents of our infant and toddler children receive daily written information regarding their child. Parents of our preschool aged children will receive weekly correspondence regarding that particular week's theme and classroom activities.

Social and educational events are held at certain times of the year to encourage interactions between staff and families.

### **Procedures for Complaints**

If parents have concerns or need assistance with problems related to Windsor Learning Academy, they may discuss the issue, if applicable, with the staff involved. If they are not satisfied, they may discuss their concerns with the center director, program manager, or executive director. All concerns related to center operations and/or payments will be addressed with the director.

**Termination of Services**

A parent’s right to withdraw their child is respected at Windsor Learning Academy. We require a two-week written notice for termination of childcare services within our center. The parent will be required to maintain their financial responsibilities during the two-week period; including school readiness copayments and any fees that are not covered by school readiness.

Under certain circumstances, there may be instances where termination of service is initiated by the center’s management. All efforts will be made by both the staff and the parents to improve the situation prior to a termination decision. Windsor Learning Academy, INC reserves the right to terminate any child, at any time, for any reason. Parents who disagree with the decision are encouraged to meet with the center’s director.

**Parent Acknowledgement of Receipt of Handbook**

**My signature below verifies receipt of the enrollment package and Family Handbook for Windsor Learning Academy.**

**Name:** \_\_\_\_\_

**Child’s Name:** \_\_\_\_\_

**Date Received:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Please complete and return this page to Windsor Learning Academy so it may be maintained in your child’s file.**