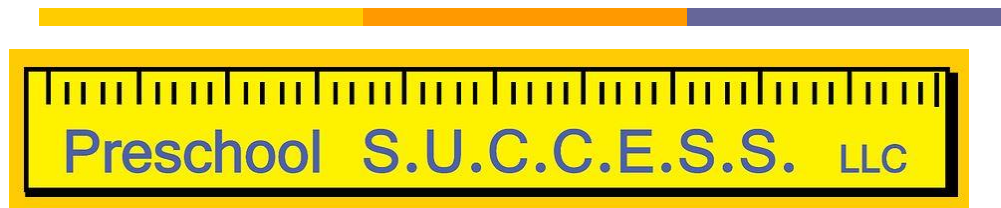




## PARENT HANDBOOK

Revision March 2019



"Going the extra mile for your children."

6805 N 125<sup>th</sup> Avenue in Glendale, AZ

Phone: (623) 742-3956

[www.preschoolsuccess.net](http://www.preschoolsuccess.net)

Dear Family,

## Welcome to Preschool S.U.C.C.E.S.S. LLC

**“Going the extra mile for your children.”**

Every step of your child's journey through life is unique. That's why Preschool S.U.C.C.E.S.S. has set up multiple programs to help kids learn and grow.

Preschool S.U.C.C.E.S.S. curriculum is designed with the expertise and knowledge that children are born with a vast capacity for learning.

Preschool S.U.C.C.E.S.S. teaches the students how to become lifelong learners.

Preschool S.U.C.C.E.S.S. is not a daycare but an extended learning program focusing on each student's academic and personal growth.

Through extended curriculum, highly qualified staff and structured lessons; student success becomes inevitable!



## Our Commitment To You!

- To support our families as a child's first and most important teacher
- To provide our children with the highest quality of care
- To provide developmentally appropriate learning opportunities for all children
- To focus on the interest of the individual child
- To set the standard of excellence in early childhood care and education
- To help instill the love of learning into each child
- To teach and promote character values in each lesson
- To ensure every child's safety as our number one priority
- To be committed to you and your child in all their developmental needs.





## OUR MISSION

### **S** / SENSE OF DIRECTION

Until you have a detailed direction as to how to achieve success, then you will keep on going in circles throughout school, as well as life.

### **U** / UNDERSTANDING

We help students understand the barriers they face each day (both social and academic) and how they can overcome these barriers.

### **C** / COURAGE

Courage here does not mean the ability to see danger and jump into it, but rather how to be able to withstand and pass the toughest of life's lessons and tests. Courage means the strength to obey rules, the ability to forgive wrongs done against us and the strength to face tomorrow despite our disappointments today.

### **C** / CURRICULUM

This is a quality "tutoring" program with its own curriculum, specifically aligned to the state standards.

### **E** / ESTEEM

Simply put; the ability to respect ourselves!

### **S** / SELF CONFIDENCE

Our goal is to give every student the confidence to succeed in school; this is obtained through tutoring and personal academic achievement.

### **S** / SELF ACCEPTANCE

Understand and embrace our diverse backgrounds, use these backgrounds to form a strong school community.



## Description of Program

We aim to provide a program that will enhance a child's learning through play and exploring their environment. Therefore, we offer a balance of structured and unstructured activities. The children will have an opportunity to participate in play, indoor and outdoor, art, Music and Movement, circle

time with songs and stories. We will also focus on early literacy, math and science skills, all of which will reinforce what is being taught in Kindergarten.

## Staff

Our staff is dedicated to your children to maintain a safe, fun environment. All of our staff is first aid and CPR certified.

Our staff is required to attend early child development classes and is involved in on-going professional development through workshops and courses in order to remain well informed.

## Facility

Our facility carries the required Liability Insurance. Inspection reports are available and may be requested.

Our facility is licensed and regulated by DHS: 150 North 18<sup>th</sup> Ave, Suite 400. Phoenix, AZ 85007 (602) 364-2539



## Program Hours of Operation

The center is open Monday through Friday from 7:00 a.m. to 6:00 p.m.

- Our full day program is from 7:00 a.m. to 6:00 p.m.
- Half-day a.m. is from 7:00 a.m. to 12:00 p.m. (5 Hours)
- Half-day p.m. is from 12:00 p.m. to 6:00 p.m. (6 Hours).

## **Hours of Operation, Center Schedules and Routines**

To insure proper staffing ratios tuition is due every Wednesday of the preceding week.

### **Preschool Full Day,**

**Includes; breakfast, lunch, dinner and two snacks, tuition fees are:**

**\$160 per / wk.**

**(Anytime from 7:00 a.m. to 6:00 p.m. Monday thru Friday)**



### **Preschool Half Day,**

**Includes; breakfast and lunch (Morning) or dinner (Afternoon) plus snacks, tuition fees are:**

**\$85 per / wk**

**(7:00 a.m. to 12:00 p.m. 5 hours (Morning) Monday thru Friday)**

**(12:00 p.m. to 6:00 p.m. 6 hours (Afternoon) Monday thru Friday)**

**Discounts only apply to full time preschool children**

**(Military, Heritage Family & Sibling discounts are available)**

**Part time rates only qualify for Preschool Sibling discounts.**

## Preschool Daily Schedule

Schedule subject to change as needed.



7:00 a.m.	Drop off / Free play
8:00 a.m.	Bathroom Time / Wash up / Breakfast
8:30 a.m.	Math/ Numbers
9:15 a.m.	Circle Time / Music / Movement
10:00 a.m.	Art Activity / Center / Cooperative Play
10:30 a.m.	Science & Nature
11:00 a.m.	Bathroom / Wash up / Lunch
11:45 a.m.	Outside Play
12:30 p.m.	Literacy & Writing
1:00 p.m.	Nap / Rest Time
2:00 p.m.	Wake up / Wash up / Bathroom
2:15 p.m.	Quiet Activities / Centers
3:15 p.m.	Afternoon (PM) Snack
3:30 p.m.	Story Time / Circle time
4:00 p.m.	Math/ Numbers
4:30 p.m.	Bathroom / Wash up/ Dinner
5:30 p.m.	Sensory Activities / Outdoor & Indoor play
5:45 p.m.	Free Play – Getting ready to go home.
6:00 p.m.	Close / Pickup

# Policies and Procedures

## Registration/Enrollment

A non-refundable enrollment fee of \$30 per child is due at the time of registration. These fees must be paid and required documentation turned into the office **prior** to your child's starting date.

## **Documentation Required For Your Child's Records**

1. A completed registration packet.
2. A complete immunization card, with the Doctor's name.
3. A completed emergency card.
4. Copy of student's birth certificate.

Please complete all registration, authorization for pick-up forms and a copy of immunization records and return them to the center before your child's first day of attendance. All forms must be kept up to date.

Please inform us immediately if there is any change in: address, telephone numbers, emergency or medical information. All forms are available on the website or can be picked up in the Preschool office.

We accept students 3-5 year of age. **Potty Trained. (No exceptions)**

## Disenrollment

If your child will be leaving Preschool Success please inform the site director at least one week prior to your child's last day. A copy of any paperwork can be requested, however all originals will remain on site for Child Care licensing purposes.

## Waiting List Priorities

Priority for available spots is given to families already enrolled (Registered) and/or on the waiting list. Otherwise it is first come first served as we have available space.

## Tuition Rates

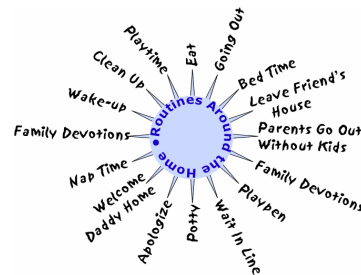
Tuition rates are subject to review and change each year. See brochure for current rates. Heritage Family (Full-Time kids) and Military (Full-Time kids) are eligible for a discount (see director for more information on discounts.)

**Part time rates are not eligible for discounts.**

## Late Fees

Parents must adhere to the hours of their child's scheduled time block. For morning, afternoon, and full day sessions a fee of \$1.00 per minute, per child, will be charged for late pick-ups. This is necessary because of staffing ratios, which must be strictly followed. The fee must be paid in cash.

If we are unable to contact a parent or guardian within 30 minutes of the centers closure at 6:00 p.m. we will notify the Police Department.





## Arrival & Departure Adjustment

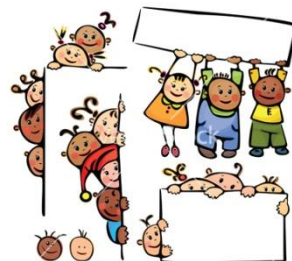
Preschool children can be dropped off at the main preschool starting at 7:00 a.m.  
Preschool children will be picked up at the main preschool room by 6:00 p.m.  
Parents are asked to inform the center if your child will not be attending that day.  
Please notify the center if someone other than yourself is picking up your child.

**WE WILL NOT RELEASE YOUR CHILD TO ANYONE ELSE UNLESS INFORMED OF ANY CHANGE OF PICK UP BY YOU. Please call to inform us of any changes.**

Please make sure the "**Authorization for pick up card**" is kept up to date.

We understand that parents can be unavoidably detained occasionally. If you are going to be late picking up your child please inform the center by phone so we can reassure your child that you are on your way.

Please be aware that starting at 6:00 p.m. late fees will be charged. The fee is \$1.00 per child per minute. These charges are due in full the next day your child attends the center. Thank you.



### Arrival

The center opens at 7:00 a.m. each morning. We encourage children to arrive by 8:30 a.m. so they may fully participate in the morning activities. Parents **must always** accompany their children **in** and **out** of their classroom. Upon your child's arrival and departure, please be sure a staff member in your child's classroom is aware that you are present and are either dropping off or taking your child home.

You must sign in your child using the sign in book or computer sign in which will include: time of arrival, and time of departure. For the safety of your child and in the case of an emergency, please be sure to follow this regulation.

### Guidelines for a Smooth Separation

When you arrive at the center, plan to spend a few minutes with your child. Seek out a familiar adult or favorite activity. A teacher will be there to greet you, especially if you and your child are new to the center. Sometimes children need to share this time with parents before they can try it on their own. Interestingly, in most cases when children sense their parents' willingness to spend some time with them, they feel comfortable enough to move out on their own. However, when they think parents are anxious to leave, children sometimes feel they have to cling all the more. When you leave, be sure to say good-bye, then follow through and leave. Continually returning makes it more difficult for the child and parent to separate.

When you depart, your child may cry and protest. This protest is what psychologists call separation distress. It is part of the normal developmental process of establishing an independent and autonomous existence, separate and apart from parents. The intensity of a child's distress seems to depend mainly on the child's personality and temperament. It also depends on the way teachers handle the anxiety and the way in which parents leave. Children may show this kind of behavior at the initial separation. As they become familiar with the teachers in the classroom their protest will taper off. If you are experiencing difficulties in this area, please let one of the teachers know.

If you feel a need to insure your child's adjustment, please feel free to observe your child and his/her interactions in the classroom from the observation booth. **Please note** that we have an open door visitation policy for parents. However, there may be occasions when seeing your child is a disruption to other children; please remember to consider the needs of others. Thank You.

## Departure

Parents sometimes find it difficult to get their child to leave at the end of the day. It is important for the parent not to feel rejected or unneeded when this happens. In fact, the child may be feeling more secure with a parent present, and may feel freer to participate in activities with other children. If possible, it is helpful for the parent to come into the room and tell the child that they will be leaving soon.

However, if a speedy exit is necessary, tell the child that it is time to go and stick to the decision. Our teachers will support you by telling your child it is time to go. If you have questions, teachers are able to help with this process. Take the time to stay with your child at the center when time permits.



## Payments

Cash, Money Order, Check or Debit / Credit will all be accepted. Please make money orders payable to "Preschool Success LLC".

Please put your child's name on your payment. Payments are made in the office to the Director. A receipt will always be given for all forms of payments.

## Holidays

The center will be closed in observance for all published Holidays. (See Calendar).

## Refunds

No refunds in tuition are made for sick days or other absences in general.

## Attendance/Cancellations

Please notify your Teacher or the Director if your child will be absent on a scheduled day of attendance, we do worry! If circumstances cause you to withdraw your child, you must submit a written notice of your exit date to the office two weeks prior to your child's last day of care. If we are not notified in written form, we will continue to bill your account for two weeks.

# **AUTHORIZED PERSONS**

## Emergency Contact Information

Each parent must have on file a list of names and phone numbers of emergency contacts. The emergency contacts are persons in the area who are authorized by the parent(s) to pick up and/or care for the child in case of illness or emergency when the parent cannot be reached. Please be sure the persons whose names you give are aware that they have been listed for this purpose and that staff members will ask for identification of any person with whom they are not familiar. In the case of legal issues, the registered parent must indicate who has legal custody and who may pick up the child on the enrollment form. We assume no liability if not properly advised. If you won't be at the number you have listed to contact you during your child's day at school, leave a note with a staff member and/or on the sign-in sheet with the number at which you can be reached. Whenever there are changes to be made, it is your responsibility to update the emergency cards located in the center's front office and your child's classroom. Written authorization is required for changes in this respect.



**Children will only be released to persons whose name appears on the emergency cards.**

## Special Circumstances

If a staff member suspects that the person picking up the child is under the influence of alcohol or drugs, the child will not be released. Another person authorized to pick up the child will be called. The safety and well-being of the children in our care is of primary importance. If any child care staff believes that an adult who is picking up a child is not in a condition to drive or adequately care for the child's safety, the staff will not release the child to the adult until the child's safety is assured. Staff will offer to call a cab for the person or call another authorized adult to assist in picking up the child. Determining whether or not to release a child in this situation is difficult for the parent, the child, and the staff member. The Campus Police stand ready to assist us in any decisions we make.

## **DAILY ROUTINES**

### Clothing and Personal Belongings

We ask that all clothing be appropriate for child care. We do many fun and messy activities. We don't want to ruin anything that is special to you or your child. We ask that you leave at least one complete outfit for your child here at school. Because children grow so fast, it is important to check the fit and weather appropriateness of these extra clothes from time to time. **Always label everything with your child's name.**



### Communication

The parent bulletin boards contain items pertaining to fundraisers, conferences, parent involvement, and many other items we feel may be of interest to you. The director's office has a general information board. Every other month, a center newsletter will be published and placed in your parent file folder. Parent-teacher conferences are scheduled each semester; however, you can request a parent-teacher conference at any time.

### Cubbies / Children's area

Your child will have a cubby at school for storing personal belongings. Some children may have to share their cubby with another child. Please check the cubby daily for your child's artwork, etc. Also, please help your child learn where his/her cubby is located.

### Discipline

Children are taught the importance of being a friend and treating others with care and respect. It is our belief that the goal of discipline is to help young children gain inner self-control so they become aware of what is acceptable behavior. If unacceptable behavior is displayed, we explain why the behavior is inappropriate. If the behavior continues, the child will be directed to another activity. A child continuing to have difficulty will be removed from the activity for a short period of time in order to regain his/her self-control. The general rule for "time out" is one minute per year of age, up to five minutes maximum. Time out is used as a skill building tool, not punishment.



## Strategies

A variety of strategies are used to help guide children's behavior. A strategy will be effective in some situations and with some children but may not be effective at another time. Each child and situation is different so different strategies may be used. The following strategies will be used to promote positive interactions among children and adults in this facility:

1. We set clear and consistent limits by explaining what is expected of each child. We speak slowly and clearly using a calm, friendly voice.
2. We reinforce appropriate behavior with both words and gestures. It is important to acknowledge positive behavior.
3. We redirect or divert children when appropriate. This means sometimes having the children redirected to another activity or area.
4. We encourage children to verbalize their feelings and their needs at all times.
5. We provide children with appropriate choices for their behavior. This gives them the opportunity to make decisions.
6. We do not use corporal punishment (spanking, hitting, shaking, deprivation of meals or snacks) as a form of punishment in this facility.

## Severe Behavior

Young children can present challenging behavior as they learn to interact appropriately in the educational setting. We are committed to using positive guidance strategies when teaching young children how to manage their own behavior.

Developmentally appropriate guidance and classroom management promotes positive social skills, fosters mutual respect, strengthens self-esteem, and supports a safe environment.

However, at times some children will exhibit severe behaviors that cannot be managed within the classroom setting.

Severe behavior is defined as:

- Danger to self or others (examples include but are not limited to : head banging, excessive biting that breaks the skin, hitting, hair pulling, using objects to inflict bodily harm, etc.) and/or
- Disruptive behavior that creates chronic interference to classroom activities (examples include but are not limited to: tantrums, screaming, foul language, severe or chronic non-compliance or defiance.)

The parents will need to meet with the teacher and/or the director to discuss the situation and appropriate measures. Behavior that is chronically unacceptable may be an indicator that further support or assessment is needed.

## Hygiene

Children will be encouraged to learn good hygiene habits. Children will be guided by teachers to wash hands with soap and water before and after meals and snacks, after using the toilet, and before engaging in any cooking activity or water play.



## Outdoor Play

Please bring appropriate clothing for the weather (i.e., sweatshirt, jacket, gloves, and hat). **Please remember to label all clothing.** Unless the weather is extremely severe, we will go outside for much needed fresh air and large motor play. If your child is too ill to go outside, s/he should be kept home.

## NAP TIME / QUIET TIME

To protect your child's health, Cots/Mats are sanitized regularly. **Parents should provide a familiar cuddly blanket and Sheet (State Law Requires)** to help soothe a restless body. Please label them and remember to take it home at the end of the week for cleaning.

## Lunch/Snacks

Your child's lunch will be provided by the school. Each day, the center furnishes preschool children with a morning snack and an afternoon snack.

Arrangements may be made with your teacher if you would like to provide a snack for a birthday party or special event. Special snacks provided by you must be store purchased or made here at the center.



## Toys

We ask that all toys with the exception of sharing days (Show and Tell) stay at home. This assures they will not be lost or broken while at school. Any toys that are brought to school will remain in the child's cubby until pick up time.

## Transportation/Field Trips

We do have some transportation available to and from school.

Please check with the Director for specific / current availability.

For special field trips, transportation may be arranged. Parents will be notified prior to any field trips. Parental permission is required before children may be transported on a field trip.

Parents may be requested to join a field trip event.

Please check the board, Sign up list – Forms for Bus Transportation.



# HEALTH ISSUES

## No-Smoking Policy

This is a non-smoking facility. No smoking is permitted inside the building at any time.

## Sick Child Policy

For the safety and health of all our children and teachers, sick children need to be at home. Please do not send your child to school if s/he has had any of the following described conditions during the previous 24 hours. Also be advised, if your child exhibits any of the following signs while at school, s/he will be isolated immediately and you will be contacted to come pick up your child. When you have been contacted because of illness, please pick up your child within the hour. It is very important you have alternative care for your child when s/he is sick. We know it can be a very frustrating time when a child is sent home because of illness.

**No tuition adjustment will be made for absences due to illness.**



Please keep your child at home if any of these symptoms are present:

- Diarrhea (2 or more loose stools)
- Difficulty or rapid breathing.
- Asthma or severe upper respiratory infection unless parent provides evidence that child is under physician's care.
- Vomited within last 6 hours.
- Yellowish skin or eyes.
- A temperature of 100.4 degrees Fahrenheit or higher and/or has had a fever during the previous 24 hours.
- Mucus with green or yellow color, unless child has been on antibiotic therapy for 24 hours.
- Undiagnosed rash.
- Sore throat.
- Severe cough.
- Chicken pox, pertussis, measles, mumps, rubella, impetigo, diphtheria or herpes simplex.
- Untreated scabies, tinea corporis or capitis (ring worm).
- An ear infection, unless provided notification that child is under physician's care.
- Untreated head lice.
- Pinkeye.

Any contagious or communicable diseases require notification to the Public Health Department. If your child comes into contact with or contracts a contagious or communicable disease please contact us immediately.

If your child becomes ill at Preschool, we will make your child as comfortable as possible. Parents will be contacted and are expected to pick up their child from the center as soon as possible.

## Medication

Staff **CANNOT** administer any medication to your child.  
All medication must be administered at home.



## Injuries

The staff makes every effort to ensure the safety of your child. Unfortunately, accidents do occur. As a partner in the care of your child, we realize that you will want to be aware of your child's injuries or illnesses that occur at the center. In order to keep you informed, we will provide you with an Accident and Incident Report for each occurrence. In case of a serious injury, we will make every attempt to contact you for instructions. If we cannot reach you, we will call the person you have indicated on the emergency card to make medical emergency decisions about your child. Please keep all these numbers updated.

Your signed emergency medical release will also assist us in obtaining prompt medical attention. A staff member will stay with your child until your arrival. Staff will not administer medical treatment, other than emergency first aid. All staff will be provided with CPR and First Aid Training.

## DRILLS and EVACUATIONS

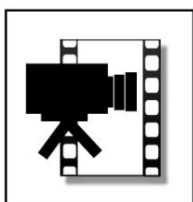
### Fire Drills

Emergency fire drills are held monthly to acquaint your child with evacuation procedures. This may make quite an impression on your child the first time a drill is held, but your child will soon become accustomed to it and know just what to do. Our center is equipped with a fire alarm system, ceiling sprinkler system and fire extinguishers are placed throughout the building. The Fire Marshall Inspection Certificate is posted in the front office.



## Pesticide Warning

Occasionally Heritage Elementary will conduct an all school Pesticide spraying. All efforts are made to have any necessary pesticide sprayings take place when Preschool Success is not in session (ie. Holidays). However, in the event that a spraying is going to take place, Preschool Success will let all parents know at least 48 hours in advance.



## Videos in the Classroom

Videos are occasionally shown in the classroom to educationally enhance the early childhood experience. Occasionally, videos are shown for entertainment purposes, but these are age-and group-appropriate. The quality, quantity, and purpose of videos shown to children are important considerations in a group care setting. When a child brings in a video to have shown to the other children, there is much we need to consider. Does it have educational relevance? Is it appropriate for the group of children (too long, scary, etc.)? Does it contain some material other parents may find objectionable? Parents can help us in this effort by letting their children know parents need to talk with teachers about bringing videos into the classroom.



**\*Reminder we are a Nut Free Classroom\***



## PARENT INVOLVEMENT PROGRAM

Parent involvement at the center is one of the most important components. If you wish to volunteer your time please talk to the director.

## SPECIAL EVENTS

### Birthdays

Birthdays may be celebrated at the center. Please contact your child's Teacher and make arrangements.



### Holiday Celebrations

Holidays represent opportunities for young children to learn about the celebrations various cultures observe. Certain holidays are recognized in the preschool classrooms in ways that are consistent with the individual program's curriculum and the age of the children.

Examples include (but are not limited to) Halloween, Thanksgiving, Hanukkah, Christmas, and Easter. The center staff, however, recognizes, understand, and value other holidays which reflect the cultural diversity represented among our families.

## Confidentiality

Please rest assured that information and any matters concerning your child will be kept confidential.

Please be aware, however, that we are legally required to report any suspected child abuse to the local authorities

## Lunch and Snacks

Breakfast, Lunch and Snack will be provided for our full time Preschoolers. Please review the menu posted and let us know of any allergies or concerns.



Thank you for taking the time to read through the handbook. Hopefully, it answered any questions you may have about our program. If not, please do not hesitate to contact us at 623-742-3956 ext 132,

2019 Preschool Staff

