



REVISED December 2022

“ABSOUTLEY THE BEST CARE AND DEVELOPMENT”

PROVIDING TOP NOTCH CHILDCARE SERVICES FOR TOP NOTCH FAMILIES
SINCE 2006



PARENT HANDBOOK

2023

1622 PULASKI PIKE NW CAMPUS/704-A ARCADIA CIRCLE
HUNTSVILLE, AL 35816/35801
(256) 427-5558/(256) 489-9087

www.volabumblebees.com

Owner/Operator



Executive Director



Facility Director



WELCOME LETTER

Hello and Welcome to Visions of Learning Academy I, II and School Age Services (SAS) Programs. We are pleased that you have chosen our school to meet your needs. Our goal is to help your child reach their full potential emotionally, socially, intellectually, and spiritually, while providing them with a comfortable, school like atmosphere. We maintain only the highest standards of excellence.

Our staff will enrich your child's knowledge through daily instruction in language skills, reading, math, science, bible stories, creative art and movement and music, Spanish, sign language and much, much more learning and growing activities combined with the use of our National Accredited Curriculums used in accordance with classrooms and child's age.

Upon registration you will receive your parent handbook, please take time to review this handbook and familiarize yourself with all forms policies and parent responsibilities.

We look forward to working together with you to meet your expectations for the health, safety, and personal development of your child. Listed below are detailed regulations for VOLA hours of operation, tuition rates, rules of operation and etc.

Sincerely,

Mrs. Cynthia Seay

256 427-5558/256 489-9087

dcseay02@yahoo.com

THE VISION/CENTER GOALS AND WHY WE EXIST

The vision of VISIONS OF LEARNING ACADEMY is to provide an excellent learning environment, to help children become academically strong, respectful of others and to become achievers. We can accomplish this by building a team of teachers, staff, and parents who strive for excellence to become their best selves and to give children their very best. We exist to meet the needs of all children and parents. Our goals for the children of VISIONS OF LEARNING ACADEMY is to succeed in the area of child development. Visions of Learning Academy's goal is to be a distinguished child development center. We want to offer your child all components that are recognized nationally as a quality early childhood practice. We want your child to develop academically, creatively, and socially.

1. Academically- We will provide opportunities for your child to be Kindergarten ready.
2. Creatively- We will provide the nurture that is necessary to develop positive thinkers who will become positive and strong members of our communities.
3. Socially-We will expose the children to interaction that will result in self-confidence and proper social etiquette.

NON-DISCRIMINATION POLICY

VISIONS OF LEARNING ACADEMY admit students of all races, color, nationality and ethnic origin made available to students at the school. VOLA does not discriminate based on race, color, national and ethnic origin in administration of its education, admissions policies, scholarship programs, and other school administered programs. There is an open-door policy for all families.

HOURS OF OPERATION AND CLOSINGS

OPERATION SUMMARY

Ages of children served

Ages Infants 6 wks. to 12 years

HOURS OF OPERATION

January-December

Monday-Friday

6:30 am- 5:30 pm

Night Care VOLA II Only if

Currently Offered

2:00-10:00 pm

After school program

3:00 pm – 5:30 pm

DROP OFF AND PICK-UP TIMES

VISIONS OF LEARNING ACADEMY operate daytime care from 6:30 a.m. to 5:30 p.m. weekly.

- Morning children drop off times are between 6:30 a.m. - 9:30 a.m. **Any children dropped off without a doctor's excuse will pay a \$35 late drop off fee**
- Day shift child pick up is no later than 5:30 p.m.
- Night children drop off times are between 2:00 p.m. – 4:00 p.m.

- Night shift child pickup is no later than 10:00 p.m.
- **No Morning shift** child with out prior approval and notification of appointments etc., will be allowed to enter the school **after 9:30 a.m.**
- **No Night shift** child with out prior approval and notification of appointments etc., will be allowed to enter the school **before 2:00 p.m.**

We reserve the right to terminate an enrollment if you fail to provide the necessary forms required, fail to pay tuition fee, and have excessive tardiness in picking up your child.

VISIONS OF LEARNING ACADEMY CLOSURE DAYS 2023

16 January 2023 MLK Holiday

20 February 2023 Presidents' Day

7 April 2023 Good Friday

29 May 2023-2 June 2023

19 June 2023 Juneteenth

4 July 2023 Independence Day

18 August 2023 Annual Mandatory Staff Training

4 September 2023 Labor Day

(HSV City School Fall Break Schedule) Week Closure Break Oct 2023

10 November 2023 Veterans Day

23-24 November 2023 Thanksgiving Holiday

Christmas Break 25 December 2023-3 January 2024

PRE-ENROLLMENT PROCESS & TUITION RATES

ADMISSIONS PROCEDURES

Application for admission should be made at the Center. Acceptance will be on a first come, first-serve basis depending upon space available in the classroom serving the age group of the child and a pre-admission interview. This form contains pertinent information about the parent(s), which is used for consideration of entrance into the program.

PRE-ADMISSION INTERVIEW

The Administrator upon the receipt of the application will contact parents. If a space is available, an interview with the applicant will be scheduled for further consideration and evaluation. If a space is not available, the child will be placed on the waiting list and notified when an opening does occur.

VISIONS OF LEARNING ACADEMY provide care for children ages 6 weeks to 12 yrs. old (upon availability). Admission is contingent upon availability of space in our program. To register you child, simply complete and adhere to the following.

1. Complete Child's Pre-Enrollment Form, (Form Provided)
2. Parental Agreement Policy signed and returned
3. Provide proof of immunization upon enrollment (original copy to remain at facility)
4. Registration Fee of NON-REFUNDABLE **\$100.00.**
5. Reminder, Re-registration fees are same as above and are due annually in August of each year for all students.

ADMISSION AND PARENTAL RESPONSIBILITIES

1. Keep Parent Information Forms and Records current as changes occur sign and date all forms.
2. Standard Fees are paid every Monday by 12 pm in advance for the current week of care.
3. If the child is absent the weekly fee is still the same with no exceptions. **Remember fees are paid based upon your child(ren) are holding a paid slot not due based on attendance.**

Weekly Payments-Made in Advance Each Monday Before Services Are Rendered

Tuition is based on the actual cost of operating the center. Your child's enrollment within our childcare program is contractual and not for services rendered. Reminder to parents that tuition is based on your child/children occupying a slot in the program and not attendance based. Meaning, your full tuition rates are required each week whether your child attends one day, no days to include center closings, holidays, inclement weather days or etc., this is a contractual service. On Tuesday accounts will be assessed a late payment fee that cannot be removed no exceptions. **No cash is accepted for tuition unless accepted by Ms. Cynthia only.**

Tuition Rates

Day Weekly Rates:

\$225 per week for 6 weeks to 36 months (Fulltime)
\$200 per week for 36 months –5 years old (Fulltime)
\$150 (Part-time 20 hours or less)
\$95 per week Afterschool
\$125 Summer/Holiday School Age Full Day

Nightly Rates: 2pm-10pm

\$250 per week 13 months -12 Years of Age (Fulltime)
\$185.00 (Part time 20 hours)
\$65 for Nighttime Drop In
\$50 Late Payment Fee (After 12Pm on Mondays)
\$50 Late Drop Off Fee
\$50 Returned Check Fee

Parents will be given a one-week vacation (no fees due) upon one-year enrollment in the program. A one-week notice must be given, and child will not be able to attend during this week.

Payments are to be made by Procure payment system, money order or checks only.

NON-PAYMENT IS NOT ACCEPTABLE. There will be a \$50.00 late fee if payment is not rendered on the stated Monday and an additional \$5.00 each day thereafter never going beyond one week of payment. VOLA does accept CMA payments, but if there is a co-pay difference parents are required to make these payments on said payment schedule dates. If you cannot or do not pay within a two-week period, this will constitute a forced termination of your child(ren) from the program. In the event of a termination from the program your child's placement may be filled by someone else on the wait list. Re-enrollment may be possible upon prior approval by the program Director only. ***Parents will be given a one-week vacation (no fees due) upon one-year enrollment in the program. A one-week notice must be given, and child will not be able to attend during this week.*** VOLA programming begins at 6:30 am. Due to an active schedule and meal preparation count; children cannot be brought in any later than 9:30 am without a doctor's note to ensure meal counts and completion of the full program scheduling. Constant tardiness will be addressed individually and is subjected to a drop-off late fee.

Paying in Advance

When your services are paid in advance and you're withdrawing your child before the services are rendered results in no refund of tuition or registration rate.

Late Pickup

There will be late pickup charge of \$35 initially and \$1 per minute thereafter that must be paid at the time of pick up for children not picked up at their regular dismissal time. Consistent lateness will result in termination of services.

Continual Disregard for Signing You Child in and Out Rates

Upon arrival all children are to be physically signed into our care using the Procure system at each sign in/out station. Failure to do so will result in fees being added to your account up to \$20. Continual disregard for signing in and out will result in termination of services.

Registration Rates-Due upon enrollment and every year during the first week in October

A registration rate of \$125 is payable for each child at each point of enrollment. Registration rates are charged annually and will be billed the first week in October for each succeeding year of enrollment at the rate of \$125. Registration rates are used to replenish our program with materials, school spirit shirts, equipment and supplies that are used in the classrooms to provide an excellent learning environment for children. Please use this time to complete a new Pre Enrollment Form for current information update.

Unpaid Fees beyond Termination or Withdrawal

A two week's company provided written notice /exit interview form and payment is required two weeks before your child's last day of service. Avoidance or failure to do so will result in your last two weeks being billed to your account with collections actions to follow. In the event of termination or withdrawal without payment of past due accounts VOLA reserves the right to take any legal action necessary to recover any unpaid accounts. In accordance with Alabama Criminal Code 13A-8-10.3, theft of is of Services in the third degree and is a Class A Misdemeanor. This crime is prosecuted in criminal court and according to state laws can and will include collection of unpaid accounts, lawyer's fees, and court costs.

RETURN CHECK POLICY

There will be a \$35.00 returned check policy fee to be paid to the center in addition to the original childcare weekly rate. All fees will be due in cash on the first day upon returning to the child learning center, after the center has notified the Applicant of its return; and The Center has the discretion to re-deposit a check at the parent's request. However, the parent must pay any fees that were incurred from the return check. The Center will not accept any future checks from the Applicant (upon notice of any returned check) and will not provide any further services to the Applicant until full payment is received.

Parents will be given a one-week vacation (no fees due) upon one-year enrollment in the program. A one-week notice must be given, and child will not be able to attend during this week.

OPEN DOOR POLICY

Parents are always welcome to drop by with or without calling to observe their child's daily activities while in the program. There will be times when activities within the program will involve parent's presence and prior notice will be given. Always feel free to comment and suggest on any aspect of the program that will better accommodate your child's stay. As well, VOLA management is active in the programming and will be always available.

POSITIVE DISCIPLINE

Caregivers shall use positive discipline, which shall include the following:

1. Communicate to children using positive statements.
2. Encourage children with adult support, to use their own words and solutions in order to resolve their own interpersonal conflicts.
3. Communicate with children by getting down to their eye level and talking to them in a calm quiet manner about what behavior is expected.

DISCIPLINE DOCUMENTATION/COMMUNICATION TO PARENTS

1. This Policy shall be distributed to parents and staff.
2. Caregivers shall have ongoing communication between home and day care regarding all aspects of the care of the child.
3. Caregivers shall document any history of recurring discipline problems and subsequent formal parent conferences in the child's record.
4. In cases of recurring or severe misbehavior, parents will be contacted so that we may work things out together. If the misbehavior continues the Executive Director may place the child on a two-week probationary period. If the situation does not improve, or a plan cannot be implemented for improvement during the probationary period, ***parents will have one week to withdraw their child from the facility.***
5. Please note that if a school age child is suspended from school, they are not allowed to attend the pre-k or school age programming as well.

ARRIVAL AND DEPARTURE PROCEDURE

Children are to arrive to school with all items needed for quality of care. If the child arrives and items there should daily be a minimum of diapers in infant/toddler cubbies. pes, formula or change of clothes are missing, Visions of Learning Academy reserves the right to deny care for that day. Having all items needed to care for your child each day is critical for continual quality services and care for your child and other children that are in our care. **PLEASE ALLOT TIME FOR QUALITY ARRIVAL AND DEPARTURES. AS A REMINDER CELL PHONES ARE NOT PERMITTED DURING DROP OFF AND PICK UP TIMES.**

DAILY SCHEDULE/ACTIVITIES

Daily activity schedules are posed within your child's classroom these activities are scheduled and are to be fun filled as well as a learning experience for your child. All classrooms will comply within a naptime/quiet time period during the day. Please refrain from scheduling classroom visits or possibly other appointments at that time due to children rest time. If you are aware ahead of time of a scheduled appointment, please notify staff in advance.

Upon arrival the child's outward appearance (illness or injuries) and, if possible, the attitude (the way the child acts) will be inspected. If child abuse or neglect is suspected all staffers are obligated to report to the Madison County Department of Human Resources and if they chose, also to management.

Toddler/Preschool Homework Practices

Visions of Learning Academy reserves the right to send home homework for our toddler/preschool program as this is an integral part of our childcare program. Parents are not to do the homework for the student, but the homework is to be completed at home by the student.

SAS Experience

Homework is #1 and top priority for us especially during the school year. Please ensure that your child know that they are expected to use pencils, easers, scratch paper and their agenda. Our goal is to assist with homework. If your child can't understand the lesson to complete it thoroughly, please contact their public-school teacher and or inquire about our tutoring services. Know that we will attempt as we may to assist as we can to accomplish most to all the assignments when time permits.

LOST CLOTHING

To keep your child's clothing from being lost and or stolen, please bring your child's change of clothing inside of a bag (clear bag) and that all clothing items are labeled. We also ask that you refrain from bringing your child in expensive clothing such as (Polo) jackets, hats, mittens and such. Over the years we've noticed that items go missing quickly when they are not labeled, children leave them on our vans, or if there is a shift change. To lessen the loss of items please be sure that your child's items are placed in their cubbies by you. **VOLA cannot cover the cost of lost items. JEWELRY IS NOT PERMITTED AND WILL NOT BE REFUNDED BY THE PROGRAM IS LOST OR DAMAGED.**

INFANT-PRESCHOOL, FEEDING CHANGING AND CHANGING PROCEDURE

Diapering Every Hour on the Hour

Here at VOLA we want for our children to remain safe and clean to the best extent possible therefore we ask parents to bring at least two pairs of changing cloths and ten available diapers per day, we check/change our children every hour while they are in our care. Parents are to supply diapers, and wipes for their children. If none of these supplies are provided to the center, quality childcare services for that day may be denied.

MEALS/FEEDING

Our infants are fed when the need to be fed arise. All Infant foods that a brought in pre-made by parents and any other foods such as bottles and bottle tops must be individually labeled. If a parent sticks strictly to a daily plan these thoughts must be in writing and on the child's, infant feeding plan. Infant feeding plans are required by the State. Infants that eat table foods are on the normal schedule of feeding just like the rest of the childcare on a schedule. As for children with extreme special diets such as gross allergies please list for center purposes a food list that will better accommodate your child's feeding diet.

All pre-toddlers beyond the age of 12 months will be table feed and will begin sleeping on cots sometime soon at this age he or she will begin transitioning to the pre-toddler classroom.

Our pre-toddler, toddler, preschool and afterschool programs feed all children as the schedule states on the lobby menu board. Your child will be offered a nutritious, well-balanced breakfast, lunch and an afternoon snack. For children on special diets due to allergies to certain food or any other reasons, the parents are responsible for providing this information up front with doctor's notations otherwise your child will be served the food per our daily menu. Also, please note that parents must leave a statement for the child's file stating that you choose to substitute a healthy USDA compliant meal by choice or allergies; (if allergic) signed and dated with doctor's statements for the food allergies. Potty practices for all children are on a need be basis with freedom of bathroom trips as need be.

HEALTH AND SAFETY

Care of Sick Children

A known sick child cannot be accepted upon arrival to the facility. If a child becomes ill or is involved in an actual accident, the parent/guardian will be notified immediately. An accident/incident report will be given to parents when the child is picked up or the following day pending signature of the center director. If the parent/guardian cannot be reached, and illness or accident of serious nature occurs, your child will be transported to the nearest medical facility.

Note that if the parent/guardian cannot be reached, the emergency contact person will then be called to come and pick up the child. If your child has any symptoms that may give the impression of sickness, VOLA staffers should be made aware so that proper care and watch can be given in the case true sickness occurs.

A child will not be accepted or allowed to remain at the VOLA if the child has:

- The equivalent of a one hundred and one (101) degree or higher oral temperature
- Symptom such as but not limited to a rash or diarrhea or a sore throat.
- Carrier of communicable disease and no doctor's notice provided stating they are non-contagious and may return to school

Health Monitoring

An unhealthy/sick/vomiting child is not comfortable in an active environment. VISIONS OF LEARNING ACADEMY is responsible for reporting to the parents any observed changes in their child's health or any accidents that their child may have been involved in. We will observe and make you aware of any unusual signs in your child's behavior or any other abnormal symptoms.

- ◆ Infant 6 weeks to 12 months
- ◆ Pre-Toddlers 12 to 24 months
- ◆ Toddlers 24 to 36 months
- ◆ Preschoolers-A 36 months to 3 ½ yrs. old
- ◆ Preschoolers-B 3 ½ to 5 yrs. old

A child will/can be moved from one group to the next as his chronological age, emotional maturity, social and physical development progresses or your child's class may change to fit program logistics.

Availability of space in each classroom is another consideration. Every effort will be made to discuss with parents the transitions of children from one class to the other.

TRANSITION PROCESS:

When your child's age and developmental milestones require transition, we will complete the following steps, if possible and center enrollment will allow it:

For two weeks or so: If time/program logistics permits, your child will go directly to the class they are in, then the staff will transition them.

CELEBRATION BIRTHDAY PARTIES

Birthday Parties – We will allow our parents to bring cupcakes and ice-cream, but these items must be store brought. NO FOOD FROM HOME (some children may have food allergies)

PARENT ENGAGEMENT

COMMUNICATION/FAMILY AWARENESS/INVOLVEMENT/CONCERNS

Parent Communication/Notice

In order to provide communication with our Parents, VISIONS OF LEARNING ACADEMY offer the following:

- Daily interaction with management and staff at check in and check out times
- Use of our Procure Connect System Portal
- Parent Monthly Engagements
- Online weekly billing statements
- Posted Notices on front door
- Information streaming in the lobby
- Like us on Facebook at VISIONS OF LERNING ACADEMY

Parent/Teacher Conferences

Both parent/guardian and child must attend conferences to meet with teachers to go over child's assessment/progress report these can occur twice annually.

PROCEDURES FOR PARENT/GUARDIAN CONCERNS

If a parent has a concern or disagreement concerning your child, they should immediately discuss the matter with the teacher or management attempting to resolve through informal

discussion. If there is no resolution to the problem, the parent/guardian should contact the Executive Director. Then the Executive Director will mediate the problem with all parties involved.

PARENTAL ACCESS

Parents may visit the Academy unannounced and at any time that their child is in care. Any information requested by the parent concerning the operation of the academy or the care of the child will be provided to parents. The parent(s) will be provided daily communication (verbal/written) regarding the care of the child, especially with infants, toddlers, and nonverbal children.

VISITOR ACCESS

Parents please do not allow non ID'ed visitors to have our door codes. All parents are familiar with the door coding to access the facility. Only the primary guardians are allowed to have a code. **Providing your family members and friends with the code is a direct rebellion to our safety policy.**

Do not hold the door for anyone, they will need to use their code to have access just like you did. It's possible that you doing so that could endanger our children in the worst way.

TRANSPORTATION GUIDELINES

Transportation to and from regular programming is not provided. There will be many times when transportation of children 3 and older to and from other scheduled activities will be needed. Prior notice of events will be given and all transportation will be approved through the program director and meet DHR regulations. Not at any time is Department of Human Resources responsible for neither transportation issues nor events that occur away from the facility.

Listed below you will find all the types of transportation that we provide in our facility owned vehicle.

- Routine pick-ups/drop offs to and from all public schools within the Huntsville City Schools District for which transport
- We also provide transportation for field trips. Any additional children must be transported by their parent.
- We accept children who are picked up and dropped of by public transportation.

Parents must have given approval by signing in agreeance on the Pre-Admission transportation form prior to services being rendered. Each form must be filled in completely and transportation rules agreement must be signed also. It is very important that you complete the emergency medical information card for each child and be sure to list any allergies, local emergency medical Academy you use in this area, pick up location and times, list the teachers name, and classroom.

FACILITY EMERGENCY PLANS

SERIOUS INJURY TO A CHILD

The staff member who is first aware of the injury shall alert the other staff members and administer first aid, while the director or other staff member in charge calls "911" for assistance and notifies the parents. The staff shall keep other children calm and well away from the injured

child. The director or other person charge shall call back-up staff, if necessary. The director or other person in charge shall accompany the child to the medical center, taking with her the child's Emergency Medical Information.

RELEASE OF CHILDREN

Children will be released only to the parents or to the people listed on the Pr-e admission form. No child will be allowed to enter or exit the building unless they are accompanied by an adult. Children must be escorted to their classrooms by an adult. Children can only be left in the care of a paid childcare worker. As a precaution, emergency contact people will be asked to show identification to verify proof of pickup. If an authorized person from your pick-up list is to pick up your child remember they must have identification.

CHANGE IN STATUS

If there are any changes in family status, telephone numbers, emergency contact person, addresses, or person the child is to be released to, etc., please inform VOLA at the earliest time to avoid confusion in the future. Annually, (each October) contracts will be renewed. If there are any changes made within this policy VOLA will make the changes known to parents at least within a two-week time period.

RELEASE OF PHOTO/VIDEO OF CHILD

I give VOLA the permission to use photographs and video of my child(ren) participating in childcare related activities only.

Statement of Understanding

Please note by signing the below you consent to abiding by and agreeing to the policies and procedures of Visions of Learning Academy stated as read above. As well, I have received information of influenza as part of my enrollment packet and the emergency preparedness information directions and guidelines.

Parent/Guardian Signature_____ Date_____

Parent/Guardian Signature_____ Date_____

Director Signature_____ Date_____