



Excellence Learning Academy

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*It is only through raising expectations and striving for excellence that our
children can reach their full potential.*

- unknown author -

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Parents,

Welcome to Excellence Learning Academy (ELA). It is a blessing to have your child in our program. We are very excited about the many good things we have in store for your child.

At Excellence Learning Academy, we believe that education is of the utmost importance. We are here to help train, equip, and prepare your child to be the leaders of tomorrow.

Excellence Learning Academy has an 'open door' policy. Our mission is to provide a safe, affordable, developmentally appropriate environment and high quality childcare for our infants, preschoolers, and school age children. Our focus is to also provide a stimulating childcare and education experience which promotes each child's social, emotional, physical and cognitive development.

Excellence Learning Academy strives to develop and maintain an atmosphere of mutual respect, providing support, encouragement and trust between parents and instructors. This requires open daily communication between parents and staff. We have an 'open door' policy, so please feel free to speak with us about any of your concerns. And we are here to be a resource for you when you need assistance.

Our program is approved, licensed and monitored by the Division of Child Care and Early Childhood Education. Be it known that Excellence Learning Academy strives for greatness in all we do. Our staff has years of experience and are well trained to meet the needs of your child.

Again, we welcome you and thank you for the opportunity that you have given us.

In the Spirit of Excellence

Brandyce Hardfield - Director

Ebonee Harrison - Assistant Director

Excellence Learning Academy

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Admission Procedures

ELA (Excellence Learning Academy) accepts children 6 weeks to 12 years of age. Enrollment forms must be updated as necessary regarding all information contained in the form. Any changes in address, emergency information, and work telephone numbers are the parent's /guardian's continuing responsibility.

The child **MUST** be signed in and out on the daily attendance roster. The following must be completed before enrollment can take place.

- Child's enrollment data sheet fully completed
- Child care fee and registration is due at time of enrollment
- Current immunization record
- Other forms required for enrollment

Registration and Tuition

- Registration fee is not refundable.
- ELA has an annual supply fee of \$50 that is due Aug 1 for all enrolled students. This fee helps us to repurchase overused toys and books, purchase educational supplies and upgrade existing curriculum support materials.
- All tuition will be due on the first of the week in advance.
- If a child's fee is more than 2 weeks delinquent, he/she may be dropped from the enrollment unless satisfactory arrangements are made.
- If a parent/guardian sees that tuition cannot be paid on time, it is your responsibility to make acceptable arrangements for delayed payment before the payment is due.
- An increase in tuition may occur if the need arises.
- Changes in tuition rates will be announced prior to going into effect
- Reduction- there will be NO reduction for holidays or absenteeism.
 - Plans and space have been reserved for that child. No deductions will be made for withdrawal. Consideration will be given for half-price tuition if a child is ill for 5 consecutive days and under a doctor's care and has proof.
- Vacation- please notify the Director/Office a week in advance. No vacation days are given to any children and all fees are still payable weekly.
- If you un-enroll your child from the Academy, you will be responsible for paying enrollment registration fee if you wish to enroll again.
- One week's notice is required for unenrollment.
- A \$25.00 fee will be charged for all insufficient checks. To prevent this from happening, Debit card payments can be made as well
- Tuition payments can be made:
 - Online using the HIMAMA payments
 - Via cash app using \$elajax
 - Inhouse with credit, debit card, check, or cash.
- Non-payment of child care fees will prevent the child from attending ELA
- After 1 week of not attending and attempts to make contact with parents/guardians have failed, we will consider the child as unenrolled from care. The child can be re-enrolled if the space is available and will be subject to all registration fees and applicable tuition rate.

Application

Applications can be taken at any time. If no space is available, your child will be placed on a waiting list. Applications are available online at elajax.org

Dress Code

We ask that you dress your child in comfortable clothing that can be easily undone. If your child is able to use the bathroom facilities by himself/herself, please make sure that buttons, zippers, buckles, and so forth can be easily unfastened by the child. Most wetting/soiling accidents happen because the child waits until the last minute and then is unable to unfasten his/her clothing. Should a change be necessary the soiled clothing will be **placed** in a bag with your child's name on it. We require that you provide extra clothing (socks, underwear, and **outerwear**) for your child. Please check periodically to see if your child's extra change of clothing needs replacing. Please provide the appropriate wear for the season. Children will be taken outdoors as weather permits for certain periods of the day. Children will get dirty, be prepared for this. During the cooler days, please provide **outerwear** (coat/jacket/hat/gloves) for your child. PLEASE label all items of clothing as many are identical and are easily misplaced. The program is not responsible for lost clothing items. Your child will be provided with a cubby for all his/her personal things to be stored, but please label everything anyway.

Please make sure you get all your child's notes that may be in their cubbies. Diapers and wipes can go fast for our infants and toddlers.

Program Information

Hours

ELA operates from 6:00 a.m. - 10:00 p.m. Monday through Friday **NO late Pick Up / Early Drop Off**

ELA has 2 operation schedules: traditional and extended care

- Traditional hours are 6am-6pm
- Extended care is subject to availability and enrollment is permitted on a case by case basis.

*Children enrolled in traditional care cannot be dropped off after 10:30 am. Exceptions are made for appointments with prior notification.

The use of extended hours of care must be discussed at enrollment and schedules are requested to ensure we have adequate coverage for the hours of care needed.

Please be aware that any time after 6pm and enrolled in traditional care, there will be a fee of \$5.00 per minute, due at the time of pick up. If a child has not been picked up by the closing time, or the time indicated by the parent during registration, our staff will begin contacting persons listed on the Emergency contact form in order to find an authorized person to pick up the child. If there is no positive response to these calls and the child has not been picked up, appropriate authorities will be contacted for alternate placement and care of the child. We

recognize the severity of this action and regret its possible consequences. Parents/Guardians can avoid such action by ensuring that we have valid emergency contact numbers. Any child staying after 6pm is subject to the night tuition rate.

~~Due to COVID-19; Parents will not enter the classrooms unless there is an emergency. Temperatures will be taken at entrance; questions will be asked from CDC guidelines and masks shall be worn by individuals who pick up or drop off their children. Children will be taken to their assigned classrooms.~~

Inclement Weather

Our program follows the same Inclement Weather policy as our school district. (JNPSD) **There may be some exceptions.** ELA could delay opening and/or closing regarding the day. Either call the daycare or have a valid contact number in case of any change. Himama and social media will also have updated information

Attendance

If your child is in attendance 20 hours or more per week, a full week's tuition is due. If your child is only in attendance for less than 20 hours a week, you will be charged the daily rate. ELA will not accept children after 10:30 a.m. due to settling of the children and meal count. However, if you will be arriving after 10:30 a.m., due to a doctor's appointment or an emergency, please call so that we will be prepared for an extra meal if need be. (exceptions made for those contracted in extended care).

Attendance is recorded daily, so please make sure you sign your child in and sign out. Due to COVID-19, sign in sheets will have questions that will require a yes or no answer, and signature is required.

Holidays (depending on calendar year)

ELA will be closed in observance of the following Federal Holidays:

- New Years Day
- MLK Day
- Presidents Day
- Good Friday
- Memorial Day
- Juneteenth
- Independence Day
- Labor Day
- Thanksgiving Day (half day on day before (6am-2pm) and closed Black Friday)
- Christmas Eve
- Christmas Day
- New Years Eve
- New Years Day

*if any of these Holidays fall on a Saturday, it will be observed on the corresponding Friday. Also, if the holiday falls on a Sunday, it will be observed on the corresponding Monday.

~ Please look at the Parent Information Board, HiMama, elajax.org, facebook, and any memos that may be distributed for any closings or early dismissals.

Pick up and drop off

Each child may enter at the main entrance. If you are facing the campus, this is the left door closest to the playground. In order to protect the children, ELA has magnetic doors. Anyone entering the campus must be buzzed in by a staff member. Please adhere to the following guidelines:

- Each child is to be signed in and out daily to ensure accurate records of attendance.
- parents/guardians should end phone calls prior to entering the center to ensure focus is on the child/ren or if staff needs your attention while you are present.
- No outside toys, candy, or snacks should be in the child's hand. If there is a need for the child to be given something at dismissal, it should be passed to staff and will be placed in the child's cubby.
- To ensure safety and sanitation practices, please refrain from bringing bags or backpacks unless your child/ren are being picked up by another party at dismissal.
- If you allow your child to use an electronic device before arrival, please take it from them before they exit the vehicle.
- If your child is extremely upset at drop off, we ask that you soothe or calm them before you leave, we are here to help you with this.
- Please ensure that you have children by the hand as you walk out of the building to ensure they do not run into the street or get away from you. If you need help getting to your vehicle with the child/ren, please let us know so that we can assist you with this.

Curriculum Information

Our program uses a curriculum designed to meet your child's individual needs. The teachers combine developmental readiness activities utilizing learning centers. Our program uses the Adventures in Learning, Adventures for Toddlers, and Connecting with Infants.

Nutrition and Meals

ELA operates from the Special Nutrition Program for the State of Arkansas. There is no charge to any family for these meals. Please notify your child's teacher if your child has food allergies and you will need to bring a note from your child's doctor indicating that this is in fact a food allergy. Food Application Forms are to be filled out annually and kept on file.

It is preferable that your child participate in our lunch program. Please be aware that if you send a lunch for your child, **it MUST meet USDA requirements**. Menus are posted on the Parent Board and in each classroom and on HIMAMA. Please note that a full Breakfast is served from 8:00 a.m. - 8:30 a.m. If you bring your child after the posted breakfast time, it is advised that you feed them before arrival. A small snack may be available if needed.

Infants are required to fill out an additional form. We currently serve Iron Fortified Formula. If your child does not use this formula, you will have to provide your child's formula.

Rest Time

Children have a blanket. Usually soft music may be played. The children are checked periodically.

The children's mat or crib are labeled with their name on it and sheets are cleaned weekly. If the children do not feel like sleeping they rest quietly. Infants are not on a daily sleeping/nap schedule.

Outdoor learning

Your child will be going out for recess if weather permits. Please send him/her in weather appropriate attire and comfortable shoes for playing (closed toe shoes are preferred and all shoes must have a strap on the back). Outdoor play is an extension of the learning activities that occur in the classroom

My Rights As A Parent

Confidentiality

As a licensed child care, it is your right to expect that Excellence Learning Academy will operate in accordance with the licensing requirements established by the Division of Child Care and Early Childhood Education.

Additionally, as a public agency, which provides educational services to your child, we are responsible for protecting the confidentiality of your child's educational records.

Also note, No religious instructions and activities occur during scheduled hours at the Academy.

Parent Permissions

Your written permission must be obtained before:

- ✓ Information is released regarding your child.
- ✓ Emergency medical care is obtained.
- ✓ Your child's picture is published.

Child Care licensing compliance forms are available for review upon request.

Mandated Reporting Requirements

Act 1208 of 1991 defines abuse as any non-accidental physical or mental injury; or any injury which is a variance with the history given. Our teachers are mandated to reporters of child abuse/maltreatment.

Program Expectations

We must work as a partnership to make sure that you and each and every child receives the attention and services needed to develop to their fullest potential. As a partner we each have responsibilities and expectations.

Parent Responsibilities

- Complete the enrollment process by submitting all required documentation.

- Keep your child's records up to date.
- Attend parent meetings.
- Assist and support any behavior or academic improvement.
- Work with your child's teacher, staff and other parents in a cooperative manner.
- Offer constructive criticism of the program, defend it against unfair criticism and share in evaluating it.
- Take advantage of programs designed to increase your knowledge about child development and your skills as a parent.

Staff Responsibilities

- Assist with the application and enrollment process.
- Help children develop the basic skills needed to prepare them for the next level of learning
- Help identify documentation necessary for the enrollment process.
- Care for all children in a nurturing, safe, organized and educational environment and treat them with respect.
- Administer fair discipline.
- Make referrals and recommendations to various agencies for additional support when needed.
- Participate in on-going training in CPR, standard First Aid, health and safety procedures, positive guidance, discipline techniques, and the recognition and prevention of child abuse and neglect, along with any other requirements to keep certificates or degrees current and valid.
- Help children to develop a love of learning, a positive view of themselves and others, and to appreciate the differences among people and how to celebrate those differences

Child Expectations

- Obey rules of participation within the center.
- Work with parents, teachers, staff and other children in a cooperative way.
- Treat your teacher and other children with respect.

Collaboration Plan To Benefit Your Child

Our program is committed to working with our partners to make sure that you as a parent have access to all available resources in our community. You as a parent are the most important partner and we would like to encourage you to be a part of our collaboration partnership.

We partner with the local health unit, local elementary schools, DHS, our local library, fire department, police department, local Head Start programs, UAMS, local dentist, and others as needed: We also provide the following Information Dissemination

- Handouts of community resources
- Hold parent nights to gather information and suggestions to improve early childhood services and our program. Due to COVID-19 ; Zoom meetings or staggering meeting

Positive Guidance (Behavior/Discipline Policy)

The behavior guidance used by your child's teacher will be specific to your child and consistent. It will be appropriate to your child's level of understanding and directed toward teaching your child acceptable behavior and self control. Physical punishment will NOT be administered to your child. Disciplinary Form shall be signed and will be kept in the child's file.

Positive Reinforcement

When children are exhibiting challenging behavior the teacher will:

- Look for appropriate behavior and reinforce each child with praise and encouragement when they are behaving well.

Time Out

If the above approaches do not shape your child's behavior, a brief supervised separation from the group may be used. If possible, your child will remain in the classroom during "time out". The length of time a child is placed in time out will NOT exceed one minute per year of the child's age.

General Safety

Your child's safety is very important to us. Please remember these basic safety practices when dropping off and picking up your child:

- Use extreme caution and drive carefully in our parking lots and obey all signs.
- Do not leave any children unattended in your car.
- Do not leave an unattended vehicle with the engine running.
- Observe seat belt and car seat regulations.

Medication

Medication can be administered only with signed parental permission which includes date, type, drug name, time and dosage. This form along with the medication must then be given to the center management or your child's teacher. Non-Prescription medication must be in the original container, not to be expired, have age appropriate dosage instructions from the manufacturer and labeled with your child's name. Prescription medication must be prescribed for your child and have their name on the label. Medication cannot be left at the center unless it is to be given on that day. **No** medications, including Tylenol, are to be taken to the child's classroom. If your child needs medicine two or less times a day we ask that you give that medication at home. Medication to be sent home with an authorized contact must be left at the front to be sent home.

Contagious Diseases/COVID-19

The health of the children in our care is our primary concern. Hand washing by staff and children is frequent.

~~***DUE TO THE CORONAVIRUS (COVID-19)*** AND CDC GUIDELINES Before allowing entry into the facility, everyone will be screened. ELA reserves the right to deny entry to any person who meets any of the following criteria will be uphold~~

- A temperature of 100.0 or above
- Signs or symptoms of a respiratory infection, such as a cough, shortness of breath, sore throat, and low-grade fever; or someone who is currently being tested for COVID-19 ;
- In the previous 14 days has had contact with someone with a confirmed diagnosis of COVID-19;
- In the previous 14 days it has traveled outside the United States to areas in the US with widespread transmissions.

A sick child will not be cared for in the facility. If a child becomes sick while at the facility, parent or guardian will be contacted immediately and separated from other children in the facility and must be picked up within an hour.

***IF A CHILD SHOULD TEST POSITIVE IT IS MANDATORY, PER THE CDC GUIDELINES THE CHILD/CHILDREN SHOULD QUARANTINE/ISOLATE FOR 5 DAYS FROM POSITIVE TEST RESULTS. ON DAY 6 THE CHILD MAY RETURN TO CARE, GRANTED HE OR SHE HAS NO SYMPTOMS.**

Other symptoms that will require you to pick up your child within two hours and not bring back unless there is a doctor's note to return:

- Diarrhea three or more times in 24-hours
- Vomiting two or more times in 24-hours
- Body rash
- Sore throat associated with fever or swollen glands
- Severe coughing leading to gagging, vomiting or difficulty breathing
- Pink eye
- Untreated scabies, head lice or the presence of nits
- Multiple sores in the mouth with drooling
- Ringworm
- Impetigo

Notification will be posted on the classroom door if children are exposed to a contagious disease other than normal "colds."

Injuries

If a child is injured while in our care, immediate attention will be given. Appropriate action shall be taken to meet the child's needs. Parent/guardian(s) shall be notified of all injuries. Injuries that require the attention of medical personnel shall be reported to the parent/guardian(s) immediately. In the event your child has an accident, the teacher will fill out an Accident Report. The parent/guardian(s) should sign this and it will then be placed in the child's file. The majority of our ELA staff is certified in Adult and Pedi CPR.

Parent Involvement Plan

Parents are their child's first and most important teacher! Research has proven that children are more successful in their educational pursuit when parents are involved and engaged in their education.

"Parent Involvement Is The Tie That Binds"

Parent Input

Surveys - A parent survey will be sent to you as a parent at the beginning and end of each school year to ask your assistance in providing input into our program design. We care what you think as a parent and would like your assistance in continuously improving our program.

HiMama- HiMama is our new communication platform where we will register each student's information and how we will communicate with our parents. (information for parent registration will be given at a later date)

Parent Teacher Conferences

A Parent teacher conference will be scheduled either in person via formal or informal setting during the school year. We will try to accommodate through different arrangements. *Remember, you can schedule a conference at any time with your child's teacher to discuss progress or express concern.*

Calendar- Calendars will be distributed and posted. Please refer to any memos posted or information listed on the Parent Information Board located in the classrooms, Parent/Teacher Lounge, and front entrance, and HiMama. It will include all days open, closed, holidays, and other dates of interest.

Parent Agreement

We feel very strongly that cooperation between you as parents and your child's classroom and program staff is essential to your child's successful experience at ELA. You will find a Parent Agreement in the forms section of this handbook. Please sign and return the form as we must retain this agreement in your child's folder.

If at any time or for any reason we cannot care for your child in his/her best interest, or if your child cannot adjust to ELA's schedule or program, we reserve the right to talk to you, the parent/guardian. Also if the child is continuously uncontrollable, destructive, and disruptive or exhibits such other behavior that is unacceptable to the academy, the Director, assistant director, or the site supervisor may deem a discharge temporarily take place after steps have been attempted for behavior modification and with the approval of the behavior modification team. Resources are readily available. We, the staff, will do everything possible with your help before this last step takes place. Discharges may come if you are 2 weeks or more behind in tuition.

Contact Information

Excellence Learning Academy
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501-241-0968 office

Director's Phone Number

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We are also on FaceBook (Excellence Learning Academy)

Visit us online at elajax.org