



Parent Handbook Of Policies And Procedures

Youthland Academy Corporate Office

9352 Main Street

Cincinnati, Ohio 45242

Phone (513) 772-5888

Fax (513) 672-3387

CACFP NONDISCRIMINATION STATEMENT/POSTERS

All sponsors need to make sure the following statement is included in their parent handbook if the text refers to the Child and Adult Care Food Program (CACFP), any other Child Nutrition Program, or USDA by name or if information is included regarding any of the meals/snacks for which reimbursement is received. This statement is to be also included, in full, on all materials that contain the aforementioned programs names or meal references and are produced for public information, public education, or public distribution.

FULL STATEMENT:

“In accordance with Federal Law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability. To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, Room 326-W, Whitten Building, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410 or call (202) 720-5964 (voice and TDD). USDA is an equal opportunity provider and employer”.

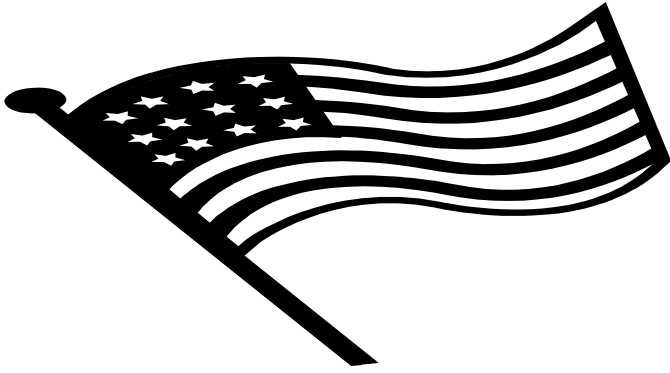
If the material is too small to permit the full statement to be included (such as flyers or brochures) the material will at a minimum include the statement, in print size no smaller than the text.

CONDENSED STATEMENT:

“This institution is an equal opportunity provider”.

“AND JUSTICE FOR ALL” POSTER OR DECAL:

Sponsors are to prominently display in a public place the “And Justice for All” USDA poster of decal at each site and at the agency office if at a different location. If posters and/or decals are needed in other languages appropriate to the local population, please contact the state agency.



**• • • AND JUSTICE
FOR ALL**

This facility is operated in accordance with U.S. Department of Agriculture policy which does not permit discrimination because of race, color, sex, age, handicap, or national origin. More information may be obtained here or from the Office of Equal Opportunity, USDA, Washington, D.C. 20250.

Any person who believes he or she has been discriminated against in any USDA-related activity should write immediately to the Secretary of Agriculture, Washington, D.C. 20250.

Secretary of Agriculture

Pursuant to Title VI of Civil Rights Act of 1964
42 USC 2000c and CPR Part 15

INFORMATION REQUIRED BY OHIO ADMINISTRATIVE CODE

The facility is licensed to operate legally by the Ohio Department of Job and Family Services. This license is posted in a conspicuous place for review.

A toll-free telephone number is listed on the facility's license and may be used to report a suspected violation of the licensing law or administrative rules. The licensing law and rules governing child care are available for review at the facility upon request.

The administrator and each employee of the facility is required, under Section 2151.421 of the Ohio Revised Code, ORC to report their suspicions of child abuse or child neglect to the local public children's services agency.

Any parent, custodian, or guardian of a child enrolled in the facility shall be permitted unlimited access to the facility during all hours of operation for the purpose of contacting their children, evaluating the care provided by the facility or evaluating the premises. Upon entering the premises, the parent, or guardian shall notify the Administrator of his/her presence.

Rosters of the name and telephone numbers of the parents or guardians of the children attending the facility are available upon request. The parent roster will not include the name or telephone number of any parent who requests that his/her name or telephone number not be included.

The licensing inspection reports and complaint investigation reports, for the current licensing period, are posted in a conspicuous place in the facility for review.

The licensing record including compliance report forms, complaint investigation reports, and evaluation forms from the building and fire departments are available for review upon request from the Ohio Department of Job Family Services.

It is unlawful for the facility to discriminate in the enrollment of children upon the basis of race, color, religion, sex, or national origin, or disability in violation of the American with Disabilities Act of 1990, 104 Stat. 32, 42 U.S.C. 12101 et seq.

**This information must be given in writing to all parents, guardians, and employees as required in 5101:2-12-30 of the Ohio Administrative Code.*

JFS 01237 (04/2003)

WELCOME TO YOUTHLAND ACADEMY CHILD CARE CENTER!

Welcome to Youthland Academy at _____. The Academy is designed to enhance your child's day through social, educational, and emotional stimulation. Our staff is committed to meet each individual child's needs in a loving nurturing manner.

This Handbook is designed to familiarize you with our policies and procedures, as well as to open the doors of constant communication and understanding concerning your child's growth and development.

Please review the policies outlined here, and feel free to direct any questions and/or comments to our Academy Director.

We are pleased to welcome _____ to Youthland Academy.

First day of attendance: _____

Class: _____

Teacher: _____

Registration Fee: _____

Weekly Fee: _____

Vice President: _____

Assistant Vice President: _____

Director: _____

Corporate Office:

Youthland Academy USA
9352 Main Street, Upper Floor
Cincinnati, Ohio 45242
(513) 772-5888
www.youthlandacademy.com

Youthland Academy Childcare Centers are licensed for operation for the care of infants, toddlers, pre-schoolers, and school-age children. Youthland Academy Childcare Centers do not discriminate upon the basis of race, color, religion, sex, or national origin.

CORPORATE CENTER LOCATIONS:

Blue Ash
9280 Plainfield Road
Cincinnati, OH 45236
(513) 984-9079

Forest Park
11700 Kemper Meadow Road
Cincinnati, OH 45240
(513) 772-8300

Loveland
10632 Loveland Madeira Road
Loveland, OH 45140
(513) 583-1181

Norwood
4600 Smith Road
Cincinnati, OH 45212
(513) 631-2761

Eastgate
4435 Aicholtz Rd., Ste G
Cincinnati, OH 45245
(513) 752-9210

Pleasant Ridge
6142 Montgomery Rd., Ste 2
Cincinnati, OH 45213
(513) 351-9888

Fairfield
5950 Boymel Drive
Fairfield, OH 45014
(513) 874-5545

Fort Wright
115 Kennedy Road
Ft. Wright, KY 41011
(859) 426-1500

Mt. Healthy
2236 Waycross Road
Cincinnati, OH 45240
(513) 742-8333

Sharonville
2479 Crown Point Dr.
Cincinnati, OH 45241
(513) 772-1130

Montgomery
10310 Montgomery Rd.
Cincinnati, OH 45242
(513) 794-0084

FRANCHISE LOCATIONS:

Colerain
2941 W. Galbraith Rd.
Cincinnati, OH 45239
(513) 522-3075

North Bend
11380 US 50 State Line Rd.
North Bend, OH 45052
(513) 353-0209

Milford
55 West Technecenter Dr., Ste 100
Milford, OH 45150
(513) 831-5437

Newtown
7397 Main Street
Newtown, OH 45244
(513) 271-7110

Cheviot
4190 Harrison Avenue
Cincinnati, OH 45211
(513) 481-5118

Wards Corner
455 Wards Corner Rd.
Loveland, OH 45140
(513) 248-2210

Troy
840 Arthur Drive
Troy, OH 45372
(937) 335-0700

Middletown
4435 Marie Drive
Middletown, OH 45042
OPENING SUMMER 2009

YOUTHLAND ACADEMY PHILOSOPHY

The needs of children and their parents are the primary concerns of Youthland Academy. By providing the best possible care to children, we seek to contribute to the happiness and security of our parents and the communities in which they live.

First and foremost, Youthland Academy provides children with constant and alert supervision in a safe environment, screened from hazards. The large open classroom with designated areas for learning centers provides for both quiet and active play.

Our entire program is designed to enable children to have a positive self concept and to know success at an early age. This is possible because our Academy environment provides children the opportunity to be safe in their quest as natural leaders.

Youthland Academy is a “learning center” that assists children in their realization of success and fulfillment through programs of positive self-image. Children experience the joy of learning; they feel loved and accepted. Our program is our attitude!

Our Teachers and Directors are provided weekly themes that ignite each child’s unique pleasure in learning. The seasonal curriculum suggests proven ways to include these weekly themes in a variety of “discovery centered” activities. Using the curriculum’s themes, each teacher designs individualized lesson plans. We do not adhere to standardized lesson plans because we feel there is no “standard” child or class. This is why we keep our teacher-child ratio at a level which comfortably supports personal attention.

Some of our Academies provide activities such as gymnastics and dance classes. These services enable parents to further enrich their children’s lives without cutting into the quality time parents and children share after working hours.

Progress reports and/or developmental checklists are given to parents to keep them up-to-date on the total growth of their child/ren. Formal conferences are scheduled yearly to discuss a child’s progress. Parents are also strongly encouraged to meet with their child’s teacher and director, and visit the Academy at any time.

HOURS

The Academy is open Monday through Friday from *6:30 a.m. until *6:30 p.m. The Academy provides both full-time and part-time services, before and after school, as well as summer camp for school-aged children.

* Hours may vary at each location. Please contact your local Youthland Academy for specific hours of operation.

WEATHER POLICY

It is our intention to provide service at all scheduled times. However, severe weather conditions may prevent this. Should we need to close our centers, we will post the information with the following local stations, Channel 5, Channel 9 and Fox 19. If weather conditions worsen during the day, please check these sources often, or call the center to check on its status. It is important in these circumstances to be prompt in picking up your child so that children, staff and families have safe travel home.

VISITATION

You may visit your child at the Academy at any time. Unannounced visits are encouraged and welcomed. Additionally, we are interested in presenting the children with as many varied experiences as possible. If you would like to be a guest speaker, or if you know of someone with an interesting talent or job, please do not hesitate to contact us! We like changes of scenery and learning through field trips. If you know of any interesting destinations, please share with us.

LICENSING

Youthland Academy is licensed by the State of Ohio. The license is posted in the Director's office and on the Parent Board.

We may take care of

Number of Children		Ratio
_____	Infants	_____
_____	Toddlers	_____
_____	Pre-Schoolers	_____
_____	School-Aged	_____

A copy of the State's Rules and Regulations are posted for viewing. Our licensing record is available upon request and on display on the Parent Table. The current year's license for operation is located in the entryway and office of each center. A copy of the laws governing the licensing of the center is available for review at any time. The licensing record for each center is also available in the center and with the Ohio Department of Jobs and Family Services. The toll free number for ODJFS Child Day Care Licensing is 1-800-686-1571.

ENROLLMENT

All enrollment forms, including current immunization records, must be completed in full and signed by the parent or guardian. A medical statement signed and stamped by your child's physician must be turned into the center within the first thirty days of enrollment. A written feeding plan is required for any child under 1 year of age.

PARENT RESPONSIBILITIES

Listed below are areas in which we require active parent involvement in order to offer your child the best possible care at all times.

Maintain Current Files:

It is the responsibility of each parent to work with the center to maintain current and accurate emergency contact information, as well as update each child's medical file yearly.

Child Pick Up

It is the responsibility of the parent to pick their child/ren up from the center before closing time. When a child is left at the Academy past closing, staff may wait until the parents arrive and a **fee of up to \$1.00 per minute, per child will be assessed**. If a child is left at the center for over an hour after closing, we reserve the right to notify the Police and Child Services.

Children's Needs

Reporting important information about your child is the responsibility of the parent. Please communicate each child's needs to the Center Director. This includes but is not limited to, allergies, changes in behavior and illnesses.

Medical Insurance

Youthland Academy will not pay any medical expenses for any child, including but not limited to, accidents and/or illnesses children may have at the Academy. It is the responsibility of the parent/guardian to provide health coverage. Normal childhood related accidents may happen at the childcare facility including falling, bumping into objects, tripping etc. **Youthland Academy shall not be responsible for medical expenses resulting from these type of incidents.** It is the policy of Youthland to screen the classrooms for potential hazards as well as maintain a clean, safe environment. Even with all the safeguards in place, children can still have accidents. Parents are notified by the Academy Director immediately following an accident and the Director will advise if a visit to the hospital is recommended.

Hospital Transportation Policy

If the Academy is unable to reach a parent if their child has had an accident or is ill, Youthland may send the child to the hospital by ambulance. This includes but not limited to; temperatures over 101 degrees, any head injury, broken or sprained limbs, uncontrollable asthma, wheezing

or difficulties breathing and other related symptoms.

If it is necessary to transport a child to a hospital by ambulance, one staff member from the Academy will ride along if the parent does not make it to the center in time. In the event the parent does not arrive to the center in time to ride with the ambulance, then the parent must arrive at the attending hospital no later than 15 minutes after the child and staff member arrive. Parents will be charged \$1.00 per minute after 15 minutes.

This Parent Handbook is a necessary part of admission and clearly defines the center's responsibilities to the parents as well as the parent's responsibilities toward the center. The policies apply to all parents and may not be changed on a parent-by-parent basis. It is the responsibility of the Academy Director to enforce these policies for the safety of the children and the staff of the center.

SUPPLIES

Parents are responsible for providing the items listed on the following page. Please bring the supplies appropriate to each child's age group on or before his/her first day of attendance. **ALL ITEMS MUST BE LABELED.**

The following list includes necessary supplies for each age group:

Infant Supplies

- Formula in labeled bottles (label must have child's name and date)
- Bottles filled with appropriate water levels
- Adequate supply of diapers
- Wipes
- Ointments and Powders
- Two complete change of clothing
- Pacifier, blankets, and bibs
- Plastic shoe box

Toddler Supplies

- Adequate supply of diapers, wipes, and ointments
- Two complete changes of clothing
- Blanket and terry cloth baby bibs
- Paint shirt (man's old short sleeve shirt)

Pre-School Supplies

- Complete change of clothing, including socks
- Paint shirt (man's old short sleeve shirt)

- Blanket and/or pillow
- Plastic shoe box

If it becomes necessary for Youthland Academy to supplement any of these items, there will be an additional charge added to your weekly fee.

Children will not be permitted to stay in the center without appropriate clothing and/or a change of clothing in their cubby.

**YOUTHLAND ACADEMY IS NOT RESPONSIBLE
FOR LOST, STOLEN, OR DAMAGED ITEMS.**

CLASS ASSIGNMENT

The Academy accepts children ages six weeks through twelve years of age. Each child is assigned to classes with the following names and teacher / child ratios:

<u>GROUP</u>	<u>AGES</u>	<u>RATIO</u>	<u>GROUP SIZE</u>
Cubs	Infants	_____	_____
Teddy Bears	18-30 months	_____	_____
Koala Bears	2 1/2 years	_____	_____
Panda Bears	3 years	_____	_____
Honey Bears	3 1/2 years	_____	_____
Polar Bears	4 years	_____	_____
Grizzly Bears	5 years +	_____	_____

When your child is developmentally prepared for the next age group, you will receive a written “Transition Certificate” that will notify you of who their new teacher will be and the hours that your child will be spending in that classroom. The transition period will happen over a period of two weeks.

DAILY SCHEDULE

The daily schedule for each age group is designed to meet the developmental needs of the children. A healthy balance between active and quiet play, outdoor play and nap time is integrated into the schedule. The teachers will post weekly lesson plans on the “Parent Board” located in each classroom.

ACADEMY TELEPHONE DIRECTORY

Upon request, each center has a roster with the names and telephone numbers of the families enrolled at Youthland Academy. Upon registration, each parent is required to sign a permission form, accepting or rejecting roster participation. Names and telephone numbers are not included on the roster without consent.

ARRIVAL AND DEPARTURE

For the safety of each child, the Academy requires that each parent accompany their child/ren into the building and escort them to the care of the attending staff member. A family member under the age of 18 years **may not** bring children in or out of the building. This includes older siblings. Youthland Academy requests that our parents phone ahead if they plan on arriving later than their usual time. It is the responsibility of the parent to notify and alert the Director and/or staff that the child is departing.

No child will be released to anyone other than the parent or guardian without written consent. YLA requires written notification in advance to release children to anyone other than the parents or guardians as indicated by the Alternate Pickup Authorization form located in the Enrollment Packet. Any person picking up a child will be required to show official identification. YLA reserves the right to ask new parents for identification until all of the staff is acquainted with the new family.

In the event your child is involved in a custody agreement, a court order must be provided to the center stating the appropriate days each parent will pick up the child. This court order will be copied and kept on file in the administrator's office. Each teacher will be notified as to whom will be picking up the child on which day. The court order will be implemented as stated, and no adjustments may be made at any time.

Each Youthland has a parent computer. Parents must sign their children in and out using a provided password. This computer will also track accounting statements, medical notices or center announcements. It is the responsibility of the parents to check notices daily and accurately sign your children in and out.

We begin our morning curriculum at 9:30 a.m.; we request all children to be in attendance prior to that time. Parents are required to call ahead of time to announce late arrivals. **Youthland Academy reserves the right not to accept any child arriving after 9:30 a.m., without prior approval.**

PROFESSIONAL CONDUCT

Youthland Academy will not tolerate offensive language from parents or staff members. It is policy that any inquiries and/or concerns shall be addressed to the Academy Director only. Any negative matters that need to be discussed, must directly involve the Director. It is a violation of state law, as well as Youthland policy, for a parent to physically or verbally discipline children in the center, or to reprimand or accuse other children of misconduct. Academy staff is required to maintain a professional attitude towards our parents at all times as well. If the Center suspects a parent or guardian is picking up a child under the influence of drugs or alcohol, YLA will contact the police and Department of Human Services immediately. All rules

and policies are in place to ensure the safety of each child and caregiver in the facility. As stated earlier, the Academy requests that all Center matters are addressed directly to the Center Director or the Corporate Office.

Youthland Academy reserves the right, at any time, to discontinue child care services to any parent or child who jeopardizes the safety of the center.

Youthland Academy reserves the right, at any time, to discontinue child care services to any parent or child who does not practice the policies of the center.

HIRING CENTER STAFF

Youthland provides job related training for all staff. The Academy does not endorse, nor is it responsible for teachers and other staff who provide outside services for Youthland parents such as babysitting. Youthland does not insure or train staff to work outside the daycare setting. Any relationship formed outside the daycare setting excludes Youthland from all liability.

SAFETY POLICY

No child shall ever be left alone or unsupervised. The policy governing arrival and departure of children assures that a child care staff member is aware of each child's presence at the Academy.

There is immediate access to a telephone within the building at all times. A monthly fire drill is conducted and exit plans are posted in each area in the event of fire or emergency weather alerts.

First Aid kits are located in the office, infant room, and vans. Staff members trained in First Aid, CPR, Communicable Disease, and Child Abuse recognition are always present in the building. The Director and each employee of Youthland Academy are required by state law to report any suspicion of abuse or neglect to the proper authorities.

Use of aerosol sprays shall be prohibited when children are in attendance in the Academy.

FIELD TRIPS

Prior to departing on a "field trip", each child has identification attached to his/her clothing. A First Aid kit is taken on all trips, and all trips include at least one staff member trained in First Aid.

HAIR BEADS/BARETTES/ACCESSORIES

Children under the age of three (3) are not permitted to wear beads/barrettes in their hair, earrings, necklaces, bracelets, or any other jewelry or hair decorations. These items, if removed, pose a serious choking hazard. If a child wears any of the aforementioned items to the center, YLA staff will immediately remove and store these items in the office until pickup time.

GENERAL EMERGENCY PLAN

General emergencies include any threats to the safety of children due to environmental situations or threats of violence; natural disasters such as fire, tornado, flood, etc.; and loss of power, heat or water. Any staff member who learns of a significant health or safety hazard will immediately notify the Director so that appropriate action can be taken. All staff will follow the posted Emergency Procedures and wait at the designated safety site in the event emergency personnel are involved.

A monthly fire drill is conducted and emergency medical/dental/evacuation plans are posted in each room of the facility in the event of fire, severe weather alert, or other emergency. Parents should refer to the Fire and Weather Alert written plan and diagram for instructions on evacuation and weather safe rooms.

Procedure and Practices:

There is immediate access to a telephone within the building at all times. The director will monitor weather daily by radio/TV and advise staff of any pending weather-related emergencies.

- The Emergency Information for each child will be taken along during any emergency or emergency evacuation drill.
- First Aid Kits and other emergency supplies will be taken along during any emergency or emergency evacuation drill.
- There will be emergency supplies (food, water, clothes, blankets, flashlights, diapers and other necessary items) to care for children in the facility or the designated “safe place.”
- In the event of a tornado warning, the director will alert the staff, and children will go to the assigned “safe place,” bringing with them the aforementioned supplies and emergency information. All may return to their classrooms when an “all clear” is sounded.
- In the event of a power failure, the director will discover whether the power outage is in the facility only, the neighborhood, or a larger surrounding area. Emergency lighting will be activated. The director will call the local power provider to explain the situation and request assistance, if appropriate. If weather conditions do not allow for children to be cared for at a safe temperature, academy staff will notify families by phone to make other arrangements for the children’s care. Unless the power failure is accompanied by an emergency situation, children will be kept inside. Staff will look for downed power lines

that may require evacuation.

- In the event of closings necessary due to snow/storms (i.e. Level 3 snow emergency), the director will notify the following media, Channel 5, Channel 9 and Fox 19, in a timely fashion, and will update the Youthland Academy website. If the facility must close during operating hours because of a snow/storm, the director and staff will notify families or emergency contacts via local media outlets and if possible, by phone. If weather conditions prevent any child from being picked up from the facility, staff will care for them until families can safely arrive. If parents arrive late for pick up due to inclement weather, we suggest you to tip our staff \$10.00 for every half hour past closing time. The staff will stay and feed the children dinner.
- In the event the facility is quarantined, we will continue to provide care, food, and supplies for the children as long as necessary. In the event that a facility needs to be evacuated for disaster relief, the children and staff will evacuate to the closest “Safe Place”. Please refer to the Emergency Plan posted in each room for the specific location of the nearest “Safe Place”.

INCIDENT REPORTING

Any time a child has an accident or receives an injury that requires First Aid, the staff member in charge must fill out a report, in duplicate, explaining the nature of the accident and any resulting injuries. This form must be completed on the day of the incident. A copy of the form is given to the parent and the original is placed on file in the office. If First Aid is administered, the Director must also sign the report.

Directors may contact the parent at the time of an injury or incident, even minor incidents. Please be certain the center always has a current phone number or method of reaching you at all times.

SERIOUS INJURY OR ILLNESS

The following procedures will be followed in the event of an accident, injury, or illness.

1. The parent/guardian will be called immediately, and 911 when necessary.
2. If the parent/guardian is unavailable, the emergency contact listed on the Emergency Medical and Transportation Authorization form will be notified.
3. The physician or dentist listed on the Emergency Medical and Transportation Authorization form will be called for instructions.
4. The child and the child’s health record will be taken by ambulance to the physician’s office, clinic, or hospital of the child’s parent’s/guardian’s choosing.
5. A copy of the incident report completed by the staff will be issued to the parent/guardian. The original report will be kept on file at the center.

*Parents must arrive at the hospital no later than 15 minutes after the emergency vehicle transporting their child.

TRANSPORTATION

Transportation is provided for the children of Youthland Academy to and from designated schools. Written permission from the parent(s) is on file at the Center for all children who are transported. Youthland Academy only uses mini-buses and vans with a trained, professional driver. The use of staff vehicles and parent vehicles is prohibited.

In the event that your school age child is to be dropped off or picked up by either public transportation or the Youthland Academy van, you must notify the administrator if your child will be absent. In the event your child is scheduled to be at the center after school, but the child does not appear at the center, the administrator will be notified immediately and the administrator will notify the parent/guardian.

In each YLA van, the following items are bestowed:

- First Aid Kit
- A copy of each child's Emergency Transportation Authorization form
- Emergency gas money
- Cell phone for emergencies only
- Insurance card and registration
- Annual Vehicle Inspection Report
- Weekly Attendance

Every van driver for Youthland Academy has a perfect driving score, which is checked frequently by the insurance company. Drivers are certified in First Aid, CPR and Communicable Disease, and must attend required trainings provided by the Academy and Safety Specialists.

DISCIPLINE POLICY

Discipline policy applies to all employees of the center. Youthland Academy's philosophy for discipline is to create a positive atmosphere that emphasizes self-esteem, self-control, and self-actualization. Our daily schedule is planned so that each child is given "choice time" to learn to take control over certain areas of his/her life. Our approach rewards positive behavior and ignores behavior we wish to discourage.

Each child helps contribute to the rules for their class. Doing this allows each child to be aware of what is inappropriate behavior and to understand the consequences of their actions. Positive guidance methods are part of Youthland's philosophy for discipline. Positive directions are

used to tell children what they *are* to do rather than focusing on what *not* to do, (i.e. “walk please” instead of “no running”). Redirecting the child to another activity and keeping the child’s goals or interests in mind is another technique used. Words are the tools we use to teach and encourage problem solving skills between children. This enables them to make careful judgments, choose appropriate solutions and to understand the consequences of different choices. The last resort used would be a “thinking time,” when a child might be given time to sit and determine a better choice of conduct for their actions. The maximum thinking time allowed is one minute per year of the child’s age. All staff members are required to document excessive inappropriate behavior and turn it in to the Academy Director. If the inappropriate behavior continues, a meeting with the child’s parents will be scheduled so that we can devise a plan to work as a team to eliminate behavior issues.

Physical or verbal punishment shall never be an accepted disciplinary procedure. Discipline shall not be administered for a child’s failure to eat, toilet accidents or for not wanting to participate in certain activities. Techniques of discipline shall not humiliate, shame, or frighten a child. It is the purpose of the staff at YLA to provide a safe, healthy, and caring environment for each child. Through our discipline policies and procedures, we hope to teach each child to understand rules of safety and help them take ownership of their own behavior.

Youthland Academy believes open communication between the center and the parents is the best tool for conquering behavioral problems. The Academy has many resources to assist and aid parents in need, and feedback from the parent is the key to resolving behavioral situations. The Academy happily assists our parents in any way possible. However, if a situation is out of the control of our staff and Director, we reserve the right to discontinue care for any child. In the event there is a severe or continual problem with an individual child, he/she may be asked to leave the Academy for his/her own welfare and that of the other children.

Biting is a typical and often common problem amongst toddler aged children in a childcare setting. Youthland provides detailed and comprehensive training to our staff in how to prevent and reduce biting incidents in the classroom. When biting occurs, written documentation is sent home with the offending child’s parents. An incident report is provided to the injured child. Under no circumstance will names be given to either family. In the event a child continues to bite without showing signs of progress, the director may suspend him or her from the Academy until the problem is under control.

MEALS AND SNACKS

The Academy serves breakfast, lunch, and afternoon snack. Students enrolled for full days receive breakfast, lunch, and snack.

A noon meal consisting of one third of the recommended daily allowances of vitamins and foods from each of the four food groups will be served. The children usually eat family style

with their teacher and may eat as much as they want. We offer the children each entree and we encourage them to try all foods served that day. Weekly menus are posted in the kitchen and on the Parent's Board as you enter the Academy. Any substitutions will be noted as they occur by the cook directly on the menu.

The Academy's policy on food preparation does not permit parents to provide food for their children's lunch or snacks. Any diet eliminating the use of any one of the four food groups or dietary allowances as required by Child Care Licensing must be written, signed, and dated by the child's attending physician. The parent is responsible for any substitute items.

Youthland is committed to providing children healthy choices. Our commitment to our families addresses and promotes good health at an early age. We substitute foods including white flour with those containing whole wheat or whole grain, fresh fruits in place of canned fruits, 100 % fruit juices rather than juice "cocktail" etc. A detailed list of our menus and ingredients can be seen at your participating Youthland.

ILLNESS AND COMMUNICABLE DISEASES

Please notify the Academy by 9:30 a.m. if your child will be absent. Under no circumstances will we accept a child who is ill. Please be sure to check your child each morning before sending him or her to the center.

Staff members are trained by a registered nurse or by the Red Cross to recognize of the signs and symptoms of illness and communicable diseases. All YLA Teachers are trained by their Directors in the proper methods of hand washing and disinfecting after diaper changes. (All staff members trained in recognition of the symptoms of illness and in hand washing procedures are listed by each phone). We monitor children and their behavior for signs of illness throughout the day. You will be contacted immediately if your child becomes ill while under our care. Please be sure you have made provisions for your child to be picked up in the event such illness should occur. Your child must be picked up from the center within 30 minutes of notification of the illness, or a late fee will apply.

Because we are concerned with the health and safety of all the children, it is extremely important for you to notify the center immediately of all contagious diseases your child contracts other than the common cold.

Any child identified with the symptoms listed below will be isolated from the other children. The child will wait on a cot in the Director's office until the parent or guardian arrives. An ill child must be picked up immediately; dismissal procedures for a sick child will be the same as the procedures as listed in the departure policy. Return to care policies shall apply as directed below.

- Temperature. One hundred degrees Fahrenheit or higher in combination with any other sign or symptom of illness. Fever must return to normal for 24 hours before returning to care without the assistance of medication (ie. Tylenol/Advil). Call the doctor if your child suddenly develops a rash, especially if it is accompanied by a fever, sore throat, or swollen glands, as this may be a sign of scarlet fever. This is especially important if your child has any of the symptoms of strep throat, or if someone in your family or in your child's school has recently had a strep infection.
- Diarrhea. (three or more abnormally loose stools within a twenty-four hour period). Your child may return to care after 24 hours without loose stools. In the event of a rotovirus diagnosis, please provide release from your physician before returning to care.
- Severe coughing. Cough which causes the child to become red or blue in the face or to make a whooping sound as well as difficult or rapid breathing. Return to care when free of symptoms or with a physician's written approval.
- Ringworm. A common skin infection which takes different forms depending on the part of the body infected. It is very contagious, so if you believe your child has ringworm, please see your healthcare provider immediately. Return to care 24 hours after treatment has begun. ***A release from your physician must be provided.***
- Yellowish skin or eyes. Return to care when free of symptoms or with a physician's written approval.
- Pink eye. Redness of the eye or eyelid, thick and purulent (pus) discharge, matted eyelashes, burning, itching or eye pain. Return to care 24 hours after treatment has begun and a release from your physician is provided.
- Untreated infected skin patches, unusual spots or rashes. Return to care when free of symptoms or with a physician's written approval.
- Unusually dark urine and/or gray or white stool. Return to care when free of symptoms or with a physician's written approval.
- Stiff neck with an elevated temperature. See your healthcare provider immediately. Return to care when free of symptoms or with a physician's written approval.
- Evidence of untreated lice, scabies, or other parasitic infestations. Return to care no sooner than 24 hours after treatment is begun. In the event of lice, your child must be "nit free" before being allowed back to care. Upon return, the child must check in with

the staff each morning for 4-8 days for a quick recheck in order to prevent recurrence. To assure effective treatment, please check previously treated children for evidence of new infection daily for ten (10) days after treatment. It is recommended you repeat the treatment seven (7) to ten (10) days after initial infestation.

- Sore throat or difficulty in swallowing. In the event of a strep throat diagnosis, your child must be fever free for at least 24 hours, and on an antibiotic for a full 24 hours before returning to care.
- Vomiting. Vomiting more than one time or when accompanied by any other sign or symptom of illness. May return to care after 24 hours without vomiting or other signs of illness.
- Hand-foot-mouth disease. Hand-foot-mouth disease is a common childhood illness featuring mouth sores, fever, and a rash. Often, the first thing parents notice is their children's decreased appetite for solids. Children may also have a fever and a sore throat. A day or two later, many children develop sores in the mouth. They begin as small red spots on the tongue, gums, or mucous membranes. They may blister or form ulcers. A skin rash may also develop over a day or two, with flat or raised red spots. Unlike with many rashes, the spots are often found on the palms and soles. Symptoms and recovery time may vary, so please speak to your director before returning to care.
- Fifth's Disease. Especially common in kids between the ages of 5 and 15, fifth disease typically produces a distinctive red rash on the face that makes the child appear to have a "slapped cheek." The rash then spreads to the trunk, arms, and legs. Fifth disease is a viral illness. Recovery time may vary, so please see your child's physician and speak to your director before returning to care.

If you have additional questions concerning symptoms of illnesses, a complete "Child Day Care Center Communicable Disease Chart" is posted in the office.

All parents will be notified of a contagious disease by written notice on the "Parent Board". A mildly ill child (minor cold, not exhibiting any of the listed symptoms or discharge) will be permitted to stay in the class and will be closely monitored by the teacher for any communicable disease symptoms to develop.

Your child will be readmitted to Youthland Academy after the signs and/or symptoms of any communicable disease are not present for a period of twenty-four hours unless otherwise indicated by a physician's instructions.

Staff members exhibiting any of the signs of symptoms of communicable disease will be excused from job responsibilities and may not be permitted to return to work without a physician stating that they are free of communicable disease.

MEDICATION

When a medication, food supplement, or modified diet is administered by a staff member; it must be approved by the Director and follow these guidelines:

1. Prescription medication must be accompanied by written instructions from a physician and/or written instructions from the parent. It must be presented in the original prescription container with label intact.
2. Any fever-reducing medications that do not contain aspirin, or cough/cold medications that do not contain codeine, may be given for no longer than three days. These items must be in the original container and accompanied by written instructions from the parent describing the dosage and the times of administration. Written instructions from the parent may not exceed the manufacturer's recommended dosages.
3. Any non-prescription topical lotions, creams or ointments may be administered with written instructions from the parent for no longer than three months. When used for skin irritations, the ointment, lotions, or creams shall be administered for no longer than fourteen (14) consecutive days at any one time.
4. All medications must be hand delivered to the area allowed and the staff member responsible for medication.

Youthland Academy advises all children with medications to arrive 10 minutes early to ensure all necessary medication forms are properly filled out. If a parent leaves medication and fails to correctly fill out the forms, YLA will not administer the medication.

ALL MEDICATIONS MUST BE CHECKED IN WITH THE DIRECTOR. DO NOT LEAVE ANY MEDICATION IN DIAPER BAGS OR CUBBIES. SCHOOL AGE CHILDREN ARE NOT PERMITTED TO CARRY THEIR MEDICATION WITH THEM; IT MUST BE GIVEN TO THE DIRECTOR.

DAILY BEHAVIOR CHARTS

It is the goal of Youthland Academy and its staff to keep the parents informed of each child's daily behavior. "Daily Behavior Charts" for each group are posted each day in the appropriate classroom area. You may check your child's report by looking at the posted form when you pick your child up. For example:

<u>Child's Name</u>	<u>Health</u>	<u>Lunch</u>	<u>Snacks</u>	<u>Rest</u>
Mary Smith	Great	Yes	Yes	1 hour

All parents of children in the infant, ones, and toddler classes receive individually written "Baby Grams" each day. "Baby Grams" detail the child's entire day, including; feeding times and amounts, detailed diaper changes, and napping times. "Baby Grams" also inform the parents of special activities of that day.

OUTDOOR PLAY

It is the policy of Youthland Academy to incorporate as much outdoor time as possible in our daily programs. If a parent does not wish their child to go out on a specific day, you must sign the "Outside Play" sheet for your child's class. These sheets are located on the main "Parent Board". We cannot honor any long-term (more than 2 consecutive days) or ongoing refusal of outdoor play without a written statement from a doctor. Children are required to go outside at least once a day (weather permitting), unless they have written approval by a physician. If the child is unable to follow the day's scheduled activities, the parent may need to consider whether attendance that day is in the best interest of the child.

Since the children play outside, we recommend they dress appropriately for the anticipated weather. This includes sweater, coats, comfortable shoes and socks, (sandals and thongs are not permitted), hats, gloves, and boots.

Youthland Academy's policy states that children will not be taken outdoors in extreme cold/heat conditions. During heat advisories, children will only be taken outdoors in the early morning or evening hours. The facility may provide water sprinklers and/or wading pools for the children during hot weather. Parents will be notified and written permission requested when we have "Water Days". On days that children are not permitted outdoors due to weather or safety conditions, (such as tornado watch or warning, lightening or other dangerous weather conditions) or any situation which would threaten the children's personal safety, the children will participate in indoor large muscle play. (i.e. games, parachute play, music & movement activities, etc.)

CHANGE OF CLOTHING

Upon enrollment, each child is to have a plastic shoe box containing two complete changes of clothing at the Academy. Whenever a child is sent home with soiled clothing, parents must check the box and replace the clothing for the following day. Replacement clothes should be sent in a marked bag. If the Academy provides clothing for a child, we ask that the garments be replaced as soon as possible.

It is the policy of YLA not to wash the children's clothing. If a change of clothing is unavailable, the parent will be contacted. If a change of clothing is necessary for a child but is unavailable, the parent will be called to immediately provide a replacement. In order to avoid this inconvenience we recommend parents constantly monitor the child's cubby.

CUBBIES

Each child is assigned a cubby in or near his/her classroom area. Parents should clear their child's cubby daily. Any items left will be placed in the "Lost and Found" box. Any spare clothing labeled with a child's name will be kept in the plastic shoe box in the child's cubby.

LOST AND FOUND

Any clothing articles or blankets found in the center are placed in the "Lost and Found" box. Any clothing not claimed within a reasonable amount of time is donated to charity.

SHOW-N-TELL

Only on Fridays may children bring a toy or an interesting object to the Academy. If possible, please choose an item that follows the theme of the week. This item will be shared with the class during the time designated for "Show-n-Tell". All "Show-n-Tell" items must be labeled and placed in the designated box. This is the only time children are permitted to bring toys from home to the Center. There are no exceptions to this rule.

Children are not permitted to bring cell phones into the center. If a school age child carries a cell phone, it must be turned into the director's office upon arrival and may be picked up upon departure of the center.

NAP TIME

Each child is provided an individually assigned crib or cot during the daily rest time. A child is never required to sleep, but a quiet time is scheduled after lunch. At this time children are encouraged to relax, look at books, or sleep. Because Youthland participates in a "nap time program," the children are expected to remain on their cots to rest and sleep as part of their daily schedule.

Please inform the Center Director if a nap toy, blanket, or pillow is required for security by the child. All napping articles must go home for laundering at the end of each week. Quiet, easy listening music is played to soothe and quiet the children. Back rubs are also a favorite of the children at nap time.

UPDATES TO THE PARENT HANDBOOK:

This parent handbook is updated each spring. The handbook will be posted on our website at www.youthlandacademy.com and copies will be available at the center. It is the responsibility of the parent to check for updates. If major policy changes are made to the handbook any other time in the year, the center director will make copies or flyers noting the policy change available to all parents.

NEWSLETTERS, UPDATES & DAILY COMMUNICATIONS:

To keep our parents and students well acquainted with our center activities, Youthland Academy issues a monthly newsletter for our students and parents. Copies are available during the first week of the month. The newsletter is an effective tool to communicate with our parents many Academy happenings, field trips, parties, guest speakers, and lots of “great gossip.” Some centers issue weekly classroom newsletters.

WEBSITE

Please visit our website regularly at www.youthlandacademy.com. The website describes in detail our curriculum, news and events, menus, director biographies, franchise information and more. There is also an option to contact the corporate office. Youthland encourages parent and staff feedback as well as comments and suggestions. Delays and closings of any of our locations will also be posted on the website.

CAMERAS

Most of our Academies have camera surveillance systems. The center Director has a monitor in the office where she can view all classrooms throughout the building. Members of the Youthland Corporate team also monitor the classrooms. The cameras are in place for the safety of the children as well as the staff. The technology to go back and view previous footage is available and utilized as needed. As technology advances, we will soon add upgrades to our system that will allow parents the privilege to access and view their child’s classroom throughout the day.

CHANGE OF ADDRESS, HOME/OFFICE PHONE NUMBERS

Parents must submit any changes of work or home addresses and/or phone numbers **in writing** as soon as they occur. This is extremely important for the safety and well being of the children.

This also applies to emergency contact number and physician information. The Center asks each parent to update enrollment records annually.

PAYMENT OF CHILD CARE FEES

Upon enrollment, a deposit of one week's child care tuition is required along with a nonrefundable registration fee of \$100. This deposit will be used for the last week of child care, provided a written two week notification of un-enrollment is given to the Academy Director.

Child care fees must be paid in full on Monday for each week of child care. Fees not paid in full on Monday are subject to a \$25.00 late fee or termination of services.

Checks, money orders, major credit cards and cash are acceptable methods of payment. Cash payments must be placed in a sealed envelope noting the name of child, date, and the amount paid on the outside of the envelope. All payments must be placed in the safe located outside the Director's office. Cash receipts will be given within 48 hours of payment; however, parents paying cash should request a receipt at the time of payment. A receipt for all other payment types is given upon request.

Deposits are picked up bi-weekly by a bonded courier service. Place your tuition payment directly in the safe. Do not hand checks or cash payments to any employee at the center. Receipts for all cash payments will be sent back to your center.

There is a \$35.00 fee for each returned check. If a check returns to the Center for NSF or on a closed account, a six (6) month period must pass before a check will again be considered as an acceptable form of payment. There is a \$25.00 late charge for all payments made after Tuesday, unless other arrangements have been pre-approved with the Director or Corporate Office. A late fee of \$25.00 is assessed for all payments made after Friday, NO EXCEPTIONS.

For those who are on a voucher program, a charge of \$75 will be added to your account if the following weekly hours are not met:

Full time: 25 hours

Part time: 7 hours

Any parent who withdraws from the Center with a delinquent payment is sent to Youthland Academy's collection agency. NO EXCEPTIONS.

No refunds are given for services rendered. A reimbursement may only be issued for overpayment of services. Any parent who withdraws a child and has prepaid tuition may receive a reimbursement with a minimum one week written notice to the center.

A late dismissal charge is enforced for all children picked up after closing time. This fee will not be waived under any circumstances. The charge is \$1.00 per minute per child, for each

minute after closing time. This charge must be paid directly to the center Teacher(s) who stayed after hours to supervise the child/ren.

It is the goal of Youthland Academy to provide the highest quality of care at an affordable cost to our parents. As the cost of living rises each year, unfortunately child care fees increase as well. Youthland's rates traditionally increase once a year in the fall, and notices of the event are given weeks in advance. YLA recommends parents plan ahead and anticipate a 4% - 7% rate increase each fall, every year. The Academy ensures parents that our rates are always the most competitive in the area.

Refunds are not given for absence. In order to hold a child's place at the Academy fees must be paid in a timely fashion.

HOLIDAYS AND VACATIONS

The following legal holidays are observed by the Academy; **Labor Day, Thanksgiving, Christmas, New Year's Day, Memorial Day and Independence Day. The Academy is closed but there are no discounts for the fees on these days.** If a holiday should fall during a weekend, the Academy will announce whether the Friday before or the Monday after will be honored in its place.

Vacations from the Academy are available. Each family is entitled to two weeks of vacation per year of enrollment. This is applicable only after a child has been enrolled for at least six months. If the enrollment is less than six months, there is no vacation time allotted towards child care fees. Vacation days may only be taken in weekly increments and may not be used without one week prior written notification to the Academy.

For any additional questions concerning Youthland Academy vacation policy, please feel free to speak to your center's director.

WITHDRAWAL POLICY

Youthland Academy requests a minimum of a one week notice in writing prior to withdrawing a child. Together, the Academy and the parents can use this time to collect the child's belongings, zero out your accounts and receive necessary tax filing information. It also gives each child an opportunity to say goodbye to his or her teacher and friends.

DELINQUENT TUITION

Youthland Academy will give parents a minimum of two (2) notices regarding unpaid tuition. If any parent refuses to acknowledge or respond to these notices, Youthland Academy will not continue to provide services until the balance is resolved.

Youthland Academy reserves the right to terminate child care services immediately in the event of unacceptable behavioral issues.

PARENT PARTICIPATION POLICY

The director is available to assist parents and employees with problems related to the childcare center. If he/she is unable to assist you, then you will be directed to the appropriate person/agency where you may be able to receive further assistance.

The Academy encourages parents to participate in the center's programs as often as possible. Notices will occasionally be posted or sent home requesting the participation in specific activities such as field trips, parties, special events. Our facility has an open door policy and your unannounced visits are welcomed and encouraged.

Youthland Academy holds two Parent-Teacher Conferences per school year. The dates and times of the conferences will be announced and posted in the facility. You will be asked to join your child's teacher to discuss your child's care and development and to exchange information about the program. Your child's teacher will complete a chart detailing your child's development. If you are unable to attend a conference, a phone conference may be available. If you would like to request a conference with your child's teacher and/or Director, other than those regularly scheduled, you may do so by speaking with the Director.

DAILY SCHEDULE / DAILY ROUTINE

INFANTS (6 WEEKS TO 18 MONTHS)

In the infants' room a "T.L.C." individual approach is stressed. This means that each infant's "at home schedule" is followed by our infant care providers. As each baby grows, Youthland adjusts their schedule to that of the baby's. Each baby is cuddled and loved as they are bottle fed in the child care provider's arms. We know how important that is to a child's development.

Each baby has their own crib which parents are welcome to personalize and make like home. Parents are provided with a storage bin in which to store extra clothes, diapers, and wipes. The Teachers at Youthland Academy sterilize toys, equipment, and bedding on a daily basis to prevent the spread of germs. They are also trained in Youthland's elaborate diaper changing procedure. When the child care provider is not involved with the immediate needs of the babies, she stimulates them through play activities in which their small and large motor skills are developed.

- Diaper changing occurs and is recorded every two (2) hours and as needed based upon the child's arrival at the center
- Babies are fed according to their individual schedules
- Cuddling and play will occur throughout the day

6:30 - 9:00	Breakfast Play
9:00-12:00	Nap Large motor activities Song, games Outdoor walks
11:00-12:30	Lunch
12:00-2:00	Nap time and/or play Afternoon snack Free play Large motor activities Outdoor walks

Parents of infants are encouraged to check in daily mid-day during the first few weeks of enrollment as the child transitions to his or her new setting.

TODDLER (18 MONTHS TO 30 MONTHS)

In the toddler room, the focus is on life skills, toilet training, and learning activities. At this age the children learn to develop social skills by playing with other children. The Teachers work

with the children to help them develop attention spans through directed activities. The children are also developing verbal skills by learning to express their feelings and resolve difficulties they may experience in new social interactions.

Each child experiences the various activities available in the learning center:

- Art Expression
- Blocks
- Group activities - music, storytelling, circle games, etc.
- Housekeeping
- Library
- Small manipulative toys (put together and take apart)

A child will graduate to the pre-school class when he/she is toilet trained, his/her language skills are adequately developed, and he/she is able to accept direction.

6:30 - 9:00	Breakfast Free play Circle activities
9:00 - 11:15	Small group center activities Attendance, weather, and morning snack Story telling Outdoor play Centers (sand & water, large motor, dramatic play, housekeeping, manipulative)
11:15-12:00	Lunch
12:00-2:00	Nap time (story record, soft or classical music)
2:00 - 4:30	Centers Afternoon snack Outdoor play Arts & crafts Music
4:30 - 6:00	Good Grooming; large motor; circle time, and free play

PRE-SCHOOL (2 1/2 YEARS TO 5 YEARS)

It is the goal of the Academy to develop a self directed and self motivated child. A child exhibits a natural curiosity for learning and the Center Teachers create an environment of fun learning. The Teachers work with the children to teach them self control in a group setting.

The Academy teaches children through hands-on experiences with a wide variety of material

which develops practical life experiences, sensorial perception, and knowledge of language, math, science, art and music.

The Youthland philosophy is based upon Learning Centers that develop skills, provide academic instruction and allow for learning discovery. The Teachers promote creative play in each area to enrich each child.

The Pre-Schoolers learn through the following:

Art	Library and Language Arts
Blocks	Math
Dramatic Play	Outside Play
Arts	Small Manipulative
Music	Science
6:30 - 9:00	Breakfast Centers Circle games
9:00 - 11:45	Pre-School Curriculum
11:45-12:45	Lunch Music Story telling
12:45-2:30	Nap time (story record, soft or classical music)
2:30 - 4:15	Afternoon snack Outdoors or table toys Center rotation Music Arts and Crafts
4:15 - 6:00	Good grooming Large motor Circle games Free play

SCHOOLAGE (5 YEARS TO 12 YEARS)

For school holidays and summer, the school-age children will follow a schedule with field trips, camp, special activities, etc.

6:30 - 8:00	Breakfast Centers Leave for school
3:00 - 4:15	Snacks Centers

4:15 - 6:00

Arts and Crafts
Outdoor play
Homework
Free play

I have fully read and understand the Youthland Academy Parent Handbook. I understand and acknowledge my acceptance of the policies stated within this Handbook. I have been offered an opportunity to ask questions. I will direct any further questions or concerns to my director.

I have received a copy of this Handbook.

Child's Name(s) _____

Parent Signature _____

Date: _____