

Premier Academy Parent Handbook

WELCOME

We would like to welcome you to Premier Academy Child Enrichment Center! We hope you find this handbook helpful in understanding our policies. If you have questions, comments, or suggestions please contact the center director.

Philosophy Statement

At Premier Academy, we recognize that the child's first years are extremely important to their growth and development. We strive to provide a safe, loving and nurturing environment for each child entrusted to us. Premier Academy has a successful program which emphasizes kindergarten readiness for your child, helping to develop them physically and academically, as well as socially. We also know children learn through play and we have many opportunities for this through our dramatic play area, creative arts area, large motor area and a custom 5,000 sq. ft. outdoor playground to foster their creativity and imagination.

It is our goal to create a relaxed and joyful atmosphere for children, which will encourage their social, emotional, academic and physical development. We will work towards helping your child achieve a positive self-image as well as self-control, personal hygiene and independence.

Premier Academy has an "open door" policy that encourages you to visit our center at any time. We are always willing and ready to involve parents whenever possible.

Hours of Operation

We are open Monday through Friday. Please check your specific center for hours of operation.

We are closed for the following holidays:

New Year's Day, Memorial Day, Thanksgiving Day, day after Thanksgiving, July 4th, Labor Day, Christmas Eve, and Christmas Day. We will close early on New Year's Eve. When a holiday falls on a Saturday or Sunday, and is observed on a Friday or Monday, please contact our Director if your child will not be attending the center that day. This will allow us to staff accordingly. Payment of full tuition will be due for each of the above holidays.

Fees and Finances

Tuition rates are calculated on a weekly basis and are based on pre-payment. Payment of full tuition is due on the first day of attendance each week. A late fee of \$5.00 per day will be charged starting the second day of the week tuition is due. All tuition and fees are due before your child can return. Full tuition is due weekly based on your enrollment status, not based on actual days of attendance. Tuition prices are subject to change with advance notice. In an effort to keep costs down, participation in electronic funds transfer (EFT) is mandatory. Insufficient available funds will be treated as a returned check. If you choose to pay by credit/debit card there will be an additional fee due to the cost of processing. If you pay by cash, please place cash in a sealed envelope with your child's name and date of payment on it and place it in the payment box located by the office. The annual tuition increase takes effect January 1st and will be communicated to you by November 1st.

Title XX parents are required to maintain up-to-date Provider Authorizations. Should you let your authorization lapse you will be responsible for any missed tuition payments. It is your responsibility to pay your co-pay on the first day of the month.

Additional Fees

Routine is very important to young children for stability. This includes the times that they are dropped off and picked up from the center. When this routine is disrupted, the child tends to worry about where their parent is. We appreciate parents who keep their routine and are quick to inform us of any problems that may keep them from being on time. Should your child not be picked up before the center closes, we request you notify the center as soon as possible. In addition, a late pick-up fee of \$1.00 per minute per child for the first 5 minutes will be charged, then \$5.00 per minute thereafter for each child. If your child has not been picked up by the close of the center, the staff will begin calling all contact numbers provided on your child's enrollment sheet. If we are unable to reach someone to pick up your child we will notify the authorities. Remember, our center is only licensed to operate by the State of Nebraska until 6:00 p.m. Omaha location and 6:30pm Elkhorn location.

There will be a \$35 returned check fee for returned checks and the center reserves the right to refuse any further payment by check for child care services.

A non-refundable enrollment fee will be charged upon acceptance of your child. If you request us to hold your spot for greater than one month, the fee will be determined.

An annual tax statement will be provided by January 31 for the previous year's tuition payments, provided your account is current.

Your Child's Schedule

You will be asked to complete a schedule for your child. If you need child care outside of these hours (earlier or later), you must call the center and ask if we can accommodate your extra hours. If changing your child's hours would put us outside the approved staffing ratios we may not be able to accommodate your request. This includes coming in late, taking a day off, changing your hours for the day, leaving early. Our teachers' schedules are based on the children's schedules. There are specific staffing ratios that we are required to meet for our license in the State of Nebraska.

Notice of Withdrawal

Premier Academy requires a two (2) week notice prior to withdrawal from the center. If we determine for any reason that your child's enrollment should be terminated you will be given advance notice of one (1) week. Premier Academy explicitly reserves the right to immediately remove the child from the center for lack of payment or if he/she presents a danger or detriment to himself or others attending or working in the center.

Licensing

Premier Academy is licensed by the State of Nebraska. We are inspected periodically in the areas of health, safety and fire to ensure the best environment for your child. Our licenses are displayed by the office. All children are required to have a completed enrollment application and a current immunization record on file prior to enrollment. You will be expected to provide updated immunization records annually per State of Nebraska requirements.

If at any time there is a change of information on your child's enrollment form, please inform us immediately. Changes may include phone number, address, place of employment, emergency contacts, individuals authorized to pick-up your child, medical information, or custody orders.

Security Policy

Parents are required to bring their children into the center upon arrival and place them under the supervision of a staff member. Please be sure that your child is signed in/out of the center per State requirement.

Your child may only be released to you or an adult explicitly designated by you in writing in the enrollment application. It will be your responsibility to notify the center if any one of the designated individuals will be picking up your child. As part of our security policy, anyone other than you picking up your child will be required to show valid photo identification. Please inform those individuals of our security measures. Custody orders must be provided to our Director during enrollment or as changes occur. This document will be kept on file at our center and we will abide by the court order.

Access to Building

Upon enrollment you will be given a security code to enter our secured building.

Emergencies

It is required that we have the names and phone numbers of persons authorized to pick-up your child on file. In addition, it is necessary for us to have filed the names and phone numbers of your physician(s). Please notify our Director if there are any changes.

In the event your child becomes seriously ill or injured, an emergency vehicle will be called if deemed necessary, and your child will be taken to the nearest hospital at the parent's expense.

We have fire alarm pulls located through-out the center. If the alarm is pulled falsely by a child, the parent will be responsible for the \$50 fee that will be assessed to the center by the City of Omaha.

Health

If your child is running a fever of 100 degrees F or higher, has vomited or had diarrhea in the past 24 hours, it is required that you keep him/her home for 24 hours per Douglas County Health Department Regulations. We want to protect the wellness of your child as well as others. If your child will not be attending due to an illness, please contact the center. Your child must be symptom-free without medication for at least 24 hours before returning to the center. If your child becomes ill at any time during the day, we will contact you immediately in order for you to pick up your child. In the event you are unable to be reached, we will contact the individual(s) designated for emergency contact on your enrollment application.

In such cases when your child has become ill because of a contagious disease, please contact the center immediately. Once confirmed by your family doctor, a notice will be posted to inform the other parents. Your child will not be allowed to return to the center without a signed statement from a physician stating that your child is no longer contagious.

If your child has a known allergy issue, please notify our Director so we may take the appropriate precautions.

Medications

In the event your child requires medication during the day, the following is required:

A competency statement must be signed and in your child's file.

Parents must complete a "Prescription Medicine Authorization Form" for each child.

All medications must be provided to the center in their original container and with the child's name and medication instructions clearly labeled. Only clearly dated, labeled, prescription medication or physician-approved "over-the-counter" medications will be administered.

We ask you to give all medications at home if possible. We ask that you only have center staff give medications that must be administered during the hours they are here. For example, a medication that is given daily or twice a day should be given at home.

Please keep in mind that all medication policies are State regulated and all medication should be directly given to the child's caregiver upon arrival at the center and taken home daily.

Weather Policy

Every effort is made to open the center despite poor weather conditions. If we close due to impassable roads, it will be posted on the T.V. stations and their web sites. If your child will not attend due to weather cancellations, please notify the center as soon as possible.

In case of a tornado, all children will be taken to the severe weather shelter until the warning is cancelled. Please keep in mind that all staff members will be concentrating on the safety of the children. Therefore, please do not contact the center until the sirens have stopped and all present danger has passed. Should an emergency situation require evacuation of the center, you will be contacted immediately. An emergency exit plan is posted and we practice periodic drills.

Meals

We provide a breakfast, lunch and an afternoon snack daily. Our menu is posted monthly. Our food is prepared by our staff. Every effort is made to have nutritious, kid-friendly meals. We are a peanut-free center.

Transportation

Premier Academy provides transportation to select area schools. Any child transported must have a signed transportation release form on file with the center. Transportation will be provided to and from select schools and for planned field trips. You will be notified well in advance of any planned field trips and we welcome parents to join us at any time. Fees are charged for school transportation and all field trips.

Positive Behavior Support

The staff at Premier Academy reinforces positive behavior with methods such as praising and rewarding children. When children realize that attention results from appropriate behavior, that behavior is more likely to continue. We feel this improves the development of the child's self-control, self-esteem, and cooperation.

Our rules are set at age-appropriate expectations for the children. We do not expect children to understand and follow complex rules. We do not punish children. Time-outs are only given for hitting, kicking and biting. The child will have a time away with a teacher participating in another activity. If a child has repetitive inappropriate behavior, the parent will be notified. A conference may be requested at any time by the teacher or parent.

Clothing

Please bring your child in comfortable clothing that is washable and can withstand food spills, outdoor play, and sometimes messy activities. We base our curriculum on learning through creativity and play. Please bring an extra change of clothing to keep at the center, labeled with your child's name.

Please have your child wear appropriate shoes for running, riding, tricycles, swinging and climbing. Suggested shoes may include tennis shoes or sneakers. Flip flops, sandals and crocs are not suggested play shoes.

Please dress your child appropriately for cooler weather. Appropriate outdoor wear such as coats, hats, gloves or mittens is needed, as we spend time outside when weather permits.

Please label all items with your child's name.

Toilet Training

We will begin toilet training when both the parent and the teacher feel that your child is ready. It is helpful if both home and center work together through this important time. It is equally important that the program started by the parent at home is coordinated with the center. You will need to provide the center with at least two changes of clothing, training pants, and a supply of diapers and wipes for naptime. Please dress your child appropriately. Elastic pants and shorts work well. We find that overalls, belts, tights, and long dresses do not facilitate toilet training as they are too hard for the child to remove by themselves.

Personal Items from Home

We discourage children from bringing toys from home unless special permission is given by the center, such as "Show and Tell" events. Please note that the center will not be responsible for lost or damaged items.

Birthdays

We realize that birthdays are a special time for children. If you wish to provide a treat for each child in your child's group, we ask that you please arrange it with the teacher ahead of time. The Douglas County Health Department does not allow home-made food brought to the center. All food brought in must be made in a commercial facility. Please keep in mind that we are a peanut-free center.

Vacation

Five vacation days are provided each year to families that are enrolled full-time and can be used after your six month anniversary of initial enrollment. Vacation days must be used consecutively. After you have used your vacation days for the year, you will be responsible for paying tuition for all other days whether your child is in attendance or not. This is necessary to reserve your child's place at the center. There will be no rollover of your vacation days to subsequent years. All vacation days are based on your enrollment anniversary date.

Social Media

It is the policy of the company for our employees to not accept requests to follow parents/families on social media of any type. Please extend the same courtesy to our employees by not asking them to follow you.

Hiring our employees

Hiring our employees to “babysit” outside of Premier Academy is highly discouraged. Should you do so, please keep in mind that Premier Academy is not liable for them, warranty them, or represent them in any fashion.

Should you wish to hire one our employees under your full-time employ (they quit Premier Academy to become your full-time employee) there will be a \$3,500 “finder’s fee” charged to the hiring parent/family.

Thank you for entrusting your children with us!!