



# Parent Handbook



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## WELCOME

Welcome to Franklyn Learning Center (FLC). We provide dependable care, first-rate fun, and ample opportunities for children to explore their world.

In order to best meet each child's needs, we encourage family involvement. Your input is essential to creating the optimal environment. Please don't hesitate to talk with us, as we are constantly seeking even better ways to serve your children.

Upon enrollment each family will receive an orientation which includes the following: tour of the facility, center information location, introduction to staff, classroom orientation, and the opportunity for questions and concerns.

Thank you for allowing us the opportunity to work with you and your family.

Carolyn Jacob, CEO

[CarolynJacob@FrankynLearningCenter.com](mailto:CarolynJacob@FrankynLearningCenter.com).

## Mission Statement

We will value each child while providing a solid foundation for a lifelong love of learning, for an ability to think and to problem solve, for success in life as a confident and capable individual, and for being a responsible and considerate member of society.

## Philosophy

Children are to be valued for who they are, not just what they can do. Children who are secure in this knowledge are ready to learn new things. Children learn best through play, by working with things they can relate to, and by having the opportunity to reflect on new experiences.

## **POLICIES & PROCEDURES**

The following is a brief outline of how we operate. Please take time to read over it and don't hesitate to ask questions.

### **Non-Discrimination Policy**

Franklyn Learning Center provides equal care and education to all children and families without regard to age, race, religion, creed, sex, handicap, or physical condition.

### **Code of Conduct**

Franklyn Learning Center requires each and every adult on the property to behave in a manner consistent with decency, courtesy, and respect.

#### **1. Confrontations**

Any disagreements are to be conducted in a calm and respectful manner towards one another. Use of foul language, insults, or inappropriate gestures are strictly prohibited.

#### **2. Threats**

Threats of any kind will not be tolerated. All threats will be reported to the appropriate authorities and will be prosecuted to the fullest extent of the law.

Violators of this Code of Conduct will not be permitted on center property (including the parking lot) thereafter. This includes, but is not limited to: staff, vendors, associates, guests, and other parents. While apologies for such behavior are appreciated, the center will not assume the risk of a second chance.

### **Not Allowed on Property**

The following are not allowed:

1. Foul language
2. Alcohol
3. Smoking
4. Firearms

### **Registration Forms**

The completed enrollment paperwork must be submitted on or before the first day of enrollment. Physical and immunization forms must be in your child's file within 30 days of enrollment.

### **Tuition and Fees**

Tuition is due in advance on the Friday before services are provided. Past due balances will result in suspension of services until outstanding tuition and fees are paid in full. Refer to the "Tuition & Fees Payment Agreement" for further details.

Cash, money orders, and checks are accepted at the counter, or in the locked drop box. Credit card payments can be submitted online at [FranklynLearningCenter.com](http://FranklynLearningCenter.com)

## **Hours of Operation**

Hours of operation are from 6:30 a.m. to 6:30 p.m., Monday through Friday.

We will be closed for 8 and a half\* days for holidays. Holidays are as follows:

New Years Day	Memorial Day	Independence Day
Labor Day	Thanksgiving Day	Day-after Thanksgiving
Christmas Eve*	Christmas Day	Presidents' Day

## **Drop Off and Pick up Procedures**

You are responsible for signing your child in to the center. Each authorized adult will have their own personal identification number for signing in on the computer. In the event of technical difficulties, you are to sign in manually on the log sheet to the right of the monitor.

You must escort your child into the classroom and make sure the teacher is aware and acknowledges your child's presence before you leave.

Children are not accepted after 10:30 a.m. without prior notification to FLC management.

### **Children may NOT be dropped off during nap time.**

When picking up your child from care, please be sure to sign your child out as instructed above. When you go to remove your child from the classroom or playground, make sure the teacher is aware that you are picking up your child. Take a moment to be available for your child's teacher to communicate with you. Upon collecting your child, you are responsible for them. Do not let them run out of the room without you.

**No one may pick up a child without proper identification and authorization.**

## **Open Door Policy**

An "Open Door Policy" is in effect throughout operating hours. Parents/guardians are welcome to stop by and look in on their child at any time. No appointment necessary!

The Discipline Policy, Standards of Conduct, and Visitor Policies apply to anyone within our facility at all times.

Keep in mind that our teachers must focus their attention on all of the children in their class. Therefore, we ask that you make an appointment when you wish to discuss something at length with teachers. This enables them to give you their undivided attention, without neglecting their teaching responsibilities.

## **Parent Involvement**

Parents are welcome and encouraged to participate and help out in classrooms, parties, and special events. Parents may be asked to help with certain tasks such as: cutting out items for the classrooms; sharing information about their job, hobbies, or culture; donating items; reading to a group of children. Please coordinate planned activities with your teacher.

### **Parent-Teacher Conferences**

All parents/families are encouraged to attend parent/teacher conferences to review their child's progress and participate in goal setting. Conferences will be scheduled two times per year corresponding with the completion of Ages and Stages Questionnaires. Other conferences may be scheduled as needed or as requested.

### **Court Orders & Parental Right to Access**

Both parents shall be afforded equal access to their child as stipulated by law. Franklyn Learning Center cannot, without a court order, limit access of a parent by request of the other parent, regardless of the reason. If a situation occurs where one parent does not want the other parent to have access to their child, we suggest that the parent keep the child with them until a court order is issued.

### **Confidentiality**

Confidential and sensitive information will only be shared with employees who have a "need to know" in order to most appropriately and safely care for your child. Information of this type, whether about faculty, other parents and/or children will not be shared with parents. Confidential information includes, but is not limited to: names, addresses, phone numbers, disability information, and health related information of anyone associated with Franklyn Learning Center.

### **Discipline Policy**

Our discipline policy is to redirect and explain to the child why something is inappropriate. If the behavior continues, the child will be taken to the director and a parent conference may be arranged. At this point, we will work together with the parent/guardian to come up with a solution that will be acceptable to both the parents and the staff.

Spanking and other forms of corporal punishment are not allowed in our center by staff or by the parents/guardians.

Children experience new situations as time goes by. Learning how to express and conduct themselves appropriately is part of their social development. Inappropriate or unacceptable behavior often stems from frustration. As children learn better communication and socialization skills, frustration levels decrease. Our teachers are trained to help children to build these skills and to demonstrate respect for others.

We reserve the right to terminate enrollment of your child at any time at the discretion of the director. Reasons for this include, but are not limited to: fighting, biting, spitting, foul language, aggression.

### **Child Abuse/Neglect Reporting**

Under Florida Law, all child care centers are mandated to report cases of possible child abuse and neglect immediately to the Department of Children and Families. FLC has the responsibility for the prevention, identification, and reporting of child abuse and neglect (sexual, physical, emotional). The abuse hotline is 1-800-96-ABUSE.

## PROGRAM

### Curriculum

Franklyn Learning Center uses our extensive in-house experience for working with our children as well as implementing the following:

*Learn Every Day™: Infants, Toddlers, Twos & Preschool Curriculum*

*The infant program* is based on allowing infants to follow their own schedules. Developmentally appropriate infant schedules are individualized. Eating, sleeping, and playing times will vary according to their unique internal clocks.

*The infant-toddler program* meets the individual emotional, physical, and social needs of each child. Cognitive and physical development is stimulated through interaction with others and by exploring developmentally appropriate objects in the environment while social and emotional development is encouraged through interaction with caring, responsive adults.

To build a foundation for all future learning, infants and toddlers need opportunities to do the following:

- Interact with responsive caregivers
- Look, listen, and respond to what is going on around them
- Explore their world with enthusiasm and wonder
- Actively engage in daily routines and novel experiences
- Reach milestones at their own pace
- Develop social and emotional skills in a nurturing environment

*The Preschool Curriculum* is a comprehensive curriculum, based on research, written by national experts, and designed so that all children can learn! This curriculum incorporates literacy, math, science, social studies, and creative arts into each unit. Experts in the field of early childhood education provide guidance for teachers to arrange and manage the early childhood environment, as well as implement developmentally appropriate, and culturally relevant activities for all learners.

Children MUST be completely toilet trained prior to participating in the pre-school and older classes.

## SCREENING

Screening is a process to determine whether or not a child may have developmental concerns that could require further evaluation and follow-up. Screenings conducted at FLC may include: vision, hearing, speech/language, nutrition, dental, and overall development.

Teaching staff will use a variety of strategies to promote and support children's learning and developmental progress based on the observations, individualization, and ongoing assessment of each child. Information will be gathered from teachers and parents.

### **Screening Procedure**

- Parental consent forms for screening are included in the registration packet. Teachers will obtain a copy of the consent form prior to administering screenings. This copy will be kept in the child's portfolio.
- The Ages and Stages Questionnaire (ASQ) will be used at least once per year for all age groups. Teachers will complete and score the ASQ. Parental input may also be used to complete the ASQ. The scored ASQ will be kept in the child's portfolio.
- Parents will be informed in writing of results of screenings either through a letter sent home by the center director or through written documentation of a parent-teacher conference where results were shared.
- At-home activities will be recommended based on the results of the screenings.
- If further evaluation or services are needed, parents will be referred to the appropriate agencies or to their personal pediatricians.
- Additional screenings and parent conferences will be utilized as a means of follow-up on screenings that result in referrals to outside agencies.

### **Accountability Procedure**

- Summary sheets of all children screened will be given to the director.
- Children in need of follow-up will be highlighted on the summary sheets.
- The director will review the screening tool for each child identified to need follow up.
- The director will re-score the instrument to ensure accuracy of scoring.
- The director will review the results with the parent and may rescore instrument based on parental input.

### **Assessment Procedure**

- Within six weeks of the start of the school year, teaching staff will do an initial assessment for each child using an approved developmental checklist or assessment instrument.
- Based on parent information, screenings, and initial observations, goals will be made for each child based on their individual needs.
- Teaching staff will conduct teacher-directed small group learning centers daily that will focus on these individualized goals. Progress of goals will be documented.
- The ongoing assessment of each child will be recorded and updated at least twice per academic year. Each time an update is made new goals and plans will be made, based on the children's individual needs. These will be kept with the current lesson plans.
- Portfolios will be maintained for each child. Teachers will gather evidence of children's progress in these individual files. Things to be included in the portfolios may include literacy and numeric assessments, artwork, anecdotal notes, writing samples, daily notes, photos, growth charts, etc. These items should be dated and include a statement concerning what objective the child achieved.
- Assessment results will be shared with parents during Parent-Teacher Conferences at least twice during the school year.
- At the time of a child's transition to the next class, the teacher will pass the portfolio up to the next teacher.
- At the time of transition to kindergarten, the teacher will send the portfolio home.

## HEALTH & SAFETY

Each child should be healthy enough and dressed appropriately to participate in all school activities, e.g. outside time, running, climbing, water play. Do **not** bring your child to school if there are any limitations due to illness or other temporary conditions.

### Illness

Children with a communicable disease or issue may not attend. You will be called to pick up your child if there are symptoms of a communicable illness. If called, your child must be picked up within an hour.

Most common reasons a child is sent home include, but are not limited to:

Fever at 101F	Skin rash
Two diarrhea	Severe cough
Head Lice/nits	Green nasal discharge
Vomiting	Any other symptoms of a communicable illness

Your child may return to school when:

24 hours fever free (without medication), diarrhea/vomiting and/or other symptoms.

Incubation period for any communicable disease has passed.

Has been on the required antibiotics for at least 24 hours.

No nits or lice in hair/scalp.

In addition, the director has the discretion to require a medical release prior to return.

### Medications

Parents are required to complete a Medication Form with specific instructions and reasons for each medication (prescription or over-the-counter). Forms can be obtained at the front desk.

Over-the-counter lotions and/or ointments, e.g. sunblock, lip balm, diaper rash ointment, may be kept in classrooms. Parents must bring an unopened container, clearly labeled with their child's name and the date brought in. Parents written instructions will be followed PROVIDED they do not contradict the instructions on the container. Any contradictions will require a doctor's written instructions.

Prescription medications must be kept in the office and will be administered by the person in charge. Medications must be in original packaging, with an intact prescription label noting child's name, directions, and date. Medicine will be given as needed.

### Accidents & Injuries

All accident/incidents will be documented with a report for you to sign upon picking up your child.

In the event of an emergency, parents/guardians will be notified immediately. If unable to be reached, we will call your child's physician, or 911. Keep all emergency contact information current!

## **Biting**

Biting is a developmentally appropriate behavior for children in the infant through 2 year old classrooms. Parents with a child in these classrooms can expect that their child will be bitten, or will bite another child. Our staff work to identify and prevent situations which can lead to biting. Children are shown appropriate ways to react in similar situations, and redirected to different activities in separate areas, if needed. If the biting continues and/or becomes excessive, services may be terminated.

Children three and older who give a severe bite (breaks the skin or leaves a bruise) 3 times in a 6 month period will have their services terminated.

## **Hurricane or Inclement Weather**

FLC follows the same weather guidelines as the Duval County Public Schools. Therefore, if the public schools are closed due to weather conditions, FLC will be closed as well. The center may reopen after the danger has passed. Listen to Channel 4 for school closings.

## **Alternate Safe Location**

Our primary alternative location is the building directly in front of ours:

Builder's Discount Floor Coverings, 1855 Beach Blvd.

In the event that our building becomes unsafe, children will be assembled at the alternate location and parents called to pick them up within 45 minutes.

## **ITEMS BROUGHT FROM HOME**

Please bring: a crib-size fitted sheet to be placed on your child's sleeping mat during rest time. Put your child's first and last name on all items brought from home. All blankets and sheets need to be taken home every Friday to be washed and returned Monday.

Blankets and small stuffed animals for rest time are allowed.

Other necessary items, e.g., diapers, wipes, spare clothing, jackets, must be labeled with first and last names.

If you chose to supply formula, baby food, snacks, or lunches, you are responsible for labeling bottles, and food containers with your child's name & the date (including year) it was brought in.

**DO NOT BRING** toys from home. Not only can they cause disruptions in the classroom, but they may get broken or lost, which can be very upsetting for a child as well as their parents. We have plenty of equipment and toys here at the center to keep the children busy.

FLC is not responsible for any items or personal devices brought from home, such as clothing, glasses, hearing aides, medical equipment, etc. Consider obtaining private insurance for any expensive devices your child may need. Usually available from the place of purchase.

## **DIETARY**

### **Meals and Snacks**

Breakfast, lunch, and a snack are served at no extra charge. The blessing will be asked at snack and meal times. The menu is posted in the entry way and at FranklynLearningCenter.com. Do not bring candy in for your child to eat. If you wish to bring in a treat for the entire class, please speak to your child's teacher.

### **Restrictions and Allergies**

Please discuss any special dietary needs for your child with the director. Modest accommodations may be possible for children with food allergies or who require specific menu items for personal reasons. However, you may need to be responsible for bringing in special dietary foods.

## **OTHER**

### **Staff Employment**

Clients are prohibited from soliciting any staff member for the purpose of employment. Parents who employ FLC staff will have their services terminated and any deposits will be forfeited. Staff who become employed by current or former clients of FLC will have their employment with FLC terminated.

Employment relationships include, but are not limited to: baby-sitting, house-sitting, mother's helper, nanny services, and carpooling. It does not matter whether or not those services are voluntary or paid.

### **Audio & Visual Surveillance**

Franklyn Learning Center utilizes video and audio surveillance. This helps us evaluate the implementation of our program, the safety of the environment, and the general atmosphere for our children, and anyone who enters our facility.

The state of Florida is an "All Party Consent" state, which means that all parties must be aware of and consent to any audio recording that may be taking place. In compliance, FLC has posted signage, as well as informing parents with this writing that anyone entering our facility, or on FLC property, is consenting to being under video and audio surveillance.

### **Animals**

Various types of animals may be visiting or residing in the center. This could include, but is not limited to: hamsters, fish, lizards, crabs, dogs, birds, turtles, insects, worms, etc. Let the director know if there are any animals that may be a concern for your child, such as allergies, fears, etc.

Do not bring in any animals without permission from the director. Animals at the center must be disease and vermin free and have proof of current, required immunizations.



**PARENT ACKNOWLEDGEMENT OF HANDBOOK**

I/We, the parent(s)/legal guardian(s) of \_\_\_\_\_, acknowledge that I/we have received a copy of Franklyn Learning Center’s Parent Handbook and have been given the opportunity to read the manual and ask questions concerning the policies and procedures contained therein, which include the disciplinary policy, mandatory reporting of child abuse/neglect, animal alert, audio and visual surveillance and recording, and developmental screening procedures.

I/we agree to abide by the policies as set forth in this handbook, and understand that entering into or onto Franklyn Learning Center property implies consent to being under video and audio surveillance and recording.

I/We understand that the policies described in the Parent Handbook are not conditions of enrollment, and the language does not create a contract between Franklyn Learning Center (FLC) and the parents. Franklyn Learning Center reserves the right to alter, amend, or otherwise modify these guidelines, at its sole discretion, without prior notice.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Print Name: \_\_\_\_\_

Witness Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Printed Name and Title: \_\_\_\_\_