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THE
LEARNING
PAVILION

A Smart-Play Preschool

Parent Handbook

WELCOME

We're so happy you've chosen The Learning Pavilion for your kiddo's early childhood education. Early childhood experiences nourish children's growing brains and build the critical foundation of skills and knowledge necessary to become competent productive adults. At The Learning Pavilion, a Smart-Play preschool, we strive to be inclusive for all children, and use a play-based curriculum that emphasizes self-worth, capability, and school readiness.

This handbook contains important information that will help make your child's early school experience positive. The director and other team members are happy to answer any questions you have. We welcome family involvement and encourage you to visit your child's classroom at any time. I trust that you will feel our warmth, care, and professionalism and feel confident in knowing that The Learning Pavilion family is a part of your family's journey.

WHAT MAKES THE LEARNING PAVILION SO SPECIAL?

The Learning Pavilion exists in order to improve the quality of life and acceptance of children with special needs and their families. The Learning Pavilion has two primary customers, with different needs and goals: 1) the individual children who need developmentally appropriate early interventions and literacy rich supportive environments in order to reach their full potential and 2) the parents and families of the children enrolled in our school who often have to face the devastating effects of disability on the family, while also often struggling to maintain financial stability. By providing high quality, curriculum-based developmental preschool, kindergarten readiness, integrated with early intervention strategies and on-site therapy services, we are able to change the trajectory of our kiddos future. Our services minimize the effect of disabilities, increase independence, and support participation in community life throughout the lifetime of an individual.

"Our Mission is to improve the quality of life and acceptance of children with special needs and their families."



Values



Excellence

Foremost, we value excellence. We work to provide leadership, impact and advocacy in the fields of childcare and early intervention services. We achieve excellence with a professional outlook through skillfulness, resourcefulness, and diligence with a vision to the future while consistently evaluating our work.



Respect

To raise a community, respect is a critical value. Respect encompasses integrity and tolerance with which we treat our parents, children, employees, volunteers and the extended community. We honor diversity, inclusivity and compassion for all people, regardless of abilities or disabilities and teach all children through a developmentally appropriate, play-based curriculum.



Enthusiasm

Children possess a natural sense of candor and wonder. We nurture these same types of characteristics in our center and educational environment. Children are filled with zeal, passion and a sense of discovery for the world around them-and these are modeled and valued at the core of what we do.



Trust

For parents to confidently and consistently attend work they must have a profound sense of trust in where they leave their children. We provide a safe, secure, and dependable environment for families with working parents.



Accessibility

We are committed to providing accessible care from infant to school age. We are involved in community partnerships to ensure affordable access to all. We serve as a supportive resource to area families.

EDUCATIONAL PHILOSOPHY

The Learning Pavilion uses a play-based curriculum that emphasizes self-worth, capability and school readiness. We focus on assisting children to develop the social and communication skills needed to work and play cooperatively. Our team members encourage children to be self-directing and to make decisions for themselves. We want each child to realize his or her greatest potential and to gain confidence, skills and independence that will last a lifetime!

Decades of research tells us that young children learn best through active, concrete, hand-on, child-directed activities – otherwise known as PLAY! Quality environments that promote play are thoughtfully set up and supported by teachers who gradually scaffold in concepts relevant to the young child. Children's choices are supported by positive guidance and direction. These basic principles of PLAY help a young child transition to Kindergarten and beyond as a confident individual, capable to making good decisions, make friends, focus on learning and much more.

Before children can master formal academic skills, they need to see, touch, smell, hear, taste and experience the world by interacting directly with it. Children learn best through play! Please, don't feel guilty about letting your child play...insist on it!

To fulfill our educational philosophy, The Learning Pavilion has adopted the Creative Curriculum, by Teaching Strategies and Conscious Discipline, by Becky Bailey.

CURRICULUM

Creative Curriculum is a play-based curriculum based on five fundamental principles for young children age birth through kindergarten.

- Positive interactions and relationships
- Social-emotional competence
- Constructive purposeful play
- Quality learning environments
- Teacher-family partnerships

Creative Curriculum builds in daily assessment opportunities using Teaching Strategies Gold so that adults working with young children to assess and scaffold children's development. The research and longitudinal follow-up supporting this curriculum has shown that when children successfully master the stages of play, they are developmentally guided toward success in reading, writing, and math skills.

Our program is a support system for children and their families. Team members are carefully selected based on education, training and experience, and classrooms are individually planned to meet the unique needs of each child. Classrooms provide a multitude of play opportunities through which each child is guided towards his/her optimal developmental level. We use the Creative Curriculum, which is play-based and designed to provide a loving, playful, and stimulating environment. Play environments are organized into centers which are designed, equipped, and arranged to promote the child's development through sensorimotor, dramatic, fluid/messy play and structured construction play experiences.

Team members are focused on each child's development of self-esteem and personal independence. Children are encouraged to make choices, think independently, and to build trusting, cooperative relationships with peers and teachers through an environment that is child initiated, child-directed and teacher- scaffolded.

THEMES & UNITS

August /September: Beginning the Year

Focus: Making friends, learning school rules, getting to know my teachers, being a good friend.

September /October: Balls

Focus: How balls move, different types of balls, people who use them, what they are made from.

November/December: Clothes

Focus: Exploring clothing, taking care of clothes, how are clothes made, special clothes for work.

January/February: Buildings

Focus: Buildings in our neighborhood, who builds buildings, what are buildings made of.

February/March: Reduce, Reuse, Recycle

Focus: What do people throw away, where does trash go, how do trash and garbage affect our community, we reuse junk, we create less trash.

April/May: Trees

Focus: Trees in my community, food from trees, who takes care of trees, how do trees change, what we can do with parts of trees.

May/June: Pets

Focus: What Kinds of animals are pets, characteristics of pets, where do pets live, who takes care of pets, what do pets eat?

DEVELOPMENTAL SCREENING AND EVALUATION

A vitally important component to our program is ongoing developmental screening and evaluation. These tools are used to ensure our teachers are meeting all of your child's needs and maximizing their time at preschool. Your child will automatically receive formal screening/evaluation for developmental progress, speech development and body/fine motor/sensory processing development. The results will be shared with you at least twice a year during a conference.

TEACHER TO CHILD RATIOS

In order to provide the highest quality educational environment for our children, we strive to keep our teacher-to-child ratios as low as possible. Often times, we have several "floating" teachers who are able to assist in classrooms when children need extra help with learning activities. These team members help to further reduce the number of children assigned to a teacher, thereby increasing the quality of care being provided. For specific teacher-to-child ratios, please speak to our TLP Administration.

PARENT COMMUNICATION

We believe that when parents and teachers work as partners in a child's education, the learning experience is richer and more meaningful. Our team is here to discuss and support your kiddos individual goals, needs, and concerns. You will receive a daily email with a photo and report of your kiddos day through our mobile app. You will be able to easily view photos, teachers notes and reports at anytime. You can even send individual notes to your kiddos teacher.

We also invite you to take advantage of our Parent Resource Library located in the lobby entrance. These books are for you to browse and check –out. Topics range from bringing home another baby, breastfeeding, raising boys, divorce and basic child development.

SHOW & TELL

Show and tell is a classroom activity, where children in our preschool building (3yrs-6yrs) get to bring a favorite item to school and describe it to their peers. When our kiddos are describing an object; they are practicing communicating their thoughts and feelings building self-esteem and social skills. Please help your kiddo choose these items carefully, as there is always a risk of the item being lost or damaged. Please avoid sending sentimental, fragile, or valuable items.

Here are a few fun show and tell ideas:

- Photo of a family member or something special
- Souvenir from vacation
- Stuffed animal
- Book
- Drawing
- Musical instrument
- Board game
- Silly socks or hat
- Something from nature
- Halloween costume or dress-up outfit
- Sports trophy
- Magic trick
- Ticket stub from an event such as a play, movie, or concert

SCREEN TIME

Students under the age of 3 will not participate in screen time at The Learning Pavilion. When using the I-pad for music the screen will face away from the children in order to avoid screen time and increase participation. Children over the age of 2 may be shown pre-approved online books/ songs/ and videos which are no longer than 6 minutes in length. All screen time subject matter is pre-approved prior to presenting it to students.

ON-SITE FIELD TRIPS

The Learning Pavilion does **NOT** provide transportation for any reason. Because our children do not participate in field trips off campus, TLP brings excitement to them at our preschool. These presentations are engaging and relate to our curriculum studies and/or children's interests.

HOURS OF OPERATION

The Learning Pavilion is open Monday - Friday from 7:30am until 5:30pm.

OPEN DOOR POLICY

We welcome your involvement. Parents may visit the center at any time. If you plan to stay for a while, please get involved in class activities. The Open-Door Policy applies to all individuals approved by parents and listed on the Enrollment Application with assigned emergency contacts.

Monthly tuition rates are based on the annual cost of tuition per child, providing families with a consistent tuition rate throughout the year, rather than the rate fluctuating up for months with 31 days or down for months with 28 days or holiday closures. Because of this, no discounts are given for months with fewer days, holidays or in-service days.

IN-SERVICE AND HOLIDAY SCHEDULE

In-service and holiday schedules are included in your enrollment packet, listed on our website and available at the front desk.

EMERGENCY CLOSURES

TLP follows the guidance from Leon County Schools, State of Florida and/or local emergency management officials regarding recommended closures due to weather or other unforeseen events.

In the event that an emergency closing is necessary, parents or individuals designated as emergency contacts will be called and asked to pick up children immediately. In the event that an emergency occurs during a time when the preschool is closed, every effort will be made to notify parents through pro-care connect messaging, email or social media.

Tuition will not be refunded during extended closures due to weather, acts of nature, pandemic, or other unforeseen events or public health emergencies.

ADMISSIONS & ENROLLMENT

ADMISSIONS POLICY

The Learning Pavilion enrolls children from 6 weeks to 6 years, based on available space and specific program eligibility requirements. Equal access is provided to agency services without discrimination on the basis of race, color, creed, sex, national origin, veteran status, religious practice, age, disability or other categories protected by law. Early Childhood education is a highly regulated industry. Because of this, the Department of Children and Families, Child Care Food Program, Accrediting Agencies, the Early Learning Coalition and other community partners require specific paperwork, policies and health requirements.

INITIAL ENROLLMENT / PARENT ORIENTATION

To ensure a smooth start all families must complete a family orientation prior to enrollment. At this time a member of our administrative team will finalize your family's enrollment package, discuss goals you have for your child(ren) throughout the school year, review important policies with you and answer any questions you may have.

CHILD CARE APPLICATION FOR ENROLLMENT

Enrollment applications are completed prior to enrollment and updated annually in August. Parents are expected to keep the school abreast of any changes throughout the school year to ensure the safety of each student. Please see a member of our team if you need assistance updating your family's emergency contact information. Our team will always attempt to contact the custodial parents/caregivers first. If we are unable to reach the parent or caregiver, we will contact the next emergency contact on the list.

ANNUAL ENROLLMENT FEE

TLP charges a non-refundable annual registration fee in August of \$100 for the first student and \$50 for each additional student.

PHOTOS AND DIGITAL MEDIA

Because the Learning Pavilion receives funding from the Community Human Service Partnership (CHSP) grant, we are required to submit an informational portfolio, report and video about the services offered. By enrolling your child at The Learning Pavilion, you agree to allow your child to be photographed for the purpose of securing City, County and/or other grant funding or donations.

TLP also uses social media and television to communicate with parents and the public at large. Parents must complete the Photo Permission and Release Form and either agree to give consent or deny permission to participate in photos posted to social media or video segments specifically for television. Children's names are never used in any type of communication either internal or external. Children without permission to photograph may still have photos posted to social media or television, however their face will be obscured, not visible or blurred.

HEALTH RECORDS

Per Department of Children & Families requirements, a child may not begin care at a child care until a current Immunization record (DOH form 680-blue form) and a current Physical Record (DOH form 3040-yellow form) is on file. The Immunization record must have an expiration date, unless immunizations are complete. The Physical record expires every 2 years.

Exemptions for shot records: The law allows (a) physicians to write a statement stating that the vaccine(s) required is medically contraindicated or poses a significant risk to the health and well-being of the child or any member of the child's household, and (b) parents/guardians to choose an exemption from immunization requirements for reasons of conscience, including a religious belief. Schools and child-care facilities should maintain an up-to-date list of students with exemptions, so they can be excluded from attending school if an outbreak occurs. Instructions for the affidavit to be signed by parents/guardians choosing the exemption for reasons of conscience, including a religious belief can be found at: <http://www.floridahealth.gov>

NUTRITION

The Learning Pavilion participates in the Child Care Food Program (CCFP). The CCFP is a child nutrition program funded by the U.S. Department of Agriculture (USDA), Food and Nutrition Service. The purpose of the CCFP is to provide reimbursement for nutritious meals and snacks served to children while at school. The program is administered by the Florida Department of Health, Bureau of Childcare Food Programs. All meals and snacks served to children at TLP meet specific USDA meal pattern requirements. The meal pattern includes milk, fruits and vegetables, meat or meat alternatives and grains or breads in amounts specified by age.

Weekly menus are posted on the parent board in the entrance lobby, on classroom bulletin boards and distributed to parents via email.

As part of enrollment, ALL parents must fill out the Child Care Food Program Eligibility form. TLP is reimbursed for ALL children enrolled. However, if your child requires an item on the menu to be substituted due to a food allergy, please complete a Child Care Food Program Medical Statement for Children with Disabilities and Special Dietary Conditions. These forms are typically completed at enrollment, but can be completed at any time. If you need to update your child's CCFP forms, please speak to a TLP Administrator.

If you have a child with special dietary needs (vegetarian, only eats organic food or requires Almond Milk), or a food issue that TLP is not able to accommodate and provide, you will be asked to bring food for your child and a note from your child's physician. In an effort to maintain consistency, TLP approves these requests on an extremely limited basis.

Meal replacements should match the designated weekly menu (i.e. a protein, a grain, a vegetable, and a fruit). Please omit juice, sweets, candies and chips as we cannot serve these as a meal substitute. Lunchboxes and meal substitutes will be stored in your child's cubby. We are unable to refrigerate or store substitutes in our kitchen or cabinets, so please provide these daily in a lunchbox containing a thermos for hot meals and an icepack for cold meals. TLP is a PEANUT-FREE school. For the safety of our students' peanuts or other peanut products will not be served.

Bottles

TLP provides each family with Gerber Soothe & Gerber Gentle formula at no additional cost. If you opt for one of these options please ensure you pack enough bottles for the time your child will be at The Learning Pavilion and an extra in the event of an emergency or if you are running late. Each bottle should be labelled with the first and last name of your baby with caps. If you are providing your own formula or breast milk, see below.

Formula/Breastmilk

If your infant drinks breastmilk and/or an alternative formula, bottles must be PRE-MADE daily and dated. Please provide only what your baby will need each day, all unused formula/breastmilk will be returned at pickup.

For more information regarding children with special dietary needs, please speak to a TLP Administrator and review our "Safe Lunches for Preschool Children" newsletter on our ProCare Connect App.

DIAPERS AND PULL-UPS

It is better to have too many than not enough, we suggest 4-6 per day and encourage you to bring diapers or pull-ups in bulk at the beginning of each week. We will store these in your kiddos classroom. Our team will notify you when your kiddo's supply is getting low.

OUTSIDE PLAY POLICY

We firmly believe in the importance of outside play. Children must have outside playtime daily, weather permitting. Our classroom schedules reflect the times when each classroom will be outside. Children will not be outside for longer than 1-hour period of time. You will need to dress your child appropriately for outside play, jackets, hats, etc. Children will not play outside in inclement weather, such as rain, thunder, during heat advisories or other health alerts or if it is below 40 degrees. In order to provide adequate supervision for all children, we are not able to keep some children inside while the rest go out. If your child is too ill to go outside, he or she is probably too ill to be at the center. Exceptions will be made only for children who have a note from the child's physician stating that the child has a medical condition that prevents him or her from going outside.

CLOTHING AND FOOTWEAR

We are an interactive hands-on smart-play preschool. Your child will have access to water play, paint, play dough and much more each day. Our team will make every effort to balance your child's need to explore and learn and getting messy while engaged in learning activities. It is recommended that children come to school ready to play with the anticipation that they will probably get messy. Most messy play will not stain, but it can happen. TLP will not reimburse or replace stained clothes, so please keep your keepsake or favorite outfits at home. Please ensure that you provide one complete change of clothes (shorts/pants, shirt, socks, and underwear) to be stored in your child's cubby.

Seasonally Appropriate Attire Please dress your child appropriately for the season.

Footwear All children who are walking must wear closed toe shoes with backs. **Sandals and flip-flops are strictly prohibited due to safety.** Children arriving with improper footwear will be sent home. The only exceptions, is during Spirit Week or other special event, alternate footwear may be permitted.

Jewelry Also, because we are a messy and active play preschool, you are encouraged to leave jewelry, such as earrings, bracelets, necklaces, etc. at home. TLP is not responsible for lost or missing jewelry.

Fingernails It is also helpful to keep your child's nails trimmed. Often times, due to lack of language skills, young children will hit or scratch other children in an attempt to communicate their dislike. Children with long nails can leave scratch marks or otherwise injure another child. Keeping your child's nails trimmed will help avoid unintended injury.

School Shirts Each year, usually in late August or Early September, parents are asked to bring in a plain white t-shirt for their child. Your child's teacher will help your child tie-dye the shirt. This is your child's "school shirt". TLP will have several Spirit Weeks throughout the year, where your child will be encouraged to show school spirit by wearing their shirt.

PARENT EXPECTATIONS

PARENT CODE OF CONDUCT

The Learning Pavilion had adapted the following policies and standards of conduct. to ensure positive relationships as well as to ensure mutual respect between parents and team members are maintained at all times.

TLP Preschool requires that parents of enrolled children behave in a manner consistent with decency, courtesy and respect at all times. One of our most important goals is to provide the most appropriate and secure environment for children that encourages growth, learning and development. Achieving this ideal environment is not only the responsibility of employees and board members at TLP but it is also the responsibility of each and every parent or adult who enters the school. We are a close family-like community here at TLP. We understand that team members and parents may be friends outside of the classroom setting. It is important for any personal conflicts or disagreements to be kept outside of the preschool.

The preschool shall be a calm and positive place for children at all times. Any concerns a parent may have regarding a member of team members will be listened to outside of the classroom and where needed acted upon. However, it is both the parents and the team member's responsibility to ensure that personal disagreements and general dislikes of each other must be kept outside of the classroom setting.

Swearing/Cursing: No parent or adult shall be permitted to curse or use any other inappropriate language when working in the classroom or playground. Such language will NOT be tolerated in the presence of children or team members.

Inappropriate Attire: Parents and team members are expected to dress appropriately when working in the classroom. Revealing clothing and beachwear should be avoided.

Threats and Confrontation: Threats of any kind toward team, members, other parents or children will not be tolerated. While it is understood that all parents may not always agree with the TLP team members or the parents of other children, it is expected that all disagreements be handled in a calm and respectful manner. Confrontational interactions are not an appropriate means by which to communicate a point and are strictly prohibited. Shouting, raising voices or any unwanted physical contact with a member of team is considered inappropriate behavior. Parents must be responsible for and in control of their own behavior at all times.

With these policies in place, we hope to provide your child and family with a comfortable and safe environment as we help set the stage for a life full of learning ahead.

SIGN IN AND OUT DAILY

The Department of Children & Families requires that parents/guardians sign their children in and out each day. This also helps us keep track of the number of children who are at school. Parents use the Pro-Care fingerprint recognition. Upon registration, our Administrative Team will assign a Pro-Care log-in. If you have any trouble using the Pro-Care fingerprint system, please see the Administrator In-Charge so that they can assist you.

PICK-UP AND DROP OFF

Parents, guardians or other authorized persons (18 years of age or older) are responsible for ensuring that their kiddos are safely escorted to and secured within your vehicle. For your convenience, TLP provides "runners" in the morning between 7:30am-8:30am and in the afternoon between 4:30pm-5:30pm to escort our kiddos to and from our lobby and their classroom.

Children will not be released into the custody of unauthorized individuals. Families must notify the center if someone other than the parent or guardian is picking up the child. Authorized non-custodial individuals must present a state issued photo ID when picking up children. You may request to add or delete authorized persons from your emergency contact list at any time via e-mail from the parent's e-mail address on file or over the phone with your family emergency pin.

Never leave children unattended in vehicles. If you require assistance at pick up or drop off, please call the center and team member will assist you.

Parking

Due to limited parking space, please use the designated parking spots when picking up or dropping off. Do not park along curbs, or at the front entrance overhang of either building. Only those with current handicap parking permits may park in the handicap spots.

Inclement Weather

When picking up or dropping off during inclement weather or when you have a sleeping infant in the car, our team is happy to assist you by bringing your child to your car. Simply call the center and a team member will promptly bring your child to you.

Vehicle Restraints for children

Florida law requires that children be placed in appropriate vehicle restraints (car seats, boosters, etc) when transported in an automobile. We strongly encourage all parents to abide by this law for the safety of their children. Our team members have been instructed to telephone the Florida Highway Patrol when they see a child arriving or departing the school not restrained as required by law.

Intoxicated or Impaired Driving

If a parent or other authorized driver arriving to retrieve a child is considered by at least two team to possibly be in an intoxicated or otherwise unfit condition to transport children safely, the driver will be asked to seek

alternative transportation home for both themselves and the child. TLP team will assist in any way possible, by calling a designated friend, relative or taxi to take the impaired driver and child home at the parent's expense. In the event the parent or authorized driver does not accept the team recommendations to obtain alternate transportation, the team have been instructed by Child Protective Services to call Tallahassee Police Department and request assistance to prevent the parent or authorized driver from attempting to transport.

At The Learning Pavilion we pride ourselves in fostering open communication with our families. We want to ensure we do this as safely as possible. It is imperative that our team stay fully engaged with the kiddos under their supervision. Because of this we aim to minimize classroom interruptions and avoid distracting or lengthy communication in the classroom at pick up and drop off. If you would like to meet with your child teaching team we are happy to schedule a parent conference and remember one of the easiest and quickest ways to reach our teaching team is through messaging on Pro-Care Connect, or you call our administrative team at 850-921-KIDS(5437).

DISCIPLINE POLICY

The Learning Pavilion follows the behavioral management philosophy of Conscious Discipline, by Becky Bailey. The intent is to prevent misbehavior, rather than simply "react" to it. Instead of punishing children after they have misbehaved, the environment should be set up so that children will be less likely to misbehave. This means that certain conditions should be kept in mind: enough toys, enough space, enough activities, enough time, etc. We encourage children to control their world through language and the opportunity to make choices. The program provides a panorama of experiences from which the child can choose in order to give him/her a sense of control.

The environment is structured so that children can make choices of play activities and materials. This ability to choose and plan gives the child power and prevents many conflicts during the school day. When young children are involved in activities that they enjoy, they are less likely to misbehave out of frustration. When they are praised and encouraged for their efforts, they are less likely to misbehave to get attention. When children are taught to play cooperatively, they are less likely to fight among themselves. Verbal and physical aggression is always discouraged and never modeled by our team. Our ultimate goal is to help the child solve problems through language and cooperation with others. In these ways, some potential problems may be anticipated and eliminated.

When misbehavior occurs, The Learning Pavilion WILL USE appropriate responses:

- Children are encouraged to develop language skills that help them to communicate their needs and feelings. Language is modeled for them by adults and other children so that they may learn to use language as a problem-solving tool. Calm, positive, and developmentally appropriate language will be used to redirect children's behavior when necessary to other activities, toys, or play spaces.
- Children may be reminded of the rules through a restating of the natural consequences of their behavior.
- If a child is experiencing difficulty being self-directed and using language to solve problems in one area of play, he/she is offered another play activity. In the event that the child is still unable to control his/her behavior and cannot make appropriate choices for him/herself, using language to get his/her needs met, he/she is removed from the problem area and given a personal space away from others.

Time limits are imposed by the child. He/she may return to the group or activity whenever the behavior is under control.

The Learning Pavilion WILL NEVER USE the following inappropriate responses to misbehavior:

- Children shall not be subjected to discipline that is severe, humiliating, or frightening. This includes harsh language, verbal threats of corporal or excessive punishment, name-calling, derogatory remarks, or any action that could lower the pride, dignity, or self-respect of a child.
- Children shall not be subjected to discipline that is associated with food. A child may not be denied meals, dessert, snacks, treats, party food, etc.
- Children shall not be denied rest as a form of discipline, nor subjected to discipline because they fail to rest at designated times.
- Children shall not be subjected to discipline that is related to toileting.
- Children will not be subjected to discipline involving total isolation (i.e., "time-out") or that denies them participation in special activities (i.e., on-site field trips, parties).
- Children will not be subjected to spanking or any other form of corporal punishment. This includes paddling a child, slapping a child on the hand or any other body part, pulling a child's hair, arm, or other extremity, pinching a child or any other action that is painful or might cause a child bodily harm.

GUIDELINES FOR DISENROLLMENT DUE TO BEHAVIOR

Every effort will be made to work fairly and consistently with each child and their individual needs. Children identified as having special behavioral needs will have a written behavior management plan developed and approved by the child's teacher, Director and parents. In extreme cases, where excessive, inappropriate behavior, or extreme behavioral outbursts by a child puts their safety, another child's safety or a team member at risk other alternative strategies, including resources and referrals to help in finding more appropriate and/or medically necessary care will be provided to parents.

Children, especially toddlers, due to limited communication and social/emotional skills, will sometimes hit or bite other children or teachers, throw toys, cry/scream, etc. These are all part of typical development. TLP has proven strategies in working with toddlers going through this developmental stage. TLP will not disenroll a child due to these or other behaviors. If you'd like more information on typical behavior of toddlers, especially biting, please make a request to your child's teacher or a member of the TLP Administrative Team.

PARENT ENGAGEMENT & COMMUNICATION

PARENT CONFERENCES

Parent-teacher conferences are a great opportunity to:

- discuss your child's progress
- share your child's strengths and needs
- work with the teacher to help your child do well in school
- prepare for transitions into their next classroom or to kindergarten

Parent-teacher conferences are scheduled twice a year, usually in October and April. They're brief meetings, lasting about 20-30 minutes. Sign-up sheets will be sent via the ProCare App about a month in advance. We can make accommodations for sibling conferences to be scheduled back to back. Additionally, if necessary, divorced parents can schedule separate conferences.

Other team members or therapists who support your child's learning may attend the conference too. Conferences focus on your child development and creating individualized goals for your child. The teacher will review your child's progress, including strengths and areas of concern. We encourage you to come with questions and are happy to provide additional resources, information and community referrals. Directly following your scheduled conference, please complete the Parent Satisfaction Survey, located on our website.

BIRTHDAY CELEBRATIONS AND EVENTS

At the Learning Pavilion, we love celebrating birthdays, holidays, and special occasions. Birthday celebrations will take place during afternoon snack time, typically 3-3.30pm. Families are welcome (limit 2 guests) and encouraged to host the celebration in your kiddo's class room, please do have lots of fun decorating with table cloths, party plates, cups, napkins, birthday banners, mylar balloons etc. We also encourage you to plan a party game/activity. Our team will be thrilled to assist you with these. Please communicate with your kiddo's teacher at least one week prior to the day if you would like to celebrate at TLP. This communication allows our instructors to make any needed modifications to lesson plans and sometimes children have the same birthday so this communication also helps us plan accordingly.

In addition to all the fun and games we also want to ensure we are teaching life-long healthy eating habits. All food items must be store bought with the label of ingredients clearly visible. We will only serve child sized portions and mindful of food allergies. As always food must be nut, seeds and gluten free.

Birthday treat food ideas/options:

Suggestions: Water, Sparkling Water (unsweetened), fat-free or 1% milk, or 100% fruit juice
100% Fruit Popsicles, Mini – cupcakes, Fresh Fruit, Frozen Yogurt, Rice Cakes, Veggies & low-fat dip

Goodie Bag Suggestions:

Markers/Crayons, Books, Chalk, Bubbles, Coloring Books, Puzzles, Kazoos, Stickers

Goodie Bags will be placed in cubbies and sent home with kiddos at the end of the day.

Story time: Choose a story that is your birthday boy or girl's favorite and read it to the class.

Game: Pin "tape" the tail on the Donkey

Art Activity: Bring in all the necessary supplies and be sure to cut any paper or patterns beforehand.

Scavenger Hunt: If your birthday party theme is "The Hungry Caterpillar" you could place different pictures of fruit around the classroom that the kids have to "hunt" for.

Donate: Consider visiting our Amazon wish lists for ideas and donating a new set of puzzles or books in honor of your child's birthday.

For Birthday Parties Outside of School Hours- Only if all children are invited the invitations can be given to the teachers to hand out at an appropriate time. If all children are not going to be invited to a party, the parent must use an alternate way to distribute the invitations. We thank you in advance for your participation, and cooperation.

School-Wide Events

TLP schedules several parent engagement activities throughout the year such as Home Plate Huddle (open house), Trunk or Treat, Turkey Drive, Cookies with Santa, Graduation Parade and Movies on the Lawn. You will also receive e-mail reminders for each event. We also advertise all of our events in your child's classroom and on our social media pages. This is a great time to meet other parents and network with our teachers in a less formal setting.

VOLUNTEERS

TLP offers many volunteer, internship, and practicum opportunities for individuals as well as community groups and students. Your time is a valuable resource and we welcome the opportunity to share your talents with our children and families.

Parent volunteers

Parents are encouraged to volunteer throughout the center – classrooms, kitchen, resource room, garden, etc.

Volunteer opportunities range from special events and festivals to daily classroom helpers. Please look for sign-up sheets next to the Pro-Care thumb print scan where you sign in and out to sign up for volunteer opportunities. All volunteers must be registered through the Pro-Care fingerprint system and sign-in and out during each visit.

Please see a TLP Administrator or your child's teacher to volunteer.

Volunteers from the Community

First time volunteers must complete a Volunteer Orientation and all required paperwork with the Program Director before they are permitted to volunteer during operational hours. Any individual who volunteers more than once, must have a background check completed before being permitted to perform any additional volunteer work.

Volunteers must complete a back-ground screen and provide state issued identification. All volunteer must complete an orientation training and register their time though our Pro-Care check in system. The volunteer must wear a volunteer ID badge at all times during their visit and return upon departure. Any volunteer who exhibits inappropriate behavior or violates our Confidentiality or Disciplinary Policies, will be prohibited from continuing the volunteer work with TLP.

POLICIES TO KNOW

SUSPECTED CHILD ABUSE & NEGLECT POLICY

All parents and guardians should be aware that Florida Statutes require all child care personnel to receive training on child abuse and neglect. The law also requires child care personnel to immediately report suspected abuse or neglect of a child to the appropriate authorities. If you suspect the abuse or neglect of a child, please call the Department of Children and Families Abuse Hotline at 1-800-96ABUSE (22873).

BACK TO SLEEP POLICY

Since the Back to Sleep campaign was initiated in 1994, infant deaths from Sudden Infant Death Syndrome (SIDS) have decreased by 40 percent. **It is our policy that all infants, even those who have the ability to roll over, will be placed to sleep on their backs.** The only way that an exception to this policy will be made is with written

documentation from the child's physician indicating that the child must be placed on his or her stomach to sleep due to a medical necessity.

EMERGENCY PROCEDURES

We have an emergency preparedness plan for natural disasters. Each month, TLP practices fire drills with the children and TLP team members at various times of the day, including naptime. Each year, TLP practices for other types of emergencies, such as tornado/severe weather, lock down and missing child. For medical emergencies, the Administrator In-Charge will call 911 immediately. A team member trained in First Aid and CPR will begin emergency intervention, if necessary. Other team members will ensure the safety of all other children, away from medical emergencies. The Director and child's parents will be notified. The child's folder will be made available to medical personnel. The Director or Administrator In-Charge will accompany the child to the hospital and wait there until the parents arrive.

UNUSUAL INCIDENT

In the case of an injury or incident that does not require emergency care, the teacher will complete a TLP Unusual Incident/Accident Report. This report will be given to the parent at pick up to review and sign. Copies of completed forms are available upon request. This form will also be used to document unusual injuries noticed upon arrival.

EXCLUSION POLICY FOR ILL CHILDREN

A child who is displaying possible signs of illness must be picked up from the center as soon as possible (within 1 hour maximum). When children are sick, every effort will be made to exclude them from direct contact or activity with other children. Parents will be called immediately. If parents cannot be reached, a team member will call emergency contacts.

Possible Signs of Illness Include: a fever of 100.4 degrees or high, vomiting, diarrhea, lethargy or who have suspected untreated infectious conditions such as ringworm, pink eye, lice, impetigo, etc.

RETURNING TO SCHOOL AFTER AN ILLNESS

Children who are sent home due to a suspected illness must be symptom free for at least 24 hours (without the aid of fever reducing medication). Children, whose illness requires medication, must have taken the medication for at least 24 hours prior to returning to school. Children sent home with suspected infectious conditions, must have a doctor's note indicating the child may return to care. There is NO EXCEPTION to this policy. TLP will not put other children or our team at risk of becoming ill. Because young children have an under-developed immune system, parents should have a sick childcare plan or alternative person if the parent is unavailable or unable to take time away from work.

PRESCRIPTION AND NON-PRESCRIPTION MEDICATION

If your child requires medication, ointment, lotion or teething aides, parents must complete a Medication Authorization form. Your child's teacher or a TLP Administrator can assist you with filling out this form. The form must be complete, including specific written instructions regarding time to give medication, dosage, beginning and ending dates, etc. All medications MUST be in original containers. Old or expired medication will not be given to a child and will be returned to the parent or guardian.

Prescription Medication

Prescription medication must contain the pharmacy label with the child's name and clear instructions.

Non-Prescription Medication

Non-prescription medications, such as cough syrups and pain relievers can only be given with a doctor's note. Fever reducers will NEVER be given at school. Children with fevers cannot be at school, even with a doctor's note.

Diaper Ointments, Lotions and Teething Aides

As with other medication, any ointment, lotion or other type of "over-the-counter medication, parents must complete a Medication Authorization form. Diaper Ointments, such as Desitin, A&D Ointment, etc., can be brought in by parents without a doctor's note. Other ointments, such as Neosporin, must be accompanied by a doctor's note or after-care instructions. Teething Aides, such as Orajel, teething tablets, etc., must be accompanied by a doctor's note.

Allergies

If your child has a known allergy, please document all pertinent information on the Enrollment form. If medication, such as an EpiPen is required, parents must complete a Medication Authorization Form and the EpiPen must have the pharmacy prescription label.

TUITION FEES & PAYMENTS

Monthly tuition rates are based on the annual cost of tuition per child, providing families with a consistent tuition rate throughout the year, rather than the rate fluctuating up for months with 31 days or down for months with 28 days or holiday closures. Because of this, no discounts are given for months with fewer days, holidays or in-service days.

Tuition and fees can be made by check, money order, debit or credit cards. Cash is not accepted. Money orders and checks can be mailed to 3519 Easter Stanley Court, Tallahassee, Florida 32308 or payments can be accepted in the Tuition Drop Box located at the Reception Desk. Debit and credit cards can be made while at the center or by phone at 850-921-KIDS (5437) during normal operational hours (7:30am – 5:30pm).

When mailing your payment, be sure to indicate the responsible party for payment as listed on your signed tuition agreement as well as your child's first and last name on your check or money order. This helps to ensure accuracy in posting payments to the correct account. Mailed payments must be received on or before the 5th of the month to avoid the \$25.00 late fee.

LATE PICK UP FEES

Please allow enough time at the end of the day to arrive at the Center, pick up your child(ren) by 5:30pm, or 12pm if you are VPK only. When parents are late to pick up their children it causes hardships for our team members; unable to leave at the end of their scheduled shift. Many teachers have classes, families and personal commitments for which they are responsible.

A late pickup fee will be charged to your account for each child picked up late at the rate of \$1.00 per minute.

If you are going to be late, please contact our administrative team. Our team will make every effort to locate parents or emergency contacts, but if someone cannot be located, The Learning Pavilion Team will contact the Tallahassee Police or Leon County Sheriff's Department. Our team will give the responding law enforcement officers enrollment and emergency contact information and the child will be placed in the care and supervision of law enforcement.

Picking up children late from care should be considered an exceptional occurrence. Excessive late pick-ups are grounds for termination of child care services.

LATE PAYMENT FEES

Tuition and parent fees are due on or before the first day of each month. We depend on prompt payment of tuition in order to pay our team salaries and meet our operating expenses. A \$35 late payment fee will be charged for any tuition that is paid after the 5th of the month. **If tuition has not been paid by the 10th of the month, services will be suspended.**

GUIDELINES FOR VOLUNTARY DISENROLLMENT

As much as it saddens us our families eventually leave due to various circumstances. Whether it be the great transition to kindergarten or a family moves out of the area, A 30-day written notice is required to withdrawal. Parents wishing to withdrawal their kiddo, but who fail to provide a 30-day written notice, will be responsible for tuition for the remaining 30 days or any portion thereof. In addition, families leaving with a remaining balance or insufficient notice will lose retuning student" priority status on our waitlist. Upon disenrollment TLP's admin team will request that you complete a parent exit survey to gather more information about your families experience with us. These surveys help us in making programmatic decisions aiding the continuous growth for generations to come.

TUITION ASSISTANCE

The Learning Pavilion is a provider for The Early Learning Coalition of The Big Bend, Gardiner Scholarship, Child Care Aware (military assistance program). For details regarding direct tuition assistance please see a member of our administrative team.

QUESTIONS REGARDING TUITION

If you have any concerns regarding payment of tuition, contact our Accounting Assistant at 850-921-KIDS (5437) or accounting@thelearningpavilion.org.

ELC & VPK SPECIFIC POLICIES

ATTENDANCE POLICY FOR ELC (SCHOOL READINESS VOUCHERS)

ABSENCE REPORTING

The Learning Pavilion will report absences in accordance with the Rilya Wilson Act. If a Protective Services child: – is absent for one (1) day with no contact from the parent or caregiver by the end of the day, or – has seven (7) consecutive excused absences, regardless of communication with parent/caregiver, provider must notify by the end of the next business day BOTH the Early Learning Coalition (ELC) AND the appropriate CBC team.

The Learning Pavilion will report to ELC when any SR child is absent for 5 consecutive days with no contact from parent by close of business on the 5th day. – If the need for care cannot be reestablished by ELC, Provider and parent(s) will be notified that the School Readiness funding will be discontinued. – The end of eligibility for funded child care services will be 14 days from the 5th day that child was absent without contact from the parent. The Learning Pavilion will report all absences via the ELC's website, www.elcbigbend.org

ATTENDANCE POLICY FOR VOLUNTARY PRE-KINDERGARTEN (VPK)

VPK

hours are 9:00am -12:00pm daily, Monday- Friday. You will receive a Holiday and closure schedule, including all instructional and non-instructional VPK days, upon enrollment.

TARDINESS

All VPK instruction begins promptly at 9:00am. Arrivals after 10:00am and early departures before 12:00pm are considered an absence for that day.

ABSENCES

If a VPK child accumulates too many absences, 20% or more of the total VPK hours, which is equivalent to 36 VPK days, The Learning Pavilion will not be reimbursed by the state. Therefore, The Learning Pavilion has the right to dismiss a child from the VPK Program after 25 VPK absences, excused or unexcused. Please call the school when you know your child will be absent. Upon return, provide written documentation of absence. Documentation should be given to the administrative team. (Absences on non-instructional VPK days do not count as a VPK absence.)

VERIFYING YOUR CHILD'S ATTENDANCE AND ABSENCES

Children must be signed in and out of the VPK program daily, using our Pro-Care system in the entryway. Parents must also complete and sign the mandatory Attendance Verification forms (OEL short form) each month. These forms will be signed on the first day of the following month. These forms can be found at the front desk.

Leadership Team

SENIOR DIRECTOR

Kim Sineath
ksineath@thelearningpavilion.org

PROGRAM DIRECTOR

Jamie Singleton
jsingleton@thelearningpavilion.org

GRIEVANCE PROCEDURE

We welcome suggestions on how to make our services better. All parents are encouraged to complete a Satisfaction Survey on a regular basis. These surveys are reviewed by TLP Administration and suggestions and improvements are implemented as appropriate.

When a problem cannot be resolved through informal means, such as meetings with team members, please request a meeting with the Senior Director. The Senior Director can be reached at 850-921-KIDS(5437) or email at ksineath@thelearningpavilion.org. Formal complaints or grievances regarding the center's alleged non-compliance with applicable civil or human rights laws, or regarding the center's delivery of services should be directed in writing to:

Vice President of Mission Services,
The Learning Pavilion
3519 Easter Stanley Court
Tallahassee, Florida 32308

Please make sure to include as much specific information regarding the issue as possible and include a current mailing address and daytime phone number. The Vice President will respond to the in writing within 10 business days of receipt of the grievance and a meeting will be scheduled to attempt to resolve any issues.

If the issue is still not resolved to the satisfaction of the complainant, a written request should be made for review by the Board of Directors, which will act as a Grievance Committee. This request should be directed to:

Chairman of the Board of Directors
The Learning Pavilion
3519 Easter Stanley Court
Tallahassee, Florida 32308

Within 30 days of receiving the complaint, the Board of Directors will respond in writing and a meeting will be scheduled to attempt a resolution.

