



Where we care, **LOVE**, respect, and educate.

Know who you are. Identify your character. Become someone who cares and helps others.

824 Paul St. Orlando, FL 32808

License Number: C09OR1140

Office: (407) 298-7005 Cell: (407)406-3346

Parent Handbook



Hours of Operation

Smartuft's Academy opens at 6:30am and closes at 6:00pm, Monday through Friday. All parents or guardians are expected to adhere to the pickup time. Continued tardiness in picking up a child may result in termination from the program. After **6:00pm** according to our clocks there will be a charge of **\$1.00 per minute**, due in cash at the time of pick up. State law requires the center to contact police if a parent cannot be contacted and they are more than 30 minutes late picking up a child.



Tuition / Fees

Regardless of the programs, your child's tuition is due Monday morning prior to services being rendered. As of Tuesday afternoon all payments are considered late, a **\$10.00 late fee** will be assessed if your payment is not received. Your child will not be allowed to continue the program if payment is not made by Wednesday of that week. However, if your child is absent, tuition is due on the first morning they attend childcare and no late fee will be assessed. If your check is returned for insufficient funds, there will be a \$30 fee. After a history of two returned checks, all subsequent payments must be paid in cash, debit or money order.

***The weekly tuition does not change based on your child's attendance.**

-One week advance notice of withdrawal from the Center for any reason is necessary for weekly tuition not to be charged. It must be understood that in order to hold your child's space, payments must be paid whether your child attends or not. **Payment is based on contract, not attendance.**

***Registration fee:** There is a \$25.00 Non-Refundable registration fee per family at the time of enrollment. We also required an annually fee amount of \$25.00. If you terminate childcare services and are gone more than 60 days and wish to return to Smartuft's Academy, you must pay a \$25.00 non- refundable re-application fee.



Arrivals and Attendance

All children must be signed in/out by an adult. No child should enter the building unattended. Please be sure you child is received by a staff member upon entering the school. It is very important for the success of your child that you bring them each day. **To promote a healthy and stable learning environment Smartuft's Academy request that all children arrive before 9:30am.** We apologize for any inconvenience that this may cause however, it is necessary for every child.

-We plan for your child to attend every day that he/she is scheduled to attend. Therefore, if your child is absent for any reason, please notify the center immediately. **There are no tuition adjustments due to absence or family vacations.**



Items Needed.

***Starting August 2019 School uniform will be mandatory.**

It is important for children of all ages to have a change of clothing at school occasional accidents. We ask that you clearly **mark all items** and send them in a zip lock bag marked with your child's name. Every child enrolled should bring the following items on his/her first day of school.

- It is the parent's responsibility to provide diapers, wipes and diaper cream for your child
- Weather appropriate clothes that can be left in the cubby (underwear, socks, shirts, jacket and pants) **Please do not allow your child to wear flip-flops, open toe sandals or open back shoes without strap.**
- Blanket and fitted sheet for naptime. **Reminder** (fitted sheet and blanket should be taken home every Friday, washed and returned to the center the following Monday.)

*** If your child is not Potty Trained, you will need to provide pull-ups and wet wipes.**



Naptime/Rest Time

All children under the age of five need to have a least a two hour rest period every day. No child will ever be forced to sleep, however they are encouraged to remain quiet with a book and on their mat during this time.



Meals Hours

Each day we will provide three nutritious and well balanced meals. We provide morning breakfast from **8:15am – 9:15am**. Lunch from **11:30am – 12:30pm** and PM snack from **3:00pm – 3:30pm, and Before/After care 3:30pm-4:00pm**.

-The meals and snacks for each week constantly vary in order to ensure the children receive a well-balanced diet.



Holidays and Vacations

The center will be closed on all National holidays and some State holidays. **There is no tuition credit allowed for those days.** We may close on the day before or after the actual holiday if the holiday falls on a weekend. Any additional closings will be posted at least two weeks in advance. One week vacation free of charge will be allowed after one year at Smartuff's Academy.

One week advance notice for vacation should be given to the center in order for the weekly tuition not to be charged.



Unscheduled Closing

In the case of severe weather, Smartuff's Academy may have to close. In the event, the closing and opening is in accordance to the Orange County Public School schedule as announced on the local radio and television stations. Call the center's phone number (407) 298-7005 or (407) 406-3346 to verify if we are open on a day that the public school has closed. If it is absolutely necessary to close the center during the day due to inclement weather, parents will be notified to pick up their child within a specified time period.



Emergencies

In the event of a medical emergency, fire, flood or another natural disaster, Smartuff's Academy will take immediate steps to ensure your child's safety. We will contact parents or guardians as soon as possible. Please make sure that you keep the center informed regarding any changes in telephone numbers where you or any emergency contacts can be reached. In the event a child should need immediate medical attention, local 911 operators will be called and the child will be transported to a local hospital and parents will be notified immediately.

-In case of evacuation of the building, the staff and children will be taken to our **Alternate Safe Location Krystal's burger** located at the corner of Paul St. and West Colonial Dr. Once the children are assembled there, the staff will begin contacting parents or emergency contact persons for pick up. Children must be picked up within 45 minutes of the telephone call.



Communication with Families

Open communication is essential so that we can provide the best possible care for your child. Please feel free to communicate any needs, wants and concerns regarding your child. It is only through good parent/teacher interaction that excellent nurturing care can be provided. We will send monthly newsletters by email, or you will be able to pick one up from our facility. Special notices are posted in the lobby. You will receive a reminder notice if your child needs something at the center.

-Should your child be involved in an incident/accident during the course of the school day, a staff member will complete an Incident/Accident Report and contact the parent or guardian.

-While it is understood that parents will not always agree with the employees of Smartuft's Academy or the parents of the other children, it is expected that all disagreements be handled in a calm and respectful manner. Confrontational interactions are not appropriate means by which to communicate a point and are strictly prohibited.



Illness

You are the best judge of your child's health and we trust you will not bring a sick child to the center. However, if the child appears to be sick, we will contact you to pick up your child as soon as possible.

***Smartuft's Academy cannot administer any medication for any reason.**

-For the safety and well being of your child and the other children in Smartuft's Academy, please keep your child home if he or she:

- Has fever or has had one in the last 24 hours
- Has or has had diarrhea or vomiting in the last 24 hours
- Persistent or constant cough or cold with yellowish or green nasal discharge
- Difficult or rapid breathing/ congestion
- Stiff neck
- Headaches
- Conjunctivitis (pink eye)
- Head Lice
- Exposed, open skin lesions, sores or unexplainable rashes
- Sore throat or Strep throat
- Ear infections
- Stomach aches
- Chickenpox, measles and mumps
- Seems unusually tired or cranky
- Has any unusual symptoms of a possible communicable disease

*** Please allow your child ample time to recover to stop the spread of illness to other children.**



Possessions

Children are not allowed to bring toys, candy, gum, money, video or electronic games to the center. Other inappropriate items are also subject to this policy.



Birthday Celebrations

Children are invited to celebrate their birthdays at school. If parents choose to bring a birthday treat we prefer treats that are nutritious. Please check with your child's teacher for the number of students in the class.



Confidentially

Smartuft's Academy's commitment is to keep all matters or discussions strictly confidential.



Discharge Policy

Smartuft's Academy reserves the right to cancel enrollment of any child for the following reasons:

- * Non -payment or excessive late payments or fees.
- * NOT following the rules of the center outline in this Parent Handbook.
- * If the child has special needs which we cannot adequately meet with our current staffing patterns.

(We will direct you to the appropriate organizations or centers that can accommodate)