

West End

Academy

Daycare

Parent Handbook

West End Academy Daycare  
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865-690-1720  
info@westendacademy.org  
[www.westendacademy.org](http://www.westendacademy.org)

## POLICY STATEMENT

### Services Offered

- ✍ We provide full-time care for children ages 12 months to 5 years of age. The educational activities are carefully planned and adapted to be age appropriate.
- ✍ A breakfast, lunch and afternoon snack are provided daily. This includes juice at snack and milk at breakfast and lunch.
- ✍ A daily written report is provided to parents with children less than 2 years of age.
- ✍ A weekly lesson plan is posted in each classroom that correlates with the current week's theme. Our curriculum is approved by the Tennessee Department of Education.

### Admission

- ✍ **There is a nonrefundable \$60.00 registration fee that must be paid at the time of admission.**
- ✍ Each parent will receive a copy of the Policy Statement, a Summary of Licensing Requirements, a form for shot records, an Illness Policy, Our Goals, and an Emergency Management Plan Summary when they come for a tour of our center.
- ✍ If you decide to enroll your child in West End Academy Daycare you will be given an Application, Health Checklist, and a Parent Agreement Form.
- ✍ **Before** attending the Academy you must return the following: A completed Application, Shot Record Form filled out by a physician (eg: green or blue form), and a completed Health History Checklist, and a signed Parent Agreement Form.

### Days and Hours of Operation

- ✍ We are open Monday thru Friday from 7:00 AM to 6:00 PM. There will be a \$1.00 per minute charge for picking your child up after 6:00. If this becomes a reoccurring problem (i.e.: 2 days in one week) the charge will be \$5.00 per minute. This should be paid to the person waiting with your child. If it is not paid at that time, the total will be added to your account. Parents who consistently pick up their children late will be asked to leave the program.
- ✍ We are closed on the following holidays;
  - Labor Day
  - Thanksgiving and the Friday after
  - Christmas Eve and Christmas Day\*
  - New Years Day\*
  - Good Friday
  - Memorial Day
  - Independence Day\*

\*If Christmas Day, New Years Day, or Independence Day falls on a Saturday or Sunday the Daycare will observe the same day off for that holiday that the state and federal employees observe. When a holiday falls on a Saturday or Sunday the holiday is usually observed on Monday (if the holiday falls on Sunday) or Friday (if the holiday falls on Saturday). Example: If July 4<sup>th</sup> is on Sunday, we will be closed on Monday. If it falls on Saturday we will close on Friday. If Christmas Eve and Christmas Day fall on Saturday and Sunday, we will be closed on Monday. If Christmas Eve and Christmas Day fall on Friday and Saturday or Sunday and Monday we will close on those days.

## What to Bring

- ✍ Each child should keep a complete change of clean clothes available at all times. This includes shoes and socks. Children should be dressed in comfortable clothing that can get dirty. We will go outside each day unless the weather is extreme. Clothing should be easy for the child to manipulate, especially during the potty training months. Children will feel more independent if they can manage their own clothing. Please label all your child's clothing and belongings. Shoes need to be safe for running and climbing.
- ✍ If your child has a special object that helps him/her feel secure, please bring it. Mark your child's name on it. Do not allow your child to bring other toys or money to school unless it is a scheduled share day.
- ✍ Diapers or pull-ups should be provided by parent. It is a good idea to keep a tube of some kind of ointment with your child's diaper supply.
- ✍ If your child is still eating baby food, please supply it. Mark your child's name on each item you bring. **We cannot use open jars of baby food.**
- ✍ If your child has special food restrictions, let us know and we will work with you as much as possible. Depending on the need you may be required to bring lunch substitutions, as we are limited as to how many variations we can do with our menu. It is WEST END ACADEMY DAYCARE'S policy to provide nutritious meals and snacks that children enjoy. If you feel that you must bring a lunch we ask that you follow the same guidelines we do. We will be happy to supply the information we have on this. We ask that you do not bring candy or "snack type" foods for lunch. We do not serve a dessert with lunch and it is not fair to the other children in the room who do not get that treat.
- ✍ When children bring medication, it must be in its original container. The child's name must be on it. Provide written instructions for giving the medication. Medicine can only be given according to the Doctor's instructions or the manufacturer's instructions on the label. Be sure to fill out a consent form to give the medication before leaving. Never leave any type of medication in a back pack or diaper bag. All items that state on them "Keep out of the reach of children" must be kept in a locked box.
- ✍ Bring a sipper cup for children one and two years of age. Be sure your child's name is on it. Remember to take the cup home each day to be washed. Cups left at the Daycare will be discarded.







## Rates

One year olds:	\$130.00 per week,	\$50.00 Supply Fee
Two year olds:	\$130.00 per week	\$50.00 Supply Fee
Three year Olds:	\$110.00 per week	\$125.00 Book and Supply Fee
Four and five year Olds:	\$105.00 per week	\$125.00 Book and Supply Fee

- ✍ Tuition is due in advance each week on Friday morning. A \$5.00 late charge will be applied if payment is not received on time. If your bill is more than 2 weeks late, your child may not return until the bill is paid in full. We cannot guarantee your child's spot will remain open during this time. A \$20.00 discount is applied for families with more than one child enrolled at West End Academy Daycare.
- ✍ Full payment is required if the child is absent, for scheduled holidays and for snow closings.
- ✍ You have one week per year vacation of sick days that you do not have to pay for. Please notify us in advance of using these days when possible. This is applicable only after the child(ren) have been enrolled for one consecutive year.
- ✍ If your child is absent for one full week (M-F) and you have already used your free days, or don't want to use them yet, you only need to pay half price for that week. This will hold your place for up to four consecutive weeks. No more than eight half price weeks may be used in a years time.
- ✍ **There is a yearly registration fee of \$60.00.**
- ✍ We require a two week written notice before your child is withdrawn from our program. If we do not receive a written notice you will be billed for the two weeks after your child stops attending.
- ✍ If you quit bringing your child and you still owe a balance you will be responsible to pay all collection fees, court costs, late fees (a \$5.00 late fee is added to all outstanding balances each week), or lawyer fees associated with the collection of that balance.
- ✍ If your enrollment is continuous, your rate will stay the same for the duration of your families enrollment in West End Academy Daycare. Additional children in the same family enrolled at a later date will enroll at the family rate less any applicable additional child discount.

## Discipline Policy

Discipline is humane, fair, and consistent at West End Academy Daycare. We practice preventive measures with great success; however, actions sometime occur on the child's part that may require disciplinary follow-up. Some of the processes we work through with the children in this regard are:

-  Confirmation that the misdeed occurred
-  Confirmation that the child understands that what occurred was wrong
-  Discussion of the natural consequences of the incident
-  Discussion of some possible disciplinary consequences
-  Discussion of some alternative ways the child could and should have acted
-  Ending discussion on a positive note

"Sit and Watch" and/or "Time Out" are employed when developmentally appropriate and needed. We will communicate with the parents when we need their support in deterring consistent and improper behavior. Expulsion of a child from our program is rare but possible. We consider physical harm to others, emotional harm to others, and physical harm to self (i.e. flagrant disregard to safety rules) to be offenses classified as "STRIKES". After considerable communication with the parents regarding misbehavior, we may have to employ the "3 Strikes, You're Out" policy for the protection of other children in our program, or even for the protection of the offending child. The parents are informed verbally, and in written form, of each "STRIKE" as they occur. Upon issuance of a third "STRIKE", the child is unfortunately dismissed from our program. West End Academy Daycare reserves the right to completely bypass the "3 Strikes, You're Out" policy in the event of a Misdeed of Great Severity i.e. setting fires, use of weapons, outrageous use of vulgarity, flagrant and offensive acts of disrespect, etc.) In this event, immediate expulsion will occur.

\*West End Academy Daycare will not discriminate against a child with a handicapping condition solely on the basis of the handicap. This agency serves children with special needs and handicapping conditions whenever possible. Any eligible applicant with handicapping conditions or special needs will be enrolled in the program if, after careful evaluation of the child's care needs and the agency's capabilities to meet these needs, it is felt that the child can participate in and benefit from the program this agency offers and the agency can make reasonable accommodations to provide safe care to this child as well as to the other enrolled children should this child be enrolled.

\*West End Academy Daycare reserves the right to request the withdrawal of a child if one or more of the following conditions exists: 1) the child is not participating in or not benefiting from the program; 2) there are no reasonable accommodations this agency can make to provide adequate or safe care for this child; 3) there are no reasonable accommodations this agency can make to provide adequate or safe care to other enrolled children due to the care need of this child. This statement is in regard to all children not just handicapped or special needs children.

\*West End Academy Daycare will not discriminate against a child or parent on the basis of race, color, or national origin in any of its policies, services or practices.











\*If a parent or other approved person arrives at the center to pick-up a child while under the influence of alcohol or drugs we will call the next person on the emergency transportation list to pick-up the child. The Department of Human Services and/or the Police Department will be notified if the child is transported by a person that is impaired.

\*The staff at West End Academy Daycare is trained in the detection of child abuse. We are required by law to report any reasonable suspicion of child abuse to the Tennessee Department of Human Services. Any person required to report known or suspected child abuse that knowingly and willfully fails to do so or prevents another person doing so is guilty of a misdemeanor.






Revised 6-12-08

## Our Goals

West End Academy Daycare recognizes and strives to provide for each child's individual need to:

-  Pursue his/her own innate desire to learn
-  Acquire skills and knowledge that make for effective learning
-  Broaden intellectual horizons through language arts, motor skills, socialization, cognitive, and self help
-  Have opportunities for developing all of his/her senses by touching, listening, talking, smelling and looking for him/herself
-  Develop a good self concept, self-confidence, and self understanding
-  Have opportunities and materials for creativity through art, music, and dance
-  Have opportunities and materials for creative, dramatic, play with his/her peers or by him/herself
-  Strengthen his/her physical growth and development
-  Be able to observe, investigate, seek information, and think critically
-  Learn to live in harmony with others

We at West End Academy Daycare pledge to:

-  Relate to each child with respect for the individual they are
-  Develop a special relationship with each child
-  Constantly continue our personal and professional education in order to better serve the children
-  Provide a clean, bright and safe environment for the children
-  Be honest and straightforward in dealing with each parent

### **Emergency Management Plan Summary**

- ✍ The school will be prepared for any emergency lasting up to 72 hours by storing food, water, diapers, medical supplies, medication, flashlights, radios, and extra batteries
- ✍ The school will practice monthly fire, tornado, and shelter, in place drills in order that the children will know how to respond to emergencies
- ✍ Children's files will be kept updated, with current phone numbers, and emergency information and contacts, so that someone will be notified in the event of an emergency
- ✍ Emergency information for each child will be taken with the staff in the event of an evacuation
- ✍ Emergency numbers are posted by each phone. Children's emergency numbers are easily accessible by all staff
- ✍ All staff will be trained in emergency procedures on or near hire dates. They will be made aware of the chain of command in the Directors absence
- ✍ At least one person is on duty at all times with First Aid and CPR certification
- ✍ An evacuation plan has been developed to include means of transportation and locations
- ✍ Evacuation diagrams are posted in each classroom
- ✍ Authorities will be notified as needed
- ✍ Parents will be notified by phone and/or posted signs as to where to reunite with their children

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I have often said that every daycare center is not for every child. This holds true for teachers too, not every teacher will be happy at every center. The policies and procedures at a center are developed around the owner and directors beliefs about child development issues. Therefore, it is important for the parents and the teachers to understand what these beliefs are. Of course no two people are going to completely agree on every issue, and that is alright as long as there are not disagreements that cannot be compromised. These are my basic beliefs on issues that shape our policies and the atmosphere of our center. If you have any questions or wish to discuss any of these things, please feel free to call me anytime.

- ✍ One of the most important things we can teach our children is to love themselves. They need to know they are worth loving, they are special, and they are smart. If a child is made to feel they are stupid or bad, they will meet those expectations. Praise your children or students. Give them opportunities to succeed. Avoid situations that will make them feel they have failed. Listen to them, make eye contact with them and respond to what they say. This makes them feel like they are worth listening to and that they are important.
- ✍ Another important thing we must teach our children is respect. Respect for all other living things. Respect for authority is critical. Without this, our children will not have a chance in the world we live in. This lesson starts at home and should be practiced at school. Parents and teachers are a child's first authority figures. How we teach them to respect us is how they will all other authority figures in their lives. Do you want your child to argue or be rude to a police officer or their bosses? This could leave your child without a job or in jail. You deserve respect from your children; you do not have to earn it. None of us is perfect and making mistakes does not strip you from your right to demand respect from your children. It is not only a right, but your responsibility to teach your child respect.
- ✍ **Boundaries!** Recognize them, accept them, and challenge them. We all have boundaries that we must live within. Your children should start learning this from the beginning. There are legal boundaries and there are social boundaries. Allowing children to rule their world does not help them in the long run. Learning to clean up after yourself is a very basic lesson in boundaries. Not hitting other people, or taking toys away from others are lessons in boundaries. Keeping food in the kitchen or toys in the bedroom is a lesson in boundaries. We do have to be allowed to challenge our boundaries. If we blindly accept every boundary set for us by the law or by society we do not leave any room for growth in ourselves or our community and world. Help children learn to question boundaries yet respect them.
- ✍ Every child is an individual. There are no set standards or rules that can be applied to the development, education, or personality of a child. I do not believe that a child should be evaluated by any stringent guidelines. Be proud of each child for who he/she is as an individual. Help them learn things that they should learn but do not stress you or them out about how quickly they learn.
- ✍ Anytime you meet an unruly child you will hear or say "That child needs more attention". Or you will hear "That child is spoiled rotten". So we attribute bad behavior to two totally opposite judgments. I do not believe there is any such thing as holding a baby too much or giving a child too much attention. A child is spoiled when they never learn respect or boundaries. Positive attention only reinforces a child's self esteem, confidence, and security in their life. So yes, "That child needs more attention". It may be positive attention or it may be attention to the lessons of respect and boundaries. Love them! No matter how ugly they act, love them. Discipline them, but know the difference between discipline and punishment. Teaching discipline is one of the most loving things we can do. Know how to apply natural consequences as punishments whenever possible.
- ✍ We have to provide consistency in our child's life while helping them learn to adjust to change. Be consistent with rules and expectations. Provide routine in their day. Help them face change head on and do not be too rigid in your routine.

 Help your child learn to accept the consequences of their choices. I think that is what the experts were talking about when they said to give your children choices. At least that is what I hope they were talking about. Children do not need too many choices. They are not prepared to deal with too many. They will feel more security when you make decisions for them. As they get older, give them a little more room to make decisions and let them live with the consequences of those choices.

Have fun! Remember, they are kids. They just want to have fun. So lighten up, be silly, and enjoy our children.

Thank you for taking the time to read this and again, feel free to discuss any of these things or others that concern you with me at any time.