



Parent Handbook

Director: Sarah Mitchell

Smitchell@pureheart.org

Assistant Director: Lydia Long

Llong@pureheart.org

Office Number: 602-732-6283

14240 N. 43rd Ave BLDG 600

Glendale, AZ 85306

Heart Kids Academy

Parent Handbook

Welcome to Heart Kids Academy and thank you for making the decision to allow us to assist in the early childhood education and development of your child. Here at Heart Kids Academy we offer a learning experience that is unique to each child. We are a state licensed center committed to the highest standards of education, through curriculum and Bible teachings, by highly qualified teachers. Our passion is to provide a safe, healthy learning environment for our students and their families.

Guiding Scripture

"We love because he first loved us."

-1 John 4:19

Our Goals

Structured Learning and Creative Expression:

- ❖ Our goal is to make each child feel that they are important and that they are heard.
- ❖ Children are encouraged to express themselves and their creativity in all areas of the classroom. They are encouraged to imagine and explore in centers such as: blocks, dramatic play, science, math, and art.

Vocabulary

- ❖ Vocabulary development is an ongoing effort and a product of all learning experiences. Vocabulary development begins in the infant room and continues all the way through our pre-kindergarten rooms. Children acquire four types of vocabulary; listening, speaking, reading and then writing. We work individually with each child to enrich their vocabulary skills at the appropriate levels.

Discovery Learning

- ❖ From drawing in shaving cream to watching caterpillars turn into butterflies, we provide a wide variety of activities for children to manipulate, explore and discover. Children are offered many opportunities to explore in a way that helps them learn best.

Social Play

- ❖ Playtime is vital for children in the early years. We provide environments where children can safely play with others to gain real world social skills such as: sharing, problem solving, empathy, and manners. Your child will be taught the privileges and limitations of classroom life. They will also have opportunities to engage and play

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with other children allowing them to develop a caring attitude towards others and learn to play cooperatively and make wise choices.

Math and Science

- ❖ Children will be provided with fun and exciting opportunities to learn important mathematical concepts such as: numbers, shapes, patterns, and problem solving.
- ❖ Children will observe and participate in science activities and experiments that allow them to explore the world around them.

Art

- ❖ Children experience art through the freedom of touching, feeling, pulling, twisting, tearing, pasting, bending, scraping, cutting, pounding, shaping, and so much more. They are developing a feel for forms, balance, line, color, and shape as well as gaining practice in problem solving. They are learning about various relationships, sharpening their powers of observation, and beginning the process of logical thinking, and developing motor skills. Art is a hands-on activity for each child.

Music

- ❖ Music activities give children opportunities to use their entire bodies for learning and exploring their surroundings, build awareness by listening to the many kinds of sounds, and help children experience the release and freedom for body movement. Children will be encouraged to test their vocal and kinesthetic abilities and to have fun while they engage in experimenting. We emphasize the enjoyment of participation.

Curriculum

- ❖ All classrooms use a theme-based, play-based curriculum from FunShine Express. Each week your child will be introduced to new letters, numbers, colors, and shapes. Through this hands-on curriculum your child will expand their skills in listening, language, color and shape recognition. In addition to understanding concepts related to size, shape, math and reading readiness. This curriculum will ensure your child has endless opportunities to reason, remember, discover, relate, explore and experiment.

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Spiritual Development

- ❖ Your child's spiritual growth and development is also a priority to us, because of this, it is important to us that your child begins to understand the love of Jesus at an early age. We will demonstrate God's love to your child as they interact with other children and Heart Kids Academy staff.

Our Values

Honesty

Empathy

Acceptance Respect

Teamwork

Our Mission

At Heart Kids Academy our mission is *"to provide a positive foundation for learning in a faith-based environment where learning is fun."*

Our Vision

At Heart Kids Academy we strive to be a safe place where all children feel accepted and loved while being taught, they are a valued creation of God. We aspire to be a center where all children can use their unique gifts, talents and abilities to love and serve others and their community.

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Tuition

Infant

Weekly rate of \$270

Toddler

3 DAY (M,W,F or T,W,TH): \$155

5 HALF DAY (PICK UP BY NOON): \$155

5 FULL DAY: \$260

Preschool

3 DAY (M,W,F or T,W,TH): \$150

5 HALF DAY (PICK UP BY NOON): \$150

5 FULL DAY: \$245

****Morning schedules must pick up by 12pm****

We have a no refund policy. All payments are processed each Monday. Any changes to a child's schedule must be put in writing no later than a full week before. All payments are final.

- **Tuition is based on booked days. Your account will still be charged for nonattendance/sick days.**
- Non-Refundable \$75 registration fee is due prior to your child(ren) starting.
- **Closed days/Holidays are paid for.**

Closed Days 2024-25

- New Year's Day (Observed) 1/2/24, 1/1/25
 - MLK Jr. Day 1/15/24, 1/20/25
 - Presidents Day 2/19/24, 2/17/25
 - Memorial Day 5/27/24, 5/26/25
 - Independence Day 7/4/24, 7/4/25
 - Labor Day 9/4/24, 9/2/25
- Thanksgiving Break 11/28/24-11/28/24 and 11/27/25-22/28/25
- Christmas Break 12/23/24-12/27/24 and 12/22/25-12/26/25 (subject to change due to church services)
 - New Years Eve (observed) 12/31/24 and 12/31/25

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Our Programs

Infants:

Our teachers will provide your infant with individualized, loving care. The teachers will help children learn to crawl, pull themselves up, and walk in a safe and comforting environment.

- ❖ When your infant is enrolled, you will be asked to give a detailed feeding schedule. As your child's needs change, please be sure to update their feeding schedule.
- ❖ Please label all your child's belongings (bottles, caps, pacifiers, etc.) with first and last name.
- ❖ Bottles with formula will be premixed. Bottles with breast milk will be premeasured and prepared.
- ❖ In keeping in line with Quality First Safe Sleep Practice, we will be putting your child on their backs to sleep, to reduce the risk of Sudden Infant Death Syndrome (SIDS), also known as crib death. This will be done until your child has reached 6 months of age and can safely roll over on their own.
- ❖ In keeping in line with Quality First Safe Sleep Practice all our infants will nap in their assigned crib in a "arms free" position. Please avoid bringing swaddling blankets that restrict your child from freely being able to move their arms while sleeping.
- ❖ Our Tummy time policy ensures your little one will have several opportunities throughout the day to practice and develop neck control and a variety of vital fine motor skills.
- ❖ At all times, the babies are closely watched.

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12-18 Month Class and Older Ones/Younger Twos Class:

- ❖ In this room, your child will begin to learn social skills. Activities are group focused and provide opportunities for children to learn to socialize. Play cooperatively, while focusing on the introduction of self-help skills. The class will eat lunch as a group and take their naps at the same time. Each child will have their own mat to rest on and mat sheet that will be assigned to them. We block out two hours for a full rest, but should your child awaken early, or refuse to sleep- quiet activities will be offered. Our teachers will create a restful and relaxing environment by playing soothing music, dimming the lights and gently patting backs if needed.
- ❖ We ask that you bring an age-appropriate cup for your child to use during the day labeled with their first and last name.
- ❖ You will also be asked to bring your child a change of clothes daily to keep in their cubby.
- ❖ You will also be asked to bring a cold lunch daily for your child. We do not have the ability to warm up lunches for children. Please ensure your child's lunch box is labeled with their first and last name, in addition to any Tupperware inside. Heart Kids Academy does not provide lunch but does provide a healthy morning and afternoon snack. Please advise your child's teacher AND our administrative staff if your child has any allergies or food limitations/restrictions.

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Twos/Threes (Potty Training) Class:

- ❖ This class is an introduction to the preschool setting. Children will begin to experience learning centers, art projects and group circle time.
- ❖ This room is generally where potty training in school begins. Teachers will work on helping children recognize when they need to use the restroom and teach proper “potty hygiene”. It is important that everyone is involved in potty training; please speak with your child’s teacher about your goals for achieving the “potty trained” status.
- ❖ You will be asked to bring in three pairs of clean clothes for your child who is potty training. These clothes will be kept in their cubby.
- ❖ You will also be asked to bring a cold lunch daily for your child. We do not have the ability to warm up lunches for children. Please ensure your child’s lunch box is labeled with their first and last name, in addition to any Tupperware inside. Heart Kids Academy does not provide lunch but does provide a healthy morning and afternoon snack. Please advise your child’s teacher AND our administrative staff if your child has any allergies or food limitations/restrictions.
- ❖ Nap time will take place daily, with the class napping at the same time. Your child will rest on a mat with a sheet that is assigned to him/her. We block out two hours for a full rest, but should your child awaken early, or refuse to sleep- quiet activities will be offered. Our teachers will create a restful and relaxing environment by playing soothing music, dimming the lights and gently patting backs if needed.

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Three-Year Olds: Preschool:

- ❖ Our three-year-old program is a structured preschool classroom. Children will have both structured and free time to do developmentally appropriate activities. This program teaches the beginning foundations of language arts, math, and science.
- ❖ You will also be asked to bring a cold lunch daily for your child. We do not have the ability to warm up lunches for children. Please ensure your child's lunch box is labeled with their first and last name, in addition to any Tupperware inside. Heart Kids Academy does not provide lunch but does provide a healthy morning and afternoon snack. Please advise your child's teacher AND our administrative staff if your child has any allergies or food limitations/restrictions.
- ❖ Nap time will take place daily, with the class napping at the same time. Your child will rest on a mat with a sheet that is assigned to him/her. We block out two hours for a full rest, but should your child awaken early, or refuse to sleep- quiet activities will be offered. Our teachers will create a restful and relaxing environment by playing soothing music, dimming the lights and gently patting backs if needed.

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Pre-Kindergarten (Kindergarten Readiness):

- ❖ Our pre-kindergarten program is a structured classroom designed to prepare both parents and children for kindergarten. This program teaches the foundations of language arts, math, and science. About halfway through the year there may be slight changes made to the class schedule to mirror that of a kindergarten class.
- ❖ You will also be asked to bring a cold lunch daily for your child. We do not have the ability to warm up lunches for children. Please ensure your child's lunch box is labeled with their first and last name, in addition to any Tupperware inside. Heart Kids Academy does not provide lunch but does provide a healthy morning and afternoon snack. Please advise your child's teacher AND our administrative staff if your child has any allergies or food limitations/restrictions.
- ❖ Nap time will take place daily, with the class napping at the same time. Your child will rest on a mat with a sheet that is assigned to him/her. We block out two hours for a full rest, but should your child awaken early, or refuse to sleep- quiet activities will be offered. Our teachers will create a restful and relaxing environment by playing soothing music, dimming the lights and gently patting backs if needed. Nap time will not be a part of this classroom in the spring. If you wish for your child to nap or they request a nap, they will rest on a mat with a sheet that is assigned to him/her in the preschool classroom.

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Hours of Operation, Schedules, Late Pick Up Fees, & Payment

Hours of Operation

- ❖ Our hours of operation are from 6:30 a.m. to 5:30 p.m. Monday- Friday. We ask that you arrange your schedule to accommodate these designated hours. **Cut off time for drop off is 10:30am.** If you are unable to pick up your child for any reason before closing hours, please send an individual you have authorized on your child's Emergency Contact Card (blue card). These individuals **MUST BE** at least 18 years of age and show ID upon picking your child up from the center. Please note that **ONLY** the 4 individuals you have listed will be allowed to pick up your child in your absence.

Late Pick Up Fees

- ❖ If there is a problem with arriving after closing time, a late charge will be applied to your account at the discretion of our administration. The late pick up charge is \$5.00 for every minute, per child, after 5:30 p.m.

Schedules

- ❖ If your child has a schedule change, please fill out a schedule change form 1 week prior to the change. Schedule change forms can be found at the check-in stations. Student schedules are due by the end of the day Thursday. **Please note that these are requests for changes and not guaranteed approval. Requests may not be approved if it causes any issues in our state mandated ratios or if it is not submitted 1 week prior.**
- ❖ **Please note that you are paying for your child's spot in our early childhood program. This tuition goes toward staffing and making sure your child is equipped to succeed. Because you are paying for the entire school year program and not a daily rate, you will be charged for all the days that your child is scheduled to be here regardless of actual attendance. Even if your child is out sick, you still pay for your child's spot.**

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Payment

- ❖ Payment is due on Monday for the previous week. Please note our method of payment is Tuition Express. This is an automatic payment processing system that will process your child's tuition in full (on the card/account you have provided) by the end of the school day every Monday. We accept VISA and Master Cards; you can also choose to have the payments taken from a bank account.
- ❖ Please note that if your account is not paid in full Monday your account will be locked Tuesday morning and you will be unable to check-in your child until a payment is made.

Meals and Snacks

Meals

- ❖ We encourage healthy meals. **Please do not pack any candy or sugary drinks.** We will provide morning and afternoon snacks, but we do not provide lunch. Please ensure the items in your child's lunch are cut to size and ready to eat.
- ❖ Please advise your child's teacher AND our administrative staff if your child has a dairy restriction. We want to ensure arrangements are made for your child in advance. Please note this may require you providing milk daily for your child. We do have the ability to store milk for your child and will ensure it is labeled with their first and last name. Our staff will also ensure your child's milk is used only for their use.
- ❖ Each class has a scheduled morning and afternoon snack they will enjoy. This menu is planned for the season and is posted inside each classroom in addition to our parent board.
- ❖ Allergies can be accommodated when we are aware of them.

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Transportation

- ❖ We do not provide transportation or field trips. We do however host special events here at the school, as well as extra curricular activities.

Admission Requirements and Enrollment Procedures

Admission Requirements

- ❖ The child enrollment form must be filled out completely.
- ❖ The blue emergency information and immunization form (required by DHS) must be completed, with no blank sections. In case of an emergency, we will do what we deem necessary, and of course, notify you immediately. For this reason, it is vital that you keep us informed of current information, including parent's cell and work phone numbers and emergency contact data.
- ❖ We require a copy of your child's immunization records. All immunizations must be current, and kept up to date.
- ❖ If you choose to have your child exempt from the immunization requirements, you must complete a release form.
- ❖ In the event that one parent is the sole legal guardian of a child, we must have a copy of the legal documentation giving this authority.
- ❖ It is the policy of Heart Kids Academy that no family or child, applicant for enrollment, customer, or other individual will be discriminated against based upon their race, color, creed, religion, sex, sexual orientation, national origin, disability, or other protected class or characteristic established under applicable federal, state, or local statute or ordinance. All individuals will be treated equally and will not be discriminated against in receiving services, care, or discipline.
- ❖ Procure is the app used for communication and checking in/out. Per state guidelines, the guardian dropping off must sign in/out on Procure. The front desk can assist with this. Procure & notifications should be turned on to help promote open communication.

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Center Accident & Emergency Procedures

- Monthly fire drills will take place as mandated by Arizona DHS. The date and time of these drills are un-announced to staff. During this time staff and children will follow the center’s fire evacuation route as a class and meet in the designated area. Director and Assistant Director will complete a head count of all classrooms to ensure all children and staff are accounted for. Teachers and children will walk back to their classrooms once given the clearance by center Director and Assistant Director.
- Lock Downs will occur should a situation present itself. Parents will be notified a lock down is occurring. Should the situation require, Center Director and/or Assistant Director will contact authorities.
- For detailed information regarding large scale center, city, state emergencies or emergency contact phone numbers a copy of the Center Emergency Evacuation Preparedness Plan is available upon request.
- In case of sudden injury or disaster, 911 will be contacted immediately.
- Emergency Evacuation Procedures are available on site.
- In the event of an accident or emergency, parents will be notified verbally within 30 minutes by phone or other means by the Director or Assistant Director. Parents may also be notified in writing within 24 hours by the Director or Assistant Director.
- Procare is used as the main form of communication. Please actively use this app.

Suspected or Alleged Child Abuse or Neglect

❖ Our facility is required to report any suspected or alleged child abuse or neglect to Child Protective Services, or to a local Law Enforcement agency (A. R. S. 133620). The Licensee or staff member shall notify the Department of Suspected or Alleged Abuse or Neglect by any means available within 24 hours of the required report. The Licensee or staff member shall also send written documentation to the Department of Health Services, Child Protective Services, and any local Law Enforcement agency previously notified within 3 days of the initial report, and maintain written documentation of a child abuse or neglect report on facility premises for 12 months from the date of the report.

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Sign In/Out On Procure App

- ❖ Please register to use the app Procure. The information given on the Procure app is the only information we release.
- ❖ You will sign your child out the same way, utilizing Procure. If, for any reason, the app is not working properly, please see the front desk and we will help you sign in and/or out your child.

Medications

- ❖ We do not have a certified nurse at the school, so only authorized individuals (Center Director and/or center Assistant Director) can administer prescription medication and give breathing treatments or asthmatic inhalers with written authorization from a doctor. A medical consent form must also be completed by the child's parent/guardian before authorized staff is able to give any medication.

Medications cannot be stored in a child's backpack or cubby. They must be kept in the front office, along with a filled in Medicine Consent Form.

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Illness and Injury

- ❖ **Notification of Illness or Injury:** If a child becomes ill while in our care their parents will be called immediately. To ensure our commitment to a healthy environment for all of our children and staff, you will be asked to pick up your child or make arrangements to have them picked up within an hour. If we cannot contact anyone on the child's emergency form and/or child is not picked up within the hour, we reserve the right to refuse continuing service. We also reserve the right to contact CPS if we believe that a child is being neglected.
- ❖ We require a physician's note giving permission to return to school after any communicable disease (i.e. pink-eye, roseola, scarlet fever, head lice, flu, ect.)
NOTE: For cases like chicken pox/Hand Foot and Mouth Disease, the child must be examined by front desk personnel to determine that all the pox are scabbed over before returning to the classroom.
- ❖ If a child is injured while at HKA, their "owie" will be cleaned, disinfected and covered as necessary. In addition to an "ouch report" that will be sent home with the child. If it is determined that the injury requires more serious attention, a parent will be called.
 - ❖ **It is the parent(s)' responsibility to notify the office of any contagious illness, other ailment, or prior accident or injury, so that we can make all parents aware of that illness.**
- ❖ If your child has a fever of 99° or higher, they will be sent home from school and they may not return until he/she has been fever-free for 24 hours.
- ❖ If your child has 2 or more cases of diarrhea in one day they will be sent home from school. They may not return to school for 24 hours after their stools are firm.
- ❖ If your child had 1 or more cases of vomiting in one day they will be sent home from school. They may not return to school for 24 hours from the last vomit.
- ❖ If your child has a sore throat with a fever or swollen glands they will be sent home from school. They may not return to school until the symptoms have cleared up or has been seen by a doctor.

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- ❖ If your child has mucous or pus draining from red, irritated eyes or thick cloudy drainage from the nose they will be sent home from school. They may not return to school until the drainage has cleared or has been seen by a doctor.
- ❖ If your child is not coming to school, please give us a call or send a Procure message and let our administrative staff know.
- ❖ Your child may NOT come to school with Tylenol/Ibuprofen to suppress any fever. They may NOT come to school while on medication to stop vomiting or diarrhea.

Discipline and Guidance

- ❖ It is the policy of Heart Kids Academy to create an environment in which all children are permitted to learn, grow, and be happy. All children are loved and taught discipline. Your child will learn how to observe the rights and property of others, and will experience the interactions needed to navigate in society as they mature.
- ❖ Should a discipline problem occur, Heart Kids Academy, parents and staff need to work as a team. We realize that we don't always have an answer, but we must see an effort on the part of the parent and some marked improvement in the child's behavior. If the wellbeing of the other children and teachers (physically and emotionally) is at threat, we will ask you to remove the child from the school. A 5 step disciplinary action may be set up if a child continues to hurt other students or staff. This plan may include the child being sent home, suspended, or expelled.
- ❖ It is a requirement of the State Department of Health Services that we have a safe and healthy environment for our students and our teachers. With that, if a child is continually causing issues such as biting, hitting, screaming, or any other behavior that is threatening the safety and/or health of our students and/or teachers, we reserve the right to terminate services after collaborating and agreeing on steps that did not alleviate the issue.

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❖ Behavior plan:

1. **Reminder/redirection**
2. **In Classroom Reset - A couple minutes not playing and separated from others. Not facing a wall and not given as a discipline, rather an opportunity to regroup/calm/reset behavior/choices being made. A time to watch friends playing nicely together.**
3. **Reset inside of the classroom. Not receiving attention or playing.**
4. **Reset outside of the room. Not receiving attention or playing. Same intent and model as above. Just outside of the classroom.**
5. **Goes home for the day. The next day we are welcome to come back to class. It's a new day!**
 - a. **If this becomes a frequently occurring process, the Director and Assistant Director will coordinate a Parent-Teacher Conference and devise a Behavior Plan that may result in a temporary or permanent disenrollment of a child.**

- ❖ In effort to make a welcoming and loving environment, swearing or crude talk is not acceptable from anyone at Heart Kids Academy.
- ❖ Heart Kids Academy desires to be encouraging to your child by applying consistent discipline, with love, along with positive reinforcement and praise. Our discipline is for correction, not punishment. Dr. James Dobson has written two books regarding discipline: *The Strong Willed Child* and *Dare to Discipline*. These books are a worthy investment.

Conflict Resolution Policy

- ❖ Any issues or concerns with the facility or staff members should be addressed to the Director. In the event the Director is not present, the Assistant Director will be able to assist you. Please note the Director has the final say in handling all situations that may arise.

Absentees, Withdrawals, & Termination of Services

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- ❖ Please call or speak with administration when your child is going to be absent for an extended period of time. Failure to do so could result in your child's place being filled with someone from the waiting list.
- ❖ If you plan to withdraw your child, we require a 2 week notice prior to termination. Accounts will still be charged regardless of attendance during those final 2 weeks.
- ❖ Heart Kids Academy has the right to refuse or terminate service to those who are disruptive to the Heart Kids Academy program or policies and/or the wellbeing of children and staff.
- ❖ Heart Kids Academy has the right to refuse or terminate service to those who are delinquent or negligent in payment of services.
- ❖ We reserve the right to refuse service to any parent or child with inappropriate/disrespectful behavior.

Exposure Control

- ❖ Our facility complies with OSHA exposure control plan standards #29CFR1910.1030.
- ❖ Our facility also meets ADA compliance in section 504.

Miscellaneous Information

- ❖ All children should have an extra set of clothes, MARKED with the child's name, to be kept in their cubby. Please identify all personal items with the child's name. We will not be responsible for lost items.
- ❖ Children must not bring toys, purses, gum, candy, or jewelry to school.
- ❖ All children are covered with Liability Insurance, which is available for review on facility premises.
- ❖ Please be advised that we are required by state law to report any incident of child abuse.

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- ❖ Heart Kids Academy will notify parents after a pesticide is applied on the premises by posting the notice on our required postings board.
- ❖ This facility is regulated by the Arizona Department of Health Services.
 - 150 North 18th Avenue, Phoenix, AZ 85007 – (602) 524-1025
- ❖ Inspection reports are on site and available upon request. Please see the Director.
- ❖ We do not apply sunscreen; please apply it to your child prior to drop off when necessary.

Closing

- ❖ We hope that this handbook has helped answer your questions. If there is additional information you would like, please speak with our administrative staff. We are always happy to receive parents input!
- ❖ We would like to thank each parent for entrusting Heart Kids Academy with the most precious possession that God has given you. Our staff has been well trained (many with specialized degrees, experience, and background) to develop, love, and care for your little one. We sincerely believe that our staff has special gifts to share with children.

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Parental Acknowledgments

Injury/ Accidents

- ❖ By signing below, the parent(s) understand and acknowledge that illness and accident do occur, even despite the best efforts of parents, guardians, babysitters and teachers. As stated in the Parent Handbook, Heart Kids Academy employs all best efforts to promote a safe and healthy environment, and, in order to do so, each parent must cooperate and fully inform Heart Kids Academy of all instances of illness, accident or other ailment of your child.

Payment

- ❖ I agree to have my account balance paid in full via Tuition Express by the end of the school day Monday each week. If I fail to do so I agree to pay a \$30.00 late payment fee for the past week's charges.
- ❖ If for some reason I cannot pay as agreed, then I can make a one-time promise to pay, in agreement with the Heart Kids Academy Director.
- ❖ I agree that if I fail to pay any sum due and this matter is placed with a collection agency, I shall be obligated and agree to pay all costs and expenses incurred (including any percentage of the debt that is retained by the collection agency).

Parent/Guardian Signature _____ Date _____

Printed Parent/Guardian Name _____

Enrolled Child's Name _____

Office will make a copy, so that the parents have a copy of this signed page as well!