



Heart Kids Academy

Parent Handbook

McKenna Spratlin, Director

mspratlin@heartkidsacademy.org

McKenna Spratlin is a passionate Director with a wealth of experience in Social Work and Early Childhood Education. With a background as a Lead Teacher in the 3s/4s classrooms and a degree in Youth Ministry, McKenna brings a unique blend of expertise and dedication to her work.

Outside of her professional life, McKenna is a proud wife to a tech guru, and a loving mother to two sweet little boys. As a devoted dog mom and self-proclaimed movie quote expert, McKenna strives to create a warm and welcoming environment wherever she goes.

In her role as Director, McKenna excels in guiding and empowering her team to achieve their best, all while fostering a supportive and nurturing atmosphere for the children under her care. McKenna is very passionate about Child Development and safety, trauma-informed practices, Church history, and nurturing young minds to grow into future leaders!

Lacey Purcell, Assistant Director

lpurcell@heartkidsacademy.org

Lacey Purcell serves as the dedicated Assistant Director at HKA, bringing over 20 years of experience in Early Childhood Education. Having worked in classrooms of every age and led as an Assistant Director at another Christian Preschool in Glendale, Lacey has developed a deep passion for supporting children, especially infants and toddlers—her true sweet spot. Whether offering encouragement in the classroom or lending a hand wherever needed, she thrives on creating a joyful and uplifting environment for both kids and staff alike.

Outside of school, Lacey has been married to her husband, Sean, for over two decades. Together, they're raising four wonderful kids, ranging from school-aged to young adults, with a ten-year age gap that keeps life exciting and full. After spending several years in Colorado, Lacey and her family made their way back to Arizona, settling just down the street from Pure Heart.

A big fan of coffee (especially from P-Rex Coffee Co.!), Chick-fil-A, and a classic burger, Lacey also loves cheering on her favorite hockey and soccer teams and spending time with family and friends. Through every season of life, she brings her love for prayer, encouragement, and hands-on leadership into every space she's in.

ProCare is the best way to reach us!

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info@heartkidsacademy.org
602-732-6283

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. We are a State Licensed Center committed to the highest standards of education by highly qualified teachers. Our passion is to provide a safe and healthy learning environment for our students and their families.

Our Goals

Structured Learning and Creative Expression

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: manipulatives, dramatic play, science, math, and art.

Vocabulary

Vocabulary development begins in the infant room and continues to develop throughout the early childhood years. We work individually with each child to enrich their vocabulary skills including: listening, speaking, reading, and writing at developmentally appropriate levels.

Discovery

From drawing in shaving cream to watching caterpillars turn into butterflies, we provide a wide variety of activities for children to explore and discover. Children are offered many opportunities to learn in a way that develops autonomy, creativity, and problem-solving skills.

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 and emotional skills such as: sharing, problem solving, imagination, empathy, communication, and manners. In addition to these skills, a child's confidence increases as they learn to engage with others and make friends. Your child will be taught classroom etiquette and social skills that will set them up for success as they enter Kindergarten in the future.

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. They will observe and participate in science activities and experiments that allow them to explore the world around them.

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Art

Through the beauty and exploration of art, children use their fine and gross motor skills to develop their creativity, critical thinking skills, and imagination. Art is a hands-on activity that is therapeutic for children as they get to express, create, and self-regulate.

Music

Musical experiences in early childhood improve cognitive development, language acquisition, and reading skills. Exposure to music helps children learn the sounds and meanings of words. Through dancing, children build gross motor skills while practicing self-expression. Music helps the mind and body work together, and is a great calming and regulation activity.

Curriculum

All classrooms use a theme-based, play-based curriculum. Each week your child will be introduced to new letters, numbers, colors, and shapes. Through this play-based curriculum, your child will expand their skills in each of the developmental domains, in addition to understanding math related concepts and reading readiness. This curriculum will ensure your child has endless opportunities to reason, remember, discover, relate, explore and experiment.

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 are a community where every child can thrive in a safe and loving environment. We cultivate nurturing spaces where children can flourish.

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Tuition

Infant

Weekly rate of \$275

Toddler

3 DAY (M,W,F or T,W,TH): \$160

5 HALF DAY (PICK UP BY NOON): \$160

5 FULL DAY: \$265

Preschool

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

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

5 FULL DAY: \$250

Half Day schedules must pick up by 12pm

-> Drop-Off Cut-Off is 10am for ALL schedules <-

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

- Tuition is weekly and not prorated. You are paying for your child's spot in our program regardless of attendance. This includes sick time, vacation, or any absence in general. Your account will still be charged for non-attendance/sick days.
- Non-Refundable \$75 registration fee per family is due prior to your child(ren) starting.
- There is an annual \$100 supply fee per family. This will be in two \$50 installments, billed the first Monday in August, and the first Monday in February.
- All holidays are billed regardless of attendance.

Closed Holidays 2025-26 School Year

Independence Day 7/4/25

Labor Day 9/1/25

Thanksgiving 11/27/25

Friday after Thanksgiving 11/28/25

Christmas Break 12/22/25 - 1/2/26

Martin Luther King Jr Day 1/19/26

President's Day 2/16/26

Memorial Day 5/25/26

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NEW ENROLLMENT CHECKLIST: ALL FORMS MUST BE FULLY COMPLETED & SIGNED

Please initial beside each item after completing and signing the appropriate forms.

- _____ Enrollment Record
- _____ Attendance Schedule
- _____ Inclusion Program Permission Form
- _____ Child's Personal Record
- _____ Expulsion Policy Form/ Biting Policy Form
- _____ Medical / Emergency Record
 - * Including emergency contacts. (State Law requires 2).
 - * I have answered all questions relating to the medical information.
- _____ Tuition Express Form for automatic payments.

Please initial next to each item after providing copies of the following:

- _____ State issued Photo Identification (mother & father/legal guardians)
- _____ Current Immunization Record or Exemption Form for each child
- _____ Custody Papers (if applicable)

What to Bring on the First Day for your child:

- _____ Lunch box (labeled w/ name) with a nutritious lunch and 2 snacks
- _____ A reusable water bottle (labeled w/ child's name)
- _____ Extra clothing
- _____ Diapers/Pull ups (labeled w/ child's name)
- _____ Wipes (labeled w/ child's name)

Signature: _____

Date: _____

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Our Programs

Infants:

Our teachers will provide your infant with individualized and loving care while working towards the developmental milestones that align with the CDC.

- 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, or at least every 60 days.
- State Licensing requires you to label all of your child's belongings (bottles, caps, pacifiers, etc.) with their first and last name.
- Bottles with formula must be premixed. Bottles with breast milk must be premeasured and prepared.
- To keep 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.
- To keep in line with Quality First Safe Sleep Practice, all of our infants will nap in their assigned crib in an "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 ample opportunities throughout the day to practice and develop neck control and a variety of vital gross and fine motor skills.

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12-24 Month Class

In this class, your child will begin to learn social skills as they engage in group focused activities where they will socialize, play cooperatively, and be introduced to self-regulation 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 a mat sheet that will be assigned to them. We block out two hours for a full rest, but should your child awaken early or struggle 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.

Daily Checklist

- ☐ Age-appropriate cup for your child labeled with their first and last name.
- ☐ Change of clothes to keep in their cubby.
- ☐ Your child needs to bring a cold lunch daily. 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.
- ☐ Your child needs to bring a nutritious snack for both morning and afternoon snack times.

Please advise your child's teacher AND our administrative staff if your child has any allergies or food 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, projects, and group circle time. This room is generally where potty training begins. Teachers will work on helping children recognize when they need to use the restroom and teach proper 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.

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 struggle 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.

- Your child must be fully potty trained before they are able to move up to the next class. If your child is not *fully* potty trained before their fourth birthday we will not be able to accommodate them. Our Threes class is not a licensed diapering room. Pull-ups are considered diapers.

Daily Checklist

- ☐ Age-appropriate cup/water bottle for your child labeled with their first and last name.
- ☐ 3 pairs of clothes to keep in their cubby.
- ☐ Your child needs to bring a cold lunch daily in addition to 2 nutritious snacks. 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.

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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.

- 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 struggle 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.
- Your child must be fully potty trained before they are able to move up to this class. If your child is not fully potty trained before their fourth birthday we will not be able to accommodate them. Our Threes class is not a licensed diapering room, Pull-ups are considered diapers per state.

Daily Checklist

- ☐ Age-appropriate cup/water bottle for your child labeled with their first and last name.
- ☐ Change of clothes to keep in their cubby.
- ☐ Your child needs to bring a cold lunch daily and 2 nutritious snacks. 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.

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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.

- 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 struggle 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.

Daily Checklist

- ☐ Age-appropriate cup/water bottle for your child labeled with their first and last name.
- ☐ Your child needs to bring a cold lunch daily and 2 nutritious snacks. 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.

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

Hours of Operation

- Our hours of operation are MONDAY - FRIDAY, from 6:30 AM to 5:30 PM.
- You must drop off your child before 10:00 AM.
- 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 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 before 12:00pm (half days) or 5:30pm, a late charge will be applied to your account. If you or your child are still in our building after 5:30pm, your account will receive a fine of \$5.00 for every minute, per child, after 5:30 p.m. No exceptions.

Schedules

If your child has a schedule change, please fill out a schedule change form 2 weeks prior to the change. Schedule change forms can be found at the front office. Student schedules are due by the end of the day Thursday. Please note that these are requests for changes, not guaranteed approval. Requests may not be approved if it causes any issues in our state mandated ratios or if it is not submitted 2 weeks 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 weekly regardless of actual attendance. If your child is out for a scheduled or unscheduled absence, your account will still be billed weekly. Your account will still be billed for sick and vacation time to ensure your child keeps their spot in our preschool.

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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 and Snacks

- We encourage healthy meals. This could include protein, whole grain crackers, fruit, vegetables, yogurt, etc. Candy and soda are not permitted. Please ensure all items in your child's lunch are cut to prevent choking and are ready to eat.
- Please provide two snacks per day. Some great options include: Cheese stick, yogurt or applesauce pouch, meat sticks, goldfish crackers, fruit cup or fresh fruit, etc.
- While snacks do not have to be prepackaged, we do ask that snacks are labeled with your child's name and stored either in a ziplock bag, or separated in your child's lunchbox.
- Please advise your child's teacher AND our administrative staff if your child has any allergy or diet restrictions.
- We strive to minimize peanuts in our preschool facility due to allergies. Allergies are posted inside each classroom in addition to our parent board. HKA cannot guarantee that students will not be exposed to any particular food allergen. The school will endeavor to eliminate any snacks, if possible, in the classrooms that contain the allergen. The parents in the classroom will be notified of the food allergen.
- Each class has a scheduled morning and afternoon snack time. In the event that a child does not have a snack for the day, healthy snacks will be provided by HKA.
- We use food and drink as teaching tools in the areas of language, science, texture, color, shape, cultures, etc. Children will be involved in the preparation, setting up of the snack and share in the responsibility of cleanup as much as possible

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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 parents' cells, 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.
- Procare 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 so you get all important updates regarding your child's success.

Enrollment Trial Period

We offer a two-week trial period upon enrollment for full-time students, or a total of 10 attendance days for part-time students, to allow families to acclimate to our environment and program. Childcare may be terminated by either the provider or the parent(s) during this trial period without advance notice. Heart Kids Academy reserves the right to terminate this enrollment contract for the following reasons: *The child(rens) behavior was destructive, uncontrollable, violent or threatening to the other children or providers at the care facility. This decision is based on the sole discretion of the provider. *If childcare fees are two-weeks delinquent. *If a child's needs exceed our staff's capacity to provide appropriate care, we reserve the right to reassess their enrollment. *If we find our resources or expertise insufficient, or if fundamental alterations need to be made to our program to accommodate a child's special needs, enrollment may be terminated in the child's best interest. Our commitment remains to maintain an inclusive and supportive environment for all children.

Emergency Procedures

- Procare is used as the main form of communication. Please actively use this app so you stay informed and up to date!
- 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. The Director and Assistant Director will complete a head count of all classrooms. Teachers and children will walk back to their classrooms once given clearance by the center Director.
- Lock Downs will occur should a situation present itself. Parents will be notified that a lock down is occurring. Should the situation require it, the Center 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. Parents may also be notified in writing within 24 hours by the Director.

Suspected or Alleged Child Abuse or Neglect

Our facility is required by law to report any suspected or alleged child abuse or neglect to the Department of Child Safety, 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, the Department of Child Safety, 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.

Sign In/Out On Procure App

- Download and register to use the app Procure. The information given on Procure is how we communicate and keep you up to date with your child's progress and opportunities available to them.
- Procure is the app you will use to sign your child in and out each day. If for any reason, the app is not working properly, please see the front desk and we will assist you.
- If you have an alternate person picking up who is on the blue form, we will be able to provide them with an assigned pin to check in/out your child at our check in station. They will still be required to show a valid driver's license or ID.

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Medications

We do not have a certified nurse at the school, so only authorized individuals (Center Director, Assistant Director, or designee) can administer prescription medication with written authorization from a doctor. A medical consent form must also be fully completed by the child's parent/guardian before authorized staff are 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 fully completed and approved Medicine Consent Form. We can not administer over-the-counter medications.

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 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 the child is not picked up within the hour, we reserve the right to refuse continuing service. We are required by law to contact DCS if we believe that a child is being neglected. Parents will be charged \$5 per minute if not here within one hour (60 minutes) of notification of illness
- 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, etc.) 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 injury will be cleaned, disinfected and covered as necessary. An incident report will also 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 keep all children healthy.
- If your child has a fever of 100.0° 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 has 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 have been seen by a doctor.

- 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 send a Procure message and let our administrative staff know.

For the health and safety of all our students, we ask that you do not send your child to school if they have taken Tylenol or Ibuprofen to suppress a fever. Additionally, please keep your child at home if they are taking medication for vomiting or diarrhea. Thank you for your understanding and cooperation.

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 thrive. 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.
- The State Department of Health Services requires that we have a safe and healthy environment for our students and 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.

Behavior Plan

1. Model the correct behavior and have students model it.
2. Redirect/Remind.
3. In Classroom Reset – Taking a couple minutes to take a break from playing and have space to regulate emotions.
 - a. This is not a timeout but rather an opportunity to self-regulate using sensory/calming toys and learning emotional regulation skills. Before entering back into play, a conversation will take place with the child to reflect and develop self-awareness. They will be encouraged to model the correct behavior before playing again.
4. Reset outside of the classroom. The same intent and model as above, but this time outside of the classroom. Child will be asked to model the correct behavior again before playing to reinforce and ensure understanding.
5. Go home for the day. The next day your child is 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 design a Behavior Plan that may result in a temporary or permanent disenrollment of a child.

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- In an effort to make a welcoming and safe environment, swearing, yelling, crude talk, and verbal abuse of any kind will not be tolerated from parents, staff, or students. If communication is not possible in a respectful manner we reserve the right to discontinue services.
- 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. If you feel overwhelmed or at a loss, Focus On the Family has a parent website dedicated to answering questions and giving guidance. We are happy to answer any questions you may have!

Behavior Policy/ Suspension and Expulsion Policy:

Every effort will be made to care for any behavior problems through redirection or loss of privileges. Once a child is brought to the office you may be called at work to assist us with correcting the behavior. If poor behavior/ aggressive behaviors towards other children or staff is a repeated issue with your child, the Director will meet with you and together a behavior plan will be developed. Every effort will be made to prevent suspension or withdrawal of the child. When challenging behaviors arise with a child, our staff will allow a reasonable period of time for the child to learn and correct the behavior. This can be achieved through teacher guidance, communication with parents, and a behavior plan in place for the child.

- **Dress Code:** We want your kids comfortable and ready to learn and play! All staff and students are expected to respect our dress code policy.

No low tops or tops that are loose enough to expose the chest or belly area.

No belly or midriff showing.

No excessively short shorts/skirts/dresses

No messages of vulgarity, obscenity or discriminatory comments on any clothing.

Please dress your child in clean, age and weather appropriate clothing.

Please put on shoes that fit appropriately and protect your child's feet and toes without falling off.

Shorts under dresses and skirts are helpful if your child is active.

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 can assist you, and can help navigate challenges under the guidance of the Director.

Absentees, Withdrawals, & Termination of Services

- We ask that you inform the administration in writing if your child will be absent for an extended period. This helps us manage our waiting list and ensures that every child has the opportunity to attend. If you will be absent for an extended amount of time and do not wish to pay for your child's place in our program, we will need to withdraw your child and put them on the waitlist.

- If you withdraw your child, we require a 2-week's notice before 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.
- We operate with kindness and respect in our preschool. If a parent or pickup person is disrespectful, yells, uses profanity, speaks in a belittling manner towards staff or children, or engages in verbal abuse of any kind, whether it be on campus or off, we reserve the right to discontinue services for that family and student/s.
- 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.
- Heart Kids Academy will notify parents after a pesticide is applied on the premises by posting the notice on our required postings wall.
- 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.

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 may not bring toys, purses, gum, candy, or jewelry to school.
- We do not apply sunscreen; please apply it to your child prior to drop off when necessary.
- In the event that a child has run out of wipes, we carry Amazon Brand unscented wipes for use during diaper changes. Please notify staff if you do not wish for us to use these.
- This handbook is a guiding document for how we function as a school. The contents of this handbook will be adjusted annually to best reflect our schools current practices at the discretion of Lead Pastor of Children and Families and the Director of Heart Kids

We hope that this handbook has helped answer your questions. If you need additional information, please speak with our administrative staff.

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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 to develop, love, and care for your little one. We believe that your child is a gift from God, and we are excited to invest in their future along with you.

Parental Acknowledgments

Injury/ Accidents

By signing below, the parent(s) understand and acknowledge that illness and accidents do occur, even despite the best efforts of parents, guardians, teachers, and those caring for your kids. 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.
- 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 parents will have a copy of this signed page as well.