



# PARENT HANDBOOK

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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:**

Children are encouraged to express themselves and their creativity in all areas of the classroom. They are encouraged to imagine and explore 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.

Parent signature: \_\_\_\_\_

Date: \_\_\_\_\_



## **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.

## **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.

Parent signature: \_\_\_\_\_

Date: \_\_\_\_\_



## 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. We value all generations moving towards God as one body. Young people deserve a seat at the table not only tomorrow, but today. We partner with parents to disciple their children; there is no such thing as “other people’s kids” in the Kingdom of God.

### **Deuteronomy 6:4-7**

Hear, O Israel: The LORD our God, the LORD is One. Love the LORD your God with all your heart and with all your soul and with all your strength. These commandments that I give you today are to be on your hearts. Impress them on your children. Talk about them when you sit at home and when you walk along the road, when you lie down and when you get up.

### **Proverbs 22:6**

Train up a child in the way he should go: and when he is old, he will not depart from it.

Parent signature: \_\_\_\_\_

Date: \_\_\_\_\_



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

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

- \_\_\_\_\_ Enrollment Record
- \_\_\_\_\_ Attendance Schedule
- \_\_\_\_\_ Inclusion Program Permission From
- \_\_\_\_\_ Child's Personal Record
- \_\_\_\_\_ Expulsion Policy Form/ Biting Policy Form
- \_\_\_\_\_ Medical / Emergency Record
- \* Including emergency contacts. (State Law requires a minimum of 2).
- \* I have answered all questions relating to medical information.
- \_\_\_\_\_ Tuition Express Form for automatic payments.
- \_\_\_\_\_ 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 with ice packs (labeled w/ first and last name) with a nutritious lunch and 2 snacks
- \_\_\_\_\_ A reusable water bottle (labeled w/ child's first and last name)
- \_\_\_\_\_ Extra clothing (all marked with child's first and last name and kept in their cubby. *We are not responsible for unmarked lost clothing*)
- \_\_\_\_\_ Diapers/Pull ups (labeled w/ child's name)
- \_\_\_\_\_ Wipes (labeled w/ child's name)
- \_\_\_\_\_ Small blanket for naptime \*full day schedule only (*must take home weekly to wash*)

*\*Children may not bring toys, purses, gum, candy, or jewelry to school. A small stuffed animal that can fit in their cubby for nap time may be permitted should it not cause issues for the child or classroom flow.*

Parent signature: \_\_\_\_\_

Date: \_\_\_\_\_



## TUITION

### *Infant (Glendale Campus Only)*

Weekly rate of \$275

#### ***Toddler***

3 DAY: \$160

5 HALF DAY

(PICK UP BY NOON): \$160

5 FULL DAY: \$265

#### ***Preschool***

3 DAY: \$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 9:00am 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 into 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.
- **Should a payment be declined/rejected for any reason** causing tuition to not be paid in full by the end of the day Monday or when parents were notified, a \$30 late payment fee will be charged to the account on file.

Parent signature: \_\_\_\_\_

Date: \_\_\_\_\_



- **Non-Refundable \$75 registration fee per child or \$150 per family** is due prior to your child(ren) starting. Should you for any reason disenroll and return to our program, the registration fee will be applied at the time of reenrollment.
- There is **an annual \$50 supply fee per child**. This will be billed on the first Monday in August. This supply fee helps offset the cost of shared classroom resources that are used daily by all students. The annual supply fee contributes to but is not limited to classroom materials and learning tools, books and educational materials, art supplies and sensory materials. laundry detergent and cleaning supplies for classroom use, and general classroom replenishment items needed throughout the year.
  - a. **Families are responsible for providing all required daily supplies** for their child, including diapers, wipes, cups, and snack/lunches when applicable. In the event that a child requires the use of additional center-provided supplies due to missing or insufficient items from home—including but not limited to extra cups, diapers, wipes, or snacks—a **\$5 supply fee per occurrence** will be added to the next tuition statement. This helps maintain consistency and ensure fairness across families. We appreciate your cooperation in helping us keep classrooms well-stocked and running smoothly. Should a child run out of wipes, we keep stock of Amazon Brand Unscented Wipes.

Parent signature: \_\_\_\_\_

Date: \_\_\_\_\_



• **An annual re-enrollment fee (\$50 for one child, \$75 for two, and \$100 for three) is due each February** to secure your child(ren)'s spot for the upcoming school year. At that time, families are also required to re-sign the Parent Handbook and complete a new emergency information form.

### **Discount Policy**

Heart Kids Academy offers limited discounts to support our families. The following discounts are available:

- **Sibling Discount:** A 10% discount is applied to the oldest enrolled child's tuition within a family. Only one child per family is eligible for this discount.
- **Prepaid Tuition Discount:** A 10% discount is available when tuition is paid one month in advance.

Please note that **only one discount may be applied per family at any given time.** Discounts may not be combined. All discounts are applied at the discretion of administration and may be subject to change with prior notice.

Parent signature: \_\_\_\_\_

Date: \_\_\_\_\_



## Referral Program

We truly appreciate our families sharing their positive experiences with others! As a thank you, we offer a referral program. When you refer a new family to our program and they enroll, you will receive a \$100 tuition credit once the referred family has been enrolled for three (3) consecutive months. There is no limit to the number of referrals you may make—each successful referral earns an additional \$100 credit. To ensure you receive your credit, the enrolling family must mention your name at the time of enrollment.

### **All holidays are billed regardless of attendance**

#### *Holiday Closures for 2026-27 School Year*

- Martin Luther King Jr Day 1/19/26
- President's Day 2/16/26
- Memorial Day 5/25/26
- Juneteenth 6/19/26
- Independence Day 7/3/26
- Labor Day 9/7/26
- Thanksgiving 11/26/26
- Friday after Thanksgiving 11/27/26
- Christmas Break 12/24/26 - 1/1/27

Parent signature: \_\_\_\_\_

Date: \_\_\_\_\_



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

### **Hours of Operation:**

- Our hours of operation are Monday through Friday 6:30am to 5:30pm
- You must drop your child off before 9:00 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. 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. It is also important in all circumstances to call the front office to notify the directors of the late pickup.

### **Late Pick Up Fees:**

- If you are unable to arrive 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.

Parent signature: \_\_\_\_\_

Date: \_\_\_\_\_



## 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. 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

## Payment:

Payments are due every Monday. Please note that 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 child(ren) will not be able to attend until the account is in good standing.**

Parent signature: \_\_\_\_\_

Date: \_\_\_\_\_



## Meals and Snacks

- We encourage healthy meals. This could include protein, whole grain crackers, fruit, vegetables, yogurt, etc. Candy and soda are not permitted. In our toddler classes (ones and twos) 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 for full day schedules (half day schedules provide one snack a 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.
- 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 due to being a shared space. The school will endeavor to eliminate any snacks, if possible, in the classrooms that contain allergens. The parents in the classroom will be notified of food allergens.
- 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 (\$5 supply fee will apply).
- HKA is a nut free center.

Parent signature: \_\_\_\_\_

Date: \_\_\_\_\_



## **Meals and Snacks**

- 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

## **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.

## **Video Surveillance and Monitoring**

- For the safety and security of all children, families, and staff, Heart Kids Academy utilizes a video surveillance system throughout the facility.
- A monitor is located in the front office where parents and guardians may observe their child during program hours. Currently, remote access to our surveillance system (such as through a mobile app or online viewing) is not available.
- If a concern arises that may require review of recorded footage, parents may submit a request to have the footage reviewed. Please note that the Director and Assistant Director do not have direct access to retrieve video recordings. All footage requests must be submitted via email to the Director.
- To protect the privacy and confidentiality of all children, families, and staff, video recordings cannot be distributed, copied, or sent electronically (including email or text).

Parent signature: \_\_\_\_\_

Date: \_\_\_\_\_



## 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 cannot administer over-the-counter medications.

We do not apply sunscreen or bug spray; please apply it to your child prior to drop off when you feel necessary. These items are considered medications according to Arizona State Licensing, and we are not permitted to apply them per our medication policy.

## 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.

Parent signature: \_\_\_\_\_

Date: \_\_\_\_\_



## Illness and Injury

- 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.

Parent signature: \_\_\_\_\_

Date: \_\_\_\_\_



## Illness and Injury

- 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 mucus 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 ProCare 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.

Parent signature: \_\_\_\_\_

Date: \_\_\_\_\_



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 send children home for the day or 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 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!

Parent signature: \_\_\_\_\_

Date: \_\_\_\_\_



**a. For the safety of all children:**

**Ages 1-2:** If a child bites three times in one day, they will be sent home for the remainder of the day. If a biting incident results in broken skin, the child will be sent home immediately.

**Ages 3-5:** Biting is not considered developmentally appropriate at this age. If a child bites another child, they will be sent home for the remainder of the day. Additionally, if a child scratches another child and causes bleeding, they will be sent home for the remainder of the day.

**b. 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.**

- 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!

Parent signature: \_\_\_\_\_

Date: \_\_\_\_\_



## **BULLYING & KINDNESS POLICY — (Arizona-Compliant)**

Heart Kids Academy is dedicated to creating a safe, nurturing environment where children learn kindness, Arizona Department of Health Services (ADHS) licensing rules (A.A.C. R9-5) to ensure that both children and adults interact respectfully and safely.

### **1. Child-to-Child Bullying**

While preschoolers are still developing social skills, any repeated harmful behavior will be addressed quickly and appropriately.

Concerning patterns can include:

- Hitting, pushing, kicking, or repeated physical aggression
- Intentional hurtful language or name-calling
- Verbal threats
- Purposeful, repeated exclusion of a particular child
- Taking or damaging another child's belongings

Teachers respond immediately using positive, developmentally appropriate guidance, modeling, and redirection.

### **2. Adult-to-Child Conduct Standards (Required by Arizona Law)**

Arizona licensing strictly prohibits harsh, intimidating, or humiliating treatment of a child.

Parent signature: \_\_\_\_\_

Date: \_\_\_\_\_



## **BULLYING & KINDNESS POLICY — (Arizona-Compliant)**

Adults at HKA may not:

- Yell at, shame, or belittle a child
- Use sarcasm, ridicule, or threats
- Use physical punishment or rough handling
- Publicly humiliate or embarrass a child as discipline
- Withhold food, hydration, comfort, or bathroom access
- Use coercive or emotionally harmful tactics
- Place a child in isolation (except brief, supervised calm-down time allowed by R9-5)

If a child ever expresses discomfort with an adult interaction, we take it seriously, investigate promptly, and communicate with families.

### **3. Our Approach to Guidance**

All discipline at HKA must comply with A.A.C. R9-5 and include:

- Positive, supportive redirection
- Modeling appropriate behavior
- Helping children express emotions by naming and scaffolding.
- Teaching conflict resolution
- Consistent communication with families
- Documentation when patterns emerge

Parent signature: \_\_\_\_\_

Date: \_\_\_\_\_



If patterns continue, we may implement:

- Behavior support plans
- Parent-teacher resources or evaluations
- Adjusted classroom strategies

#### 4. Partnership With Families

We value open communication. If your child shares a concern about another child or an adult, please let us know promptly. Likewise, we will notify you of repeated aggressive behaviors or any concerns that impact your child's safety or emotional well-being.

#### 5. Mandatory Reporting- A.R.S. §13-3620

All childcare providers in Arizona are legally required to immediately report any suspected abuse or neglect—including emotional harm—to the Arizona Department of Child Safety (DCS). HKA must follow all state procedures even if a concern arises from a child's disclosure.

#### 6. When Behavior Patterns Continue

If aggressive behaviors persist despite support, we may:

- Increase supervision
- Create a written plan
- Seek outside resources
- In rare cases, discuss whether HKA is the best placement at that time

Our highest priority is the emotional and physical safety of every child in our care.

Parent signature: \_\_\_\_\_

Date: \_\_\_\_\_



## **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 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.

## **Potty-Trained Classroom Toileting Policy (Ages 3 and up)**

We are committed to supporting each child's growth and development while maintaining a safe, sanitary, and developmentally appropriate classroom environment. As children prepare to transition into our Three-Year-Old Classroom, we want to clearly communicate our expectations regarding toilet training.

The Three-Year-Old Classroom is designed for children who are independently toilet trained and developmentally ready for a more structured preschool environment.

Parent signature: \_\_\_\_\_

Date: \_\_\_\_\_



A child is considered toilet trained and ready for this classroom when they consistently demonstrate the ability to:

- Communicate their need to use the restroom
- Use the toilet with minimal assistance
- Remain dry throughout the day, including during nap/rest time
- Participate in basic hygiene routines such as handwashing with guidance

Children who are still in diapers or pull-ups, including “just in case” situations, will remain in the Two-Year-Old Classroom until they are fully ready for this transition.

### **Consistency & Readiness**

Children must demonstrate consistent toileting success for at least two consecutive weeks at school before transitioning. While occasional accidents are developmentally normal, frequent accidents may indicate that a child is not yet ready for the expectations of the Three-Year-Old Classroom.

If a child experiences ongoing toileting challenges after transitioning, we will partner with families to reassess readiness. In some cases, a temporary return to the previous classroom may be necessary to support continued development.

Parent signature: \_\_\_\_\_

Date: \_\_\_\_\_



## Family Partnership

In alignment with guidance from the Arizona Department of Health Services, toilet training will never be forced or used as a punitive measure. Our staff works in partnership with families to support a positive and encouraging experience for each child.

We understand that every child develops at their own pace and appreciates your partnership during this important milestone. If you have questions or would like support with toilet training strategies, please feel free to reach out.

**Children enrolled in potty-trained classrooms (ages 3 and up)** are expected to be fully toilet independent, including the ability to communicate toileting needs, use the restroom appropriately, and manage clothing with minimal assistance.

- If a child experiences three (3) or more toileting accidents in one day, the child will be sent home for the remainder of the day.
- Families will be notified at pick-up of the number of accidents and the need for support at home.

Ongoing or excessive accidents, defined as daily or frequent accidents, will result in one of the following actions:

- **For children ages 3–5: Continued excessive accidents** may result in termination of services until the child is accident-free for two (2) consecutive weeks, at which point of re-enrollment may be considered based on availability.

Parent signature: \_\_\_\_\_

Date: \_\_\_\_\_



\*Children with a documented medical condition that affects toileting may be considered for a medical exception of this policy. Families must provide written documentation from a licensed healthcare provider outlining the condition and any recommended accommodations.

## **Dress Code**

We want your kids to be 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.

Parent signature: \_\_\_\_\_

Date: \_\_\_\_\_



## **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. Should this occur, you will be required to pay the registration fee upon the time of registration.
- If you withdraw your child, we require a 2-week 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.

Parent signature: \_\_\_\_\_

Date: \_\_\_\_\_



## 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.

## Admission Requirements and Enrollment Procedures

The child enrollment form must be filled out completely.

The 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.

Parent signature: \_\_\_\_\_

Date: \_\_\_\_\_



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.

### **Adjustment Period**

\*We offer a two-week adjustment period upon enrollment for full-time and part-time students, or a total of 10 attendance days, 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.

Parent signature: \_\_\_\_\_

Date: \_\_\_\_\_



## Emergency Procedures

- Monthly emergency drills will take place as mandated by the Arizona DHS. The date and time of these drills are unannounced to staff. During this time staff and children will follow the center's fire evacuation route and other emergency drill procedures as a class.
- The Director and Assistant Director will complete observation of the classes' completion of the emergency drill, and class will resume according to schedule.
- Lock Downs will occur should a situation present itself. Parents will be notified that a lockdown 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.

Parent signature: \_\_\_\_\_

Date: \_\_\_\_\_



## ProCare App Use

Download and register to use the app ProCare. The information given on ProCare is how we communicate and keep you up to date with your child's progress and opportunities available to them.

ProCare is the app you will use to sign your child in and out each day. If the app is not working properly, please see the front desk and we will assist you. Per state guidelines, the guardian dropping off must sign in/out each child upon arrival and departure every day they are in attendance.

ProCare & notifications should be turned on, so you get all important updates regarding your child's success.

If you have an alternate person picking up who is listed on the Emergency 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.

Parent signature: \_\_\_\_\_

Date: \_\_\_\_\_



## Parental Acknowledgments

By signing each page of this Parent Handbook, I acknowledge that I have received, read, and understand the policies and procedures outlined by Heart Kids Academy. I agree to abide by all policies included in this handbook at all times while my child(ren) is enrolled in the program.

I understand that this handbook serves as a binding agreement between Heart Kids Academy and enrolled families, and that compliance with all policies is required for continued enrollment.

I further understand and agree that timely payment of all tuition and fees is a condition of enrollment. In the event that payment is not received as required, for any reason, my child(ren) may not attend school until the account is brought back into good standing.

Parent/Guardian #1 Signature: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Date: \_\_\_\_\_

Parent/Guardian #2 Signature: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Date: \_\_\_\_\_

Parent signature: \_\_\_\_\_

Date: \_\_\_\_\_