



Parent Handbook

Reach Learning

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Welcome & Introduction

Welcome to Reach!

Reach Learning is a private daycare that follows a play-based, creative learning curriculum for children ages 18 months to 5 years. We focus on the five primary developmental domains that must be addressed in early childhood, and will shape nearly every aspect of a child's life. Specifically, our program addresses the cognitive, emotional, social, adaptive and physical development of our students through carefully selected activities and planned experiences. We provide a curriculum that fosters academics and physical skills, as well as social and emotional growth. We appreciate the diversity of our families and celebrate each child's unique qualities. As such, we are committed to working with each child's grown-up to provide our students with the necessary foundation to transition into, and excel in, kindergarten, grade school and beyond.

We are delighted that you have chosen Reach to provide for the needs of your child. You are encouraged to visit our program prior to the first day of enrollment to give your child an opportunity to become better acquainted with the environment.

The Parent Handbook has been written to describe our program, philosophy, policies, and all the practical details that go into making each day at Reach as happy and productive as possible. Please carefully read this handbook and keep it for future reference. Reach Learning will be glad to address any questions or concerns.

Once again welcome!

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Mission Statement

At Reach Learning our mission is to provide families with high-quality care for their children in a safe, nurturing space. It is our mission to create an innovative learning environment that invokes curiosity and encourages creativity. Reach Learning aims to embrace a child's natural desires to play and explore by providing inclusive experiences that will foster their early development while also preparing them for a successful transition to kindergarten.

Our Objectives

We aim...

- To provide high-quality care in a safe, nurturing environment that will give families a peace of mind.
- To offer a curriculum and engaging activities that encourages learning with an element of play.
- To provide learning experiences that allow the children to explore, discover and create.
- To prepare each child for the next stage of learning by addressing their individual needs.

Curriculum:

Our curriculum is designed to give children the opportunity to explore a wide range of developmentally appropriate activities within a warm and supportive environment. Through a creative play-based program, children are provided with a variety of materials and experiences that promote independent learning and group interactive learning, and foster a range of developmental needs.

- Language development
- Creative art development
- Math, science and reading foundations
- Sensory awareness through music and movement
- Manipulative exploration and coordination skills
- Fine and gross motor skills development
- Outdoor experiences and team playing

In order to maintain children's natural curiosity and build upon their learning ability, teachers provide quality learning activities. At Reach, children engage in arts and crafts, role-based play, language stimulation, and movement activities that use a variety of materials and involve progressively challenging scenarios, on a daily basis. By working independently, as well as within a group, children develop self confidence, self-esteem, respect, independence, curiosity, critical thinking and an appreciation for others.

FAMILIES

Parent Involvement:

We welcome and encourage parental involvement in a variety of ways. Families are encouraged to participate in the learning process by discussing and expanding on their children's learning experience at home. Parent involvement can also extend to volunteering to collect materials for children's projects, donating books or instructional materials, or assisting with special projects, trips, or gatherings. We encourage parents to submit the required volunteer paperwork that will allow them to participate in activities and trips.

Parents are invited and encouraged to contact the school anytime with any questions or concerns they may have via the Procare Childcare Management Platform. However, teachers will not act in any way that interferes with the supervision of the children in their care. Teachers cannot engage in conversations over the phone, or during pick up and drop off. While we encourage parents to visit the school, we ask that parents be mindful of our children's schedules and conduct their visits at appropriately scheduled times, so as not to interfere with the children's learning process, nap time, or other curricular activities.

Communication:

We pride ourselves on open communication, and also recognize that your input, as parents, is vital to our ability to provide a learning environment that addresses your child's specific needs. We ask that you share information with us that may affect your child's experience in school. Through open communication we can understand and address any atypical behavior that may be due to exigent circumstances. Examples include health issues or a change at home, such as the passing of a family member, a family visit or a new sibling. The information you choose to share with us about your family is kept confidential.

Since drop-off and pick-up times are necessarily brief and busy times for children, parents and teachers alike, we encourage you to download and use our childcare management platform for day to day communication. Otherwise, please set up a personal conference time with the classroom teachers or send an email to reach@reachlearningcenters.com. Please allow 24-48 hours for a response to any emails or written requests.

Information Sharing:

Reach Learning will not share any of your personal information including name, address, phone number, or email, with outside parties. Occasionally,

parents request contact information of other families to use for invitations or play dates. With your permission, your name, address, phone number or email can be shared with another parent. You are given the option to decline the sharing of this information in your Admission Agreement.

Parent and Child Identification:

Upon enrollment, verification of identity is required for at least one parent and the child. To verify the identity of a parent or court-appointed legal guardian, one of the following items is required:

- a. Driver's License (or government ID card)
- b. Current Passport or Permanent Resident Card

To verify the identity of a child, one of the following items is required:

- a. Official or Certified Copy of Birth Certificate
- b. Current Passport or Permanent Resident Card

A child may not start without verification of identification from at least one parent. If none of the child's documents are available by the start date, the child may start and enrollment will be considered "provisional" for a period of 90 days. If after 90 days we have not received verification of the child's identity, the child will be immediately withdrawn. Please note that a hospital "Record of Birth" is not an acceptable means of identification for the child.

Custody, Court Orders and Changes of Family Status:

Reach Learning encourages parents to be actively involved in their child's care and education. In providing care for a child, continuing and meaningful contact with both parents is required. Therefore, the school will not prohibit parents from accessing records, attending activities or participating in conferences pertaining to their child unless otherwise required by court order or law. The school denies a parent access to their child only if there is a legal document which addresses that denial. In these circumstances, we require (1) a certified copy of the current court order which mandates the rights or restraints, (2) a letter from the custodial parent stating that the non-custodial parent is not allowed to pick up the child, and (3) a photo of the non-custodial parent to help us with identification. We cannot accept information regarding the validity of orders over the phone; only written information will be accepted.

Visitation schedules and parenting plans are agreements made between parents and are not binding to the school. The school will release a child to either parent in accordance with school policy unless otherwise directed by a valid court order. Visitation with the non-custodial parent will not be permitted to take place at school.

The school discourages parents from involving school staff in disputes over custody, visitation schedules, child support and other related issues. Staff members must stay focused on providing children with the highest level of instruction and care. To do so, they must maintain good relationships with both parents and should not be asked to support one parent over another. Staff will not testify or otherwise participate in a custody dispute in their capacities as school employees unless served with a subpoena. Often, child records can provide the same information as the testimony of a staff member, and parents have access to child records by law. Parents are encouraged to use records rather than staff testimony in resolving these types of disputes.

Parent Code of Conduct:

We expect parents to observe a certain standard of conduct. The following is not acceptable at Reach Learning:

- Physical or verbal punishment of their children
- Physical or verbal punishment of other children
- Threatening, harassing or otherwise disrespecting staff, other parents or other children
- Swearing/cursing or threatening/obscene gestures
- Quarreling with other parents or staff
- Making negative or disparaging comments regarding the school to staff, parents or anyone other than Administration (including outside of school)
- Not following policies designated to protect the safety and security of everyone at the School

Any violation of this policy will result in the immediate withdrawal of the child from Reach Learning.

Grievance Procedure:

If you have any concerns regarding school policies or the care your child is receiving, you are encouraged to speak to the appropriate person. If the concern is regarding a teacher, the classroom or your child, you should first initiate a conversation with that teacher. Many times this direct approach will result in a satisfactory outcome not requiring any further discussion. If you feel that something merits further attention, you should ask for a meeting with the Director. Any concerns with financial issues may be discussed with the Director. Please do not hesitate to express any concern you may have. It is our goal to make sure your child's experience at Reach Learning not only meets, but exceeds your expectations.

HEALTH, SAFETY AND EMERGENCY CARE

Licensing and Health Rules:

We are licensed by the DOH, and must abide by all rules and regulations outlined by the DOH. If you have a question or comment regarding these guidelines, please see the Director.

Health Assessments:

The Application requires that each child have a medical and dental check-up within 30 days prior to admission. The application also requires that a copy of the child's immunization card and health insurance information be furnished. Parents are required to update their child's immunization information regularly by bringing in the documentation filled out by the child's physician. Similarly, all students are required to have yearly check-ups, and parents are required to update their child's medical information as the check-ups occur.

Allergies:

If your child has severe allergies that require monitoring and intervention in case of an allergic reaction, please be sure to complete the **Food Allergy Action Plan** forms. The allergy information will be attached to all required medication(s) and copies made for your child's teachers and file. If there are additional items your child is allergic to, we will work with you in trying to prevent your child from coming into contact with the item(s). Despite our best efforts, we cannot guarantee that other parents or children will be as conscientious as we are and, therefore, cannot guarantee your child will not come into contact with an item that may affect him or her.

No Smoking:

Smoking is not permitted anywhere in the school, or in front of the school.

Administration of Medicine:

Reach Learning's staff is MAT certified and can administer medication when needed. See Health Care Plan for more information.

Sunscreen:

Weather permitting children will be taken outside for playtime daily. Parents must complete the Non-Medication Administration Form giving us permission to administer topical ointments to their child(ren). Otherwise, parents are responsible for applying sunscreen to their child prior to arrival at school.

Developmental Needs and Special Services:

We do our best to work with families of children with special needs. Please consult with the Director prior to enrollment if your child has physical, mental and/or emotional special needs. We will make every attempt to integrate any child with special needs into our program. Despite all efforts, however, there may be times when participation in our program will not be in the best interest of your child. This will be discussed on a case by case basis.

We recognize that some children may require special one-on-one assistance during the day. If you wish to have an occupational, physical or speech therapist and/or behavior coach work with your child, at your own expense, we will work with you to formulate a plan that is in the best interest of ALL. We make decisions on whether or not to allow these arrangements on a case-by-case basis. We allow only a limited number of these individuals in our program at any one time. Visits must be prearranged and scheduled with the Director. They will be required to complete a tuberculosis test each year, and must undergo an SCR background check as required by New York State law.

These situations take up a significant amount of our time to assist with coordination, scheduling, paperwork, etc. and invariably affect the entire program. We are dedicated to helping children achieve their full potential. However, if we determine a situation is beyond our capacity to assist, or is detrimental to the children or staff in our program, we will unfortunately have to require the parents to make other arrangements and/or withdraw the child.

Basic First Aid:

In the course of normal supervised play, children occasionally get injured. In case of minor injury or accident, the staff will administer basic first aid. Any cuts will be cleansed with soap and water; ice will be applied to any bruises, bites or other injuries. All injuries or illnesses not requiring immediate parental notification will be documented on the Procure app, then onto a Child Incident Report and provided to parents when the child is picked-up at the end of the day.

Emergency Medical Care:

In case of medical injury or illness requiring immediate professional care (emergency), the staff will call 911. Our staff has been trained in Pediatric and

Adult First Aid and CPR, and will administer it as appropriate. Parents will be notified immediately. If parents are unavailable, those individuals designated as emergency contacts will be notified.

In case of injury or accident in which an ambulance is not needed but immediate professional care is required, the staff will contact the parents. If parents are unavailable, those individuals designated as emergency contacts will be notified. Our staff cannot transport children to a hospital or doctor's office. Injured children shall be transported for medical aid by parents or by calling 911 for an ambulance.

Illnesses and Accidents:

Parents must make other arrangements for the care of their children when they show symptoms of any deviation from normal health. Children should not be sent to school if they are vomiting, have a fever, diarrhea, excessive or discolored nasal discharge, eye discharge or pink eye, excessive coughing, oozing sores, head lice, an undiagnosed rash or are obviously not well. If your child is going to be absent for any reason, please notify us by sending a message on the Procare app.

When a child becomes ill or injured at school, the staff's first priority is to meet the child's physical needs, as well as to protect the other children from contracting what may be a contagious condition. In case of illness, we will take the child's temperature, as well as perform an overall visual health assessment. A phone call to parents will be made when the school deems it necessary. If parents are requested by the school to pick up their sick child, they must do so within one hour and the child may not return to school for 24 hours following the time sent home and all symptoms subside.

Children will not be permitted at our school with any of the following conditions:

- Fever of 99 degrees or higher, or if they also have one or more of the following: diarrhea, earache, show signs of irritability or confusion, sore throat or rash.
- Vomiting within the past 24 hours.
- Diarrhea – three or more watery stools in a 24-hour period.
- Draining rash or undiagnosed rash lasting over a 24-hour period.
- Eye discharge or Pink Eye; children can be readmitted after medical diagnosis to rule out bacterial or viral infection, or 24 hours on an antibiotic treatment.
- Fatigue that prevents participation in regular activities.
- Open oozing sores and scabs, unless properly covered and treated for 24 hours with an antibiotic.
- Head Lice – until treatment is effective and a follow-up evaluation has been made by our staff.

Parents are advised to make alternate plans for child care in the event their child becomes ill and is not able to attend school. If a sick child is not picked up within one hour of being called, we will call your alternate contact to request pick up.

Reporting Child Abuse and Neglect:

Our staff receives yearly training in Child Abuse/Maltreatment Identification and Prevention, designed in aiding them to recognize potential child abuse. All personnel working in a licensed childcare facility are legally required to report suspected child abuse or neglect. There is a criminal penalty for violation of this reporting law.

Emergency Procedures:

We have emergency procedures in-place and practice regular fire drills with staff and children. In case of fire, there are smoke detectors that may be activated in the classroom, kitchen and potty area. Exit routes are posted with procedures at classroom and exit doors. There are two (2) means of egress, and there are fire extinguishers in the kitchen and by the secondary exit door. The kitchen is equipped with both smoke and carbon monoxide detectors.

Children are trained during regularly conducted fire drills to exit the building in a calm, orderly fashion. Depending on the location of the emergency, as well as emergency vehicles or hazardous conditions, the teachers will lead the children to Linden Avenue where they will line up while the best immediate course of action is determined.

In case of an emergency, our staff will be acting in the best interests of the children. Children's safety is always our first priority. If our property is deemed unsafe immediately following such an event, you will be contacted at the first opportunity and given information and instructions.

BEHAVIOR & DISCIPLINE

Discipline:

We follow the guidelines for developmentally-appropriate practices set by the National Association for the Education of Young Children (NAEYC). These guidelines recognize that each child is a unique person with an individual pattern and timing of growth, as well as individual personality, learning style and family background. While some behaviors are typical for a specific "age and stage," we recognize that children learn appropriate social behaviors at

different rates. With that in mind, we observe and make individual behavior plans when necessary.

We believe in “positive discipline”, which focuses on positive behavior, rather than negative. We may need to redirect children and speak with them about appropriate behavior. When necessary, we speak to a child with a firm but caring voice. At times, it may be necessary to remove the child from the rest of the group. If a behavior persists, we will contact the child’s parents and ask them to come in for a conference.

The following techniques are used according to age-appropriateness and the individual needs of each child:

- Distraction and redirection: Suggest appropriate behavior (we never use time-outs).
- A quiet, private talk: Showing respect for children’s feelings, getting down on the child’s level and looking at the child directly in the eye and giving him or her our undivided attention.
- Praise: “Catch the child being good”; praising the child who is behaving appropriately.
- Indirect praise: Praise the child who is next to the child who may be having trouble.
- By using examples: When asking the children to use calm voices, use a whisper voice.
- Arrange contingencies (if/ then statements): For example, we might say, “If you finish putting the blocks away, then we can...”
- Redirection to another area: Redirection is done in a positive manner. Teachers give a forewarning of behavior that needs to be corrected. When the child is not following direction and is demonstrating inappropriate behavior, teachers follow through with redirection to another area in the classroom. If the child persists with inappropriate behavior, the teacher will shadow the child until the child is ready to resume play in an appropriate manner. Once the child is ready to resume play, the teacher will explain to the child why he or she was removed from the area and redirected to another area. The teacher will discuss with the child how to make better choices.
- Staff guide children in learning and expressing socially appropriate behavior that is individual to that child.
- Children are given a 5-minute notice when transitioning from one activity to another, so they will know what to expect.
- Question vs. Telling: Teachers may ask the child a question such as, “What kind of voice should we use inside?” or “How do we treat our classmates?” Thus, children will be able to take initiative in governing their own actions, and their answers will be positively reinforced.

Biting:

Biting can be a normal stage of development for young children who are teething and still developing their language skills. It is usually a temporary condition that is most common between 13 and 24 months of age.

We take biting seriously. Children bite for a variety of reasons, including: simple sensory exploration, panic, seeking to be noticed, inability to express themselves verbally, special discomfort, teething or intense desire for a toy. Repeated biting becomes a pattern of learned behavior that is often hard to extinguish because it does achieve results (the desired toy, excitement, attention, etc). Knowing that the effect of their biting will hurt another person is not yet a part of a child's awareness at these ages, so the "cause/effect" relationship is not internalized. We work with the parents in discussing how they can assist in altering the behavior. Our teachers plan activities and supervise children carefully in order for biting not to happen. Despite our best efforts, it is sometimes only a matter of seconds for a child to grab a toy and the offended child to lash out in frustration before an adult can intervene. If this behavior develops into a repeated pattern that endangers other children, we must take actions to protect the other children in our care. Our policy for handling a biting incident is the following:

- The biter is immediately removed from the group with a firm "No thank-you." The bitten child is consoled and the bitten area washed with soap and water (the bite may be minor, with no apparent mark). If necessary, ice is applied to reduce any swelling or bruising. The biter is not allowed to return to play and is talked to on a level that he or she can understand, and then redirected and shadowed.
- A written Child Incident Report is given to the parents of all children involved when they are picked-up that day. We will not share with parents the name of the other child involved.
- We look intensively at the context of each biting incident for patterns, in an effort to prevent further biting behavior.
- We work with each biting child on resolving conflict or frustration in an appropriate manner.
- We make every effort to extinguish the behavior quickly and balance our commitment to the family of the biting child to that of other families.

After three incidents have been documented or observed, any subsequent incident will require corrective action, and may involve either temporary or permanent withdrawal of the child. If the child has had three incidents, but six months or more have passed without any occurrence, we will consider any further incident as a relapse and will allow one further occurrence before requiring corrective action.

Aggressive Behavior in Children:

We are committed to making our environment as safe and as protective as possible for your child. Our program provides an environment that encourages and promotes cooperative interaction, respect for others and non-aggressive problem-solving between children. Behaviors such as biting, tantrums, sharing conflicts or physical aggression may occasionally occur in young children. We closely supervise children in our care at all times. Despite our best efforts, undesirable behavior can sometimes occur before an adult can intervene. We take aggressive behavior seriously. This behavior includes, but is not limited to: biting, hitting, pushing, tantrums, sharing conflicts, other physical aggression or in any way provoking an altercation. In older children, this may include verbal abuse or inappropriate language.

Our goal is to teach your child to participate, cooperate and be a responsible member of the group. In the event that a child's behavior places the child or other children in danger or interferes with the focus of the classroom, our policy includes but is not limited to the following:

- When necessary, we speak to a child with a firm but caring voice. At times, it may be necessary to remove the child from the rest of the group.
- If a child manifests behavioral problems that prevent him or her from remaining in the classroom for the safety of the other children or the child's own welfare, the child must be picked-up within one hour of the phone call notifying the parent of the need to pick up their child.
- We may ask you to pick up your child and keep him or her home for a period of one day to one week.
- Staff will document a record of behavior.
- Staff will inform and discuss with parents any child's behavior which becomes persistently disruptive and is not alleviated by individualized guidance techniques.
- If the behavior persists, the Director will notify the parent that the teacher has requested intervention.
- The Director will speak with the parents and discuss possible courses of action.

We want your child to grow into a successful and responsible individual and we look forward to working with you, should any problem arise. If parents are unable to provide support, or even with the parent's support, the plan fails to improve the behavior, we reserve the right to withdraw the child.

If at any time we feel the behavior is a danger to other children or that the child needs more dedicated supervision, we will require the immediate withdrawal of the child until he or she is able to manage the aggressive behavior. In the event that one child consistently harasses another, either

verbally or physically, we will contact the parents of both children. It is our policy in any written or verbal report about an incident involving more than one child that we will not share the name of the other child involved with parents.

ENROLLMENT AND FINANCIAL AGREEMENT

Initial Registration:

No Initial Registration Fee is required to apply to, or due upon acceptance into the program.

Waiting List:

If your child has fulfilled the criteria for admission into Reach Learning, but we do not have any available spots, you may fill out and sign a Waiting List Agreement to be placed onto our waiting list. When you place your child on our Waiting List, you will begin to receive our monthly newsletter and other emails. Enrollment priority is given to currently enrolled families seeking placement for another child. You may use your Procure login or email Reach Learning at reach@reachlearningcenters.com to check the current status of a child on our waitlist. Please allow 24-48 hours for a response.

Financial Agreement:

Tuition is due, in advance of service, on or before the first of each month or day of the week corresponding to your chosen payment program. Please refer to the current Admission Agreement for your child's tuition amount. Tuition rates are subject to revision at any time with a minimum 30 days notice.

Tuition is due once a start date is confirmed. If the start date is changed, tuition will be charged from the original agreed start date and will not be refunded. If the child does not attend, all monies already paid will be forfeited in full.

Any family account delinquent by more than one week will result in the child's immediate withdrawal. Re-enrollment is subject to availability after the outstanding balance and an Initial Registration Fee are paid.

Tuition Policy:

Tuition for full or part time child care is based on one of the following options:

- Monthly Payment - due the 1st day of each month. Late after the 5th day.*

$$\text{Tuition} \times 52 \text{ weeks} \div 12 \text{ months} = \$ \text{ due/month}$$

- Weekly Payment - due by 6 p.m. on the Friday of the week BEFORE the child is to receive care. Payment is late after 6 p.m. and subject to a late fee.

Tuition is based on a 52 week calendar year. Detailed payment information is outlined in the Admissions Agreement.

Tuition Rates:

Tuition rates are based on the child's age and enrollment status of full or part-time.

Before Care - \$60 per week (No daily option)
Under 2 years old - \$400 or \$80 per day
2 year olds - \$350 or \$70 per day
3 to 5 year olds - \$325 or \$65 per day
After School 3 to 5 years old - \$43 part-day \$65 full-day
After School 6 to 12 years old - \$40 part-day \$60 full-day
\$289 weekly

Late Payment Policy:

If monthly tuition is not paid by the 5th of the month a late fee of \$5 a day will be assessed. If weekly tuition is not paid before Tuesday at 6 p.m. a late fee of \$5 a day will be assessed.

Late fees are automatically billed unless previous arrangements have been made with the director. Payment plans for late fees are available upon request. Otherwise late fees are due upon receipt.

Payment Options:

Reach Learning does **not** accept payments in the form of cash or check. Reach Learning accepts the following forms of electronic payments:

- Electronic payment via childcare management platform
- Person-to-person ACH
- Credit/Debit card reader + processing fee

Sibling Tuition Policy:

Reach Learning offers a 3% sibling discount off the second tuition payable by cash-paying parents who have more than one child attending the Reach Learning program simultaneously. Reach Learning also gives admissions preference to siblings.

Returned Payment Policy:

A \$35 fee will be charged for any returned payment. Any time there is a returned payment, a money order, cashier's check, or person-to-person ACH will be required as a replacement. Parents will be responsible for any fees incurred due to a returned check or falsely reported charge back.

Absentee Policy:

Full payment of tuition is required, whether or not the child attends school the

full month. There is no absentee credit when school is missed because of holidays, vacations, illness or for any other reason. **Tuition is the agreed amount paid to secure and retain enrollment at Reach Learning.** Tuition is expected for days your child may be absent due to illness, family emergencies, doctors visits, hospitalizations, vacations, or for any other reason. **Please note that tuition rates do not change in the event of a holiday or days off.**

Scheduled days may not be switched to non-scheduled days, due to the school's staffing ratios and schedules. Days may be added for an additional fee, subject to availability. Parents must submit a request in writing for an added day or to extend their scheduled hours. We will check our schedule and do our best to accommodate each request. **When a child is absent for two weeks and the tuition has not been paid, the child will automatically be withdrawn from the school.** Re-enrollment is subject to availability after the outstanding balance and an Initial Registration Fee are paid.

Schedule Change Policy:

Schedule changes are not guaranteed and are subject to availability. If you wish to change your child's schedule, you must give two weeks' written notice to the office (a Schedule Change Request form is available online).

Scheduled days may not be switched to non-scheduled days, due to the school's staffing ratios and schedules. Days may be added for an additional fee, subject to availability.

WITHDRAWAL POLICY

Parent-Initiated Withdrawal Policy:

You must give a minimum two weeks written notice if you intend to withdraw your child from school (a Withdrawal Notice form is available online). Once notice of withdrawal is given, any remaining final balance is due and must be paid within three days of submitting the withdrawal notice to avoid additional fees.

School-Initiated Withdrawal Policy:

The school reserves the right to have any child removed from the school at any time without previous notice or a corrective program being required.

PICK-UP PROCEDURES

Picking Your Child Up From School:

Children may attend the program for a 10 hour block between 8:00 a.m. and 6:00

p.m. Monday through Friday. You are responsible for having your child picked up at the appropriate time at which his/her program ends. If you are going to be late, please give us a courtesy call. If your child is picked up late, you will be charged \$1 per minute following the end of your child's designated program time. For instance, if your child receives part time care that is scheduled until 12:00 PM, but your child remains at school past 12:00 PM, you will be charged \$1 per minute, starting at 12:01 PM. Any child that stays past their agreed upon program time will be charged \$1 per minute, starting the first minute past their pick up time.

If your child is left at school longer than 30 minutes past the scheduled closing time without contact to the school and the school has exhausted all emergency options from your emergency contact list, then the New York City Police Department will be contacted. At that time your child will be the responsibility of the NYC Police Department. You will still be responsible for late fees incurred.

Children will only be released to adults (18 and older) previously authorized. Picture identification is required for anyone not recognized by our staff. Parents or other authorized adults must pick-up their children by entering the building through the front door and waiting in the welcome area while a teacher brings their child out of the classroom and hands him or her off to the person picking up the child. That person must then sign the child out using the Procure app. A full legal legible signature is required to sign your child out each day.

We take the safety of all children in our classroom very seriously. While children are in the care of our staff, they are carefully supervised according to rigidly enforced safety rules and standards. It is important for parents to follow and enforce the same safety rules when picking up their children. Therefore, we ask that when picking up their children, parents (or other authorized adults) supervise their children once the teacher hands them over to the adult doing the pick-up. Please do not let your children run back and forth to the classroom, as it would interfere with remaining students' activities. While we acknowledge and encourage the fact that our parents might enjoy socializing together, we ask that once a teacher hands off your child, you leave the front area at your earliest opportunity, so that other parents will have sufficient room to pick up their children, and any commotion will not interfere with remaining students' activities.

Late Pick-Ups:

A courtesy call is appreciated if you know you will be late. Late fees must be immediately paid to the staff member on duty. Exact time is determined by the clock-out time on the Procure app.

Before Care: Program hours are 6:30 AM – 8:00 AM. You may only drop your child off if an agreement for before care is established between the

family and the program.

After Care: Program hours are 2:20 PM – 6:00 PM. Your child may only remain during the after care hours if an agreement for care is established between the family and the program.

3K School Day: Program hours are 8:00 AM – 2:20 PM. You may not drop off your child prior to program start hours. Unless before and/or after-care is being provided. If your child remains past the 2:20 PM dismissal time and no prior arrangement has been made for after care, you will be charged \$1 per minute, starting at 2:21 PM.

Early Learn: Program hours are 8:00 AM-6:00 PM, for a total of 10 hours of care per day. You may not drop off your child prior to program start hours. If your child remains at school past 6:00 PM, you will be charged \$1 per minute, starting at 6:01 PM.

Note: If your child is left at school longer than 30 minutes past the scheduled closing time without contact to the school and the school has exhausted all emergency options from your emergency contact list, then the New York City Police Department will be contacted. At that time your child will be the responsibility of the NYC Police Department. You will still be responsible for late fees incurred.

Release of a Child:

We maintain a strict policy regarding the individuals to whom we will release a child. Enrollment forms require a parent to specify individuals to whom the child may be released. Advance authorization is required for a child to be released to an individual other than those already listed. It is recommended that parents name everyone who might pick-up their child when enrolling, and update this information regularly. Only in cases of necessity or emergency should a change be made over the telephone. When notified by telephone, we may request that certain family information be confirmed for verification. The person picking up the child will be required to present identification when arriving at school.

Should a person other than the child's parent(s) or those indicated on the application arrive to pick-up the child, a parent and/or the first available person on the emergency contact list will be notified and the child will not be released until proper authorization is received. Should an unauthorized person become confrontational or uncooperative with our staff, we will immediately notify the police. We will not release a child to any parent, relative or other authorized adult who appears to our staff to be impaired by the use of drugs or alcohol. In the event this situation occurs, a telephone call will be made to the parent, emergency contact person and/or police.

Emergency Extended Care Option:

At Reach Learning, we recognize that parents have to juggle busy schedules, and that sometimes personal emergencies occur. If your child is enrolled in Reach Learning on a part time basis, you will have the option of leaving him/her in the program for a full day in the event of an emergency, provided that your tuition payments are current. You may exercise this option no more than three times a semester, based on availability. You must notify the school as soon as possible that you intend to exercise your emergency care option by submitting a completed Notice of Intent to Exercise Emergency Care Option form, and you must pack a lunch and snack for your child for that day.

DROP-OFF PROCEDURES

Dropping Your Child Off At School:

Drop-off and arrival begins at 8:00am, unless before care has been prearranged. The cut off time for drop off is 10:00am, no student will be accepted after 10:00 am. An adult must accompany the child into the welcome area of the daycare, to assist them with removing and storing their personal belongings. All children must be escorted to the door where a member of the teaching staff will greet them and welcome them into the classroom. The person who drops-off the child must sign the child in, with a complete (full legal) signature and the time of arrival. The teacher must complete a health check, including the child's temperature upon arrival daily. The person dropping-off the child must be able to share this information with the teachers. Always provide information on any changes in daily routine that may affect the child's experience in school. If such information requires a lengthy conversation, we encourage you to send a direct message using the childcare management platform for an immediate update. Otherwise, please set up a personal conference with the classroom teachers, so as not to interfere with the teachers' ability to meet and greet other students during drop-off times.

Once your child is greeted by the teachers and escorted into the classroom, we ask

that parents take their leave promptly, so as not to interfere with classroom activities. Please be mindful that extended goodbyes may prolong children's separation anxiety, and will impede the children from immersing themselves in classroom activities.

Schedule Interruptions:

Provide the program advance notice whenever possible of early picks or late arrivals. Notify the program if your child will be absent for any reason, especially if their absence will be due to illness. You may notify the program via the childcare management platform.

GENERAL POLICIES AND INFORMATION

School Closures:

The school will observe national holidays, as listed on the current school calendar. The school will also be closed for certain mandatory staff training days, as listed on the current school calendar. Full tuition is due for your child for all months, including those with closures. There is no tuition credit for any program on days when the school is closed.

The school reserves the right to close with or without notice in extreme weather or any other extraordinary circumstances when necessary. Every attempt will be made to notify parents via email, social media and/or the childcare management platform as soon as possible when an unexpected closure is required. Should the school, at its sole discretion, determine that, for safety, the school will close earlier than usual, a parent will be contacted and the parent and/or emergency release contact should make every effort to pick up the child as soon as possible.

Program Calendar:

School Year Calendar (FOCH Families):

As an Affiliated Provider with 3K School Day, Reach Learning must operate for a minimum of one hundred and eighty (180) days during the school year, which includes at least 176 days of instruction and four (4) days of professional development for the Affiliated Provider and staff. Reach Learning offers a minimum of 6 hours and 20 minutes of services for 3K School Day children each day. Additional services for families prior to and/or following the School Day are available at an additional cost.

Reach Learning is approved to offer extended year services, in such cases Reach Learning operates as follows:

Reach Learning will offer 260 service days or a minimum number of 238 program days annually.

Parents will be notified of the 10 scheduled holidays that the program will be closed.

Program Closures

When the DOE announces temporary closure of public schools due to hazardous weather conditions or civil emergencies, the program may also close for services on those days. Reach Learning complies with all DOE directives concerning the provision of remote learning.

Security:

We take security concerns very seriously. We constantly monitor situations that would affect the safety and security of our children and make plans accordingly. We will keep parents up-to-date when specific situations arise. We have evacuation and emergency response plans in place to best protect the children and staff in our program. We conduct regular fire drills.

Our main front entry door is locked to prevent unauthorized access onto the premises. For security reasons we ask that you not hold the door open for other individuals and lock the door behind you as you enter. Visitors must use the doorbell, and wait to be admitted by a staff member.

Playground Activities and Safety:

Children learn through active use of their senses, and many great opportunities for learning occur outside. The playground is an educational environment and an extension of the classroom, where children learn about their physical capabilities and the world around them. Social skills are also developed by organized and informal play.

Children will be reminded to use equipment as it is intended to be used, and will never be allowed to engage in hazardous play of any kind. Redirection, distraction, praise and other techniques of positive discipline will be used when necessary to discourage negative behavior.

Formal Assessments:

Formal Assessments are conducted twice per year. These assessments help the parents to understand not only where their child is in his or her development,

but also what areas(s) can be strengthened. These assessments guide our teachers in developing our curriculum so that it matches the needs of the children in the class. Teachers' observations of a child reflect the child's growth and needs, both as an individual and as part of a group. This plays an important role in the day-to-day plans of the class.

Parent/Teacher Conferences are held twice per year, immediately following the completion of assessments. These conferences are not mandatory, but highly encouraged. Conferences may be requested at other times by either parents or teachers, as the need arises.

Transition to a New Program or Classroom:

As we maintain an open enrollment policy throughout the year, children may enter the program at any time when space is available. Parents are required to meet the teachers prior to their children's entry into Reach Learning and to ask any questions they may have regarding our program(s). Parents are informed when their child is of age to transition from the Early Learn Program to the 3K Program.

Toilet-Training:

Our teachers work with parents to assist in toilet-training. When parents feel their child is ready for toilet-training, we ask that parents begin this teaching at home. We will follow through and encourage the child while in our care (the child must be showing signs of readiness). Teachers will remain in communication with parents throughout the process to ensure consistency from home to school. The child must be kept in underwear throughout the school day unless the child needs to wear a pull-up during naptime. Switching back-and-forth between pull-ups and underwear can be confusing and may delay the process; therefore, we do not suggest pull-ups. However, if your child needs to transition to pull-ups first we require the velcro tabs for easier changes.

Parents need to supply underwear and multiple changes of clothing each day during toilet training. We ask that the child be dressed in "child friendly" clothing. The best items for children to wear are shorts and pants with elastic waistbands. Please avoid tight clothing, pants with snaps and zippers, "onesies" and overalls, as these are difficult for children to remove quickly.

Dress:

Children are encouraged to wear play clothes and sneakers. Daily activities include active and messy play and the children should enjoy themselves without worry about their clothes. Please remember to send sweaters, jackets or raincoats when necessary. Rubber-soled shoes such as tennis shoes are the safest for running and climbing and provide the most traction.

The child's name should be placed on all clothes. In addition, an extra set of clothes must be kept in each child's cubby should a change be necessary. When used, the clothing will be placed into a bag and the parents will be reminded to take any soiled clothing home at pick-up that day.

Fundraisers:

Fundraisers may be held during the year that are directed toward the purchase of something on the "wish list" of staff and children, or for a specific improvement or addition. Participation is optional.

Meals and Snacks:

We create a homogeneous atmosphere by serving meals family-style, having teachers sit with the children during meals, and by encouraging conversation and positive mealtime etiquette. Our food service ensures that all children are served nutritious foods in appropriate amounts for their dietary needs. Sample menus for breakfast, lunch and afternoon snacks are available in the office. Children will be encouraged, but never forced, to try each food item.

Breakfast is served between 8:00 am and 9:00 am. We are unable to serve breakfast to children that arrive after this time. Due to safety regulations and ratio expectations we cannot accommodate children who may arrive with food after the scheduled meal time. If you intend to arrive after breakfast is served please ensure that your child has eaten.

We use the following guidelines:

- ✓ Meals are fresh and are prepared daily just before serving
- ✓ Children receive 1% milk, in accordance with DOH guidelines
- ✓ Children are served a variety of whole wheat or whole grain products.
- ✓ Fresh fruit is served often, for both lunch and snack.
- ✓ Fresh-cut vegetables are served both separately and mixed into foods to enhance their nutritional value.
- ✓ We serve turkey, chicken, fish and red meat products.
- ✓ Snacks are balanced with appropriate amounts of fruits, liquids and starches.
- ✓ We do not serve juice or candy.

Children's Belongings:

Reach Learning cannot be responsible for the safekeeping of any personal belongings brought to the program, including toys or clothing items. Clothing and any personal possessions should be clearly labeled with the child's name and placed in their assigned cubby. Personal toys or stuffed animals are not

permitted.

Naptime:

It is a licensing requirement that children attending full-day programs be provided with an opportunity to nap or rest without disturbance from other activities. Nap mats are provided by the preschool to be used by every child during naptime. Parents are required to bring in a crib-sized sheet and a small blanket every week. Pillows, quilts, comforters, sheepskins, stuffed toys and other soft items are not allowed.

Language:

Please be careful that the language you use while at the daycare is appropriate for children. Also, we ask that you use your "indoor voice" within the school. Remember, children learn by observing others, and we must strive to always set a positive example!

Electronic Communication:

Our website, www.reachlearningcenters.com, as well as our Procure app offers many useful resources. You may download forms and current monthly items such as the newsletter. It also offers the ability to browse our photo studio and view upcoming events.

Parents are required to provide their email addresses so that we may send regular news, updates and important messages in the event of an emergency. We also encourage you to stay connected by following us on social media platforms and through our childcare management system.

Cell Phones:

Please do not use your cell phone while inside the school. Staff and children need your full attention as you arrive at school and when you pick-up your child at the end of the day. Children are not permitted to bring a cell phone or any other electronic device to the daycare.

Child Birthdays:

Children's birthdays can be celebrated at school after snack time, in an attempt to minimize interference with the day's activities and curriculum. We welcome parent involvement in their child's special day (with proper clearances). Parents may bring a cake to school after snack time, but any goodie bags will be given to each child's parents upon leaving for the day.

Recognition of the child's special day usually includes a birthday crown and the singing of "Happy Birthday". If you wish to have your child celebrate their

birthday during the program, arrangements must be made with the child's teacher in advance. Any food items brought into the program must be pre-packaged and pre-approved by teachers, as well as inclusive to the dietary needs of children in the program. (i.e sugar-free for, gluten-free, and/or allergen cautious if needed) For the safety of all children Reach cannot allow parents or other individuals to participate in any celebrations during the school day without proper authorization and clearances according to New York State Law. Teachers will work with you to make sure your child feels special on his or her day.

If you are having an outside party, to prevent hurt feelings, please do not send party invitations to school unless you are inviting the entire class. To invite only a few children, please mail the invitation directly to their home or send direct emails to parents. Our office staff will be happy to provide you with home or email addresses for those families that have authorized us to share this information.

Photography:

Throughout the school year children are occasionally photographed. We will often post these candid photos at school. Occasionally, we may use these photographs in our newsletter, social media platform, or promotional literature. We ask for general permission to use photographs of your child: "I hereby grant, without limitation, permission for the use of any photographs of my child in any printed or online material for the school". You may choose to decline the publication of your child's photograph using a separate consent form.

Anti-Bias/Multicultural Policy:

Our program encourages respect and understanding for others. We incorporate culturally diverse/anti-bias philosophy in our physical surroundings through classroom materials. Our diverse families are one of our best resources. Therefore, we train staff to be culturally sensitive when interacting with children and families within our program. Because we are a non-denominational institution, children will be referred to their parents if they ask a question that involves opinions on personal or religious beliefs.

Handbook Revisions

Reach Learning LLC reserves the right to revise, delete or supplement any provisions of this parent handbook as necessary. Policy changes will be posted for 30 days. Any reproduction in whole or in part of this handbook is prohibited without prior written approval.

Parent Handbook Acknowledgement Form

I _____, parent of,
_____, acknowledge that I have received the Reach Learning Parent Handbook. I have had the opportunity to review the parent handbook in its entirety and all my questions and/or concerns have been addressed. I understand and will abide by the policies and procedures outlined in the handbook. I further understand that failure to comply with the expectations outlined by Reach Learning in the Parent Handbook can jeopardize my child's enrollment.

Parent Signature

Date

Director/Owners Signature

Date