



**Welbourne Nursery
and Preschool**

FAMILY HANDBOOK

2021-2022

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Thank you for choosing Welbourne Nursery and Preschool (WNAP) for your child's education. Investing in the early years of your child's development is a wise decision and our entire team is committed to the highest standards of education, socialization and childcare.

As a parent/guardian, you know your child better than anyone. We invite your input, ideas and involvement. We are always available and conferences can be arranged at your convenience.

This handbook is your guide to our policies and procedures. Please take time to read it thoroughly. If you have further questions, please do not hesitate to ask.

Welbourne's goal is to provide education and a caring environment that develops happy, loving, independent, respectful, and successful children. Working together we can meet that goal for your child.

Mission Statement

Welbourne Nursery and Preschool serves culturally diverse families by providing high quality education and affordable childcare in a loving, safe and nurturing environment.

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www.welbourneavenuenursery.org

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HISTORY

The story of the Welbourne Nursery & Preschool (WNAP) began in 1927 in response to a need for childcare on the West Side of Winter Park. Welbourne is proud of its nearly 100 years of service to families and children of the Winter Park community.

Today Welbourne is the preferred choice for many families from Winter Park and its many surrounding communities. Offering safe, educationally focused, and nurturing childcare to local families., we are the longest standing early education center in Winter Park. We're also one of the best centers in the area - with renovated buildings, computerized learning capabilities, an experienced team, an updated kitchen, indoor and outdoor on-site instruction and we offer free dental/optometric/counseling/and Telemedicine services right on site! We're proud of Welbourne's history - and excited about its future!

Welbourne also offers tuition assistance and food subsidies to qualifying families, including 4C to students who now attend Welbourne and range from infants to five years old and reside in Central Florida. Enrollment is capped at 63. Most of our children are with us from six to ten hours a day, five days a week. Each day we nurture them as they learn, play, and grow. Each day we serve a nutritious, well-balanced breakfast, lunch, and afternoon snack - prepared in our very own state-of-the-art kitchen.

Welbourne is a 501 (c)(3) non-for-profit corporation.. We are licensed and funded by governmental agencies. We are also supported by grants and foundations, the City of Winter Park, and individual donations. Their generosity subsidizes the lower fees our parents pay.

CURRICULUM PHILOSOPHY

Welbourne follows the Creative Curriculum developed by Teaching Strategies. The Creative Curriculum supports active learning that allows each child to become a creative thinker who can solve problems and resolve conflicts. The Creative Curriculum founded in 1988 , features research-based content and resources that are aligned with state early learning standards.

The Creative Curriculum for Infants, Toddlers, and Twos focuses on building responsive care through nurturing teacher-child relationships while incorporating objectives that enable teachers to focus on what matters most for young children. This curriculum focuses on five routines and eight experiences that are essential for development and learning for children birth to age three.

The Creative Curriculum for Preschool focuses on project-based investigations designed to foster social-emotional, physical, cognitive, and language development in children. It addresses all important areas of learning from social-emotional and math to technology and the arts.

There are 38 different objectives for development and learning with opportunities for teachers to individualize instruction based on each child's specific learning needs.

The Creative Curriculum works hand in hand with the Teaching Strategies GOLD observational assessment tool. Teachers use this tool to record and track your child's development based on developmental milestones appropriate for his/her age range.

For more information on the Creative Curriculum, please visit their website at <https://teachingstrategies.com/curriculum/>

HIGH/SCOPE'S SIX-STEP CONFLICT RESOLUTION

Early social and emotional experiences can shape the rest of a child's life. A child's first and most important social experiences take place at home. A high-quality childcare or preschool program can support and supplement family relationships. These early social experiences influence children's later ability to form satisfying relationships with family, friends and peers.

High/Scope's six-step conflict resolution process is one group of teaching strategies that teachers find especially useful. Teachers use the six-steps summarized below to help children settle disputes and conflicts. Children can often carry out this process on their own by program's end. We encourage you to use this process at home as well, especially if you have more than one child or your child interacts with other children outside of the school day.

- **Approach calmly, stopping any hurtful actions:** Place yourself between the children, on their level; use a calm voice and gentle touch; remain neutral rather than take sides.
- **Acknowledge children's feelings:** Say something simple such as, "You look really upset"; let children know you need to hold any object in question.
- **Gather information:** Ask "What's the problem?" Do not ask "why" questions, as young children focus on what the problem is rather than understanding the reason behind it.
- **Restate the problem:** "So the problem is..." Use and extend the children's vocabulary, substituting neutral words for hurtful or judgmental ones (such as "You're very angry" instead of "He's stupid") if needed.
- **Ask for solutions and choose one together:** Ask, "What can we do to solve this problem?" Encourage children to think of a solution but offer options if the children are unable to at first.

- **Be prepared to give follow-up support:** Acknowledge children’s accomplishments, e.g., “You solved the problem!” Stay nearby in case anyone is not happy with the solution and the process needs repeating.

We realize that this is a lot harder and takes a lot more time and energy than just solving the problem for the children. However, when adults respect children’s ideas for solving problems (even if the options they offer don’t seem fair to adults) it motivates children to continue solving problems. What’s important is that children agree on the solution and see themselves as competent problem-solvers. Problem solving is an invaluable skill that children will use throughout their lives.

PROJECT LEARNING TREE®

We are introducing Project Learning Tree® (PLT) this year. PLT, a program of the American Forest Foundation, is recognized as one of the premier environmental education programs in the world. PLT’s environmental education activity guides help our early learners explore nature as a part of a fun and full sensory experience. We believe that early experiences with nature excite a child’s imagination and foster a sense of wonder and curiosity, an important motivator for life-long learning. It is our hope that providing gardening and environmental education early in a child’s development will influence lifelong attitudes, values and patterns of behavior toward healthy eating and the natural world.

ENROLLMENT

Enrollment is open to any child ages six weeks through five years old, as space is available. Welbourne accepts children without regard to race, sex, abilities, religion or natural origin. **Prior to enrollment**, the following forms must be completed:

Application/Contract This form must be completed entirely. Of special importance are the names of persons permitted to remove a child and emergency phone numbers. Parents must sign and date this form. It is important to keep this form up to date throughout the year so that we can contact someone in case of an emergency.

Even if a biological or custodial parent is not listed on the enrollment form, he or she WILL be allowed to pick up his/her child if Welbourne has information from the parent(s) documenting that person is a biological or custodial parent of the child. We can stop a parent from picking up a child ONLY if we have on file signed, official court documents stating that the parent may not have access to his/her child at the school.

Child Care Food Program (CCFP) Application. This is a financial form used for proof of income for our application to CCFP. This federal program partially reimburses us for the meals we serve. All children must have a completed CCFP form on file; this must be updated at least once each calendar year. **If a child is enrolling into the infant classroom, the Infant Feeding Form must also be completed.**

Physical and Immunization Records. Your child's Florida physician must complete the Florida Department of Health's Form 680 (immunization record) and form 3040 (physical examination records) before their enrollment at Welbourne. And then, immunizations must remain current (form 680 shows an immunizations expiration date) and physical examinations must remain current (form 3040 is valid for two years from the date of last examination). It is important to note that Welbourne is required, by its Florida regulators, to have the original forms on file.

School Readiness Funding. Parents who pay our lowest fee as noted on the tuition fee scale must apply to the Florida Office of Early Learning School Readiness program for a government subsidy. This must be done within 30 days of enrollment and/or whenever changes to your income occur. You must provide proof that you have applied for School Readiness Funding. School Readiness Funding benefits the sponsor in that it may provide supplementary funds to pay for your child's tuition at Welbourne. You may be able to pay even less than our discounted rates for the same services at our school, since the School Readiness program will supplement your fee (should you qualify for the subsidy).

Enrollment Agreement. This form needs to be signed after review of the Welbourne Family Handbook and the DCF [Know Your Child's Day Care Center.](#)

Sign In and Out. DCF requires us to have parents or their designee sign each child in and out daily. Please check your child in on the sign-in kiosk in the office when you drop off and pick up your child. Parents can park on the street in front of the school for drop off and pick up. We ask that all parents help us provide a safe environment by driving slowly and holding your child's hand when out of the car and crossing the street. Welbourne asks that all sponsors and designees walk their children into our facility sign in at the office and then drop them off in their assigned classrooms being sure to make verbal contact with the child's teacher or teacher in charge.

Registration Fee. A \$40.00 registration fee is required to keep the spot for your child and to cover the cost for processing all enrollment paperwork.

RELEASE

WE MUST HAVE WRITTEN PERMISSION TO RELEASE A CHILD TO ANY PERSON OTHER THAN THE PARENT (OR PARENT WITH APPROPRIATE DOCUMENTATION).

- Children will only be released to persons indicated on the enrollment form.
- If someone who is not listed on the enrollment form is picking up, Welbourne MUST have your written permission which may be emailed to: admin@welbourneavenuenursery.org from an email address we have on file for the parent.
- All people listed must be at least 18 years of age with a Driver's License. Welbourne will not release children to anyone without a current Driver's License.
- Valid picture identification **will be required** before the child is released.

Please be sure that those people you have listed as emergency contacts for your child are aware that we might call them if we are unable to get in contact with you (the parent).

Welbourne may not be used to mediate between parents regarding visitation and custody. It is the sole responsibility of the parents to uphold the conditions of any parenting agreement – be it legal or friendly. If an issue should arise regarding parent pick-up or authorization disputes, Welbourne reserves the right to limit authorized pick-up to the child's legal parents/guardians only, unless an authorized pick-up agreement has been signed by both parties.

In the event an intoxicated or impaired sponsor (parent/guardian) or authorized individual comes to pick up a child, Welbourne staff will take the following steps:

- Attempt to delay departure until the other parent or authorized person can be called to pick up the child.
- If the person refuses to cooperate/acts in a threatening manner, Welbourne staff will make a judgment as to what a reasonable person would do under similar circumstances concerning release (i.e. possibly calling the police).
- If the child is taken by the person, Welbourne staff will write down the vehicle type and the license plate number and immediately report the situation to another parent and/or

police. All parents and authorized persons agree that by enrolling their children in our care they acknowledge any type of situation involving intoxication or other types of impairment will not be tolerated by Welbourne staff or administration.

- Consumption of alcohol, smoking any substance or vaping are prohibited on school property. This includes the parking area and driveway.

IMPORTANT

We cannot stress enough the importance of always keeping us up to date with all the telephone numbers and contact information you provide.

HOURS OF OPERATION

Our school is open from 7:00 a.m. to 6:00 p.m., Monday through Friday. Your child must arrive **by 10:00 a.m. at the latest** (or by 11:00 a.m. with a doctor's note – if your child had an appointment that morning). We encourage you to bring your child by 8:00 a.m. for breakfast, or at least by 9:00 a.m. **To benefit the most from our program, your child should arrive before 9:00 a.m.** Per the Department of Children and Families, if your child has not arrived by 11 a.m. and we have not heard from a sponsor regarding a reason for the child's absence, then we will contact you to determine why your child is absent. If we are unable to reach you, then the listed emergency contacts provided on the enrollment form will be contacted.

All children must be picked up by no later than **6:00 p.m.** Children not picked up by 6:00 p.m. will be charged a late pick-up fee, and we will attempt to reach you or an authorized person from your approved pick-up list. The late pick-up fee is **\$10 per child for each 15-minutes (or fraction thereof) past 6:00 p.m.** Please be sure the telephone numbers on file are current, as we must reach someone.

If we are unable to reach someone within half an hour, this can be considered abandonment and we will then be required to contact the authorities.

DAYS CLOSED

Welbourne will be closed the following holidays per year; however, when a federal holiday falls on a Saturday, the school will be closed on Friday. If the holiday falls on a Sunday, the school will be closed the following Monday.

- New Year's Day
- Martin Luther King Day
- Memorial Day
- Juneteenth
- Independence Day
- Labor Day
- Thanksgiving Day and the day after
- Christmas

In case of severe weather, the school will follow the direction of Orange County Public Schools. If public schools close because of severe weather, so will Welbourne. This is for the safety of the children and the staff. Should severe weather approach when OCPS is not in session the parent will receive a phone call from Welbourne staff informing them of closure. We will otherwise remain open. We will work to update our website and Facebook page as well as the voice mail system to update parents on any important developments regarding closures or other emergencies. We may re-open before OCPS after a severe weather closure if our building is safe to be re-opened.

FAMILY INVOLVEMENT

Welbourne teachers and staff partner with families for the benefit of the child. Families are always welcome to visit and meet with a teacher. We respectfully request that you make an appointment if you would like to discuss something with the teacher so that we may arrange for her/him to be out of the classroom and able to give you his/her full attention; this is not possible while she is required to be monitoring the classroom.

We encourage you to share with us information, such as likes, dislikes, fears, illnesses, allergies, upcoming family celebrations or any unusual events at home that would help us to better support your child. Teachers often notice small changes in children's behavior and your insight is often appreciated. All information that you share with us will be held in strictest confidence.

Conferences with teachers are required two times per year. It is important that you take advantage of these opportunities to find out how your child is progressing. Also, the teacher or administration may request a conference at any time to discuss a specific challenge or

opportunity. We believe that working together will help your child in his/her continued development.

Welbourne uses daily reports as a method for communicating with parents regarding their child's day at school. These daily reports will provide information related to the meals your child ate, how your child napped, and activities your child participated in throughout the day.

For childcare and school professionals, working with parents and sharing information is a great way to set up a partnership. These relationships in your child's preschool years can help you to build relationships with your child's teachers throughout their educational career. Most importantly, children have better academic and social outcomes when their parents and teachers work well together. However, it is important to remember that teacher/staff relationships with parents must remain professional and maintain appropriate boundaries. Inappropriate relationships between staff and families may result in staff termination or withdrawal of a child in extreme circumstances.

Welbourne has an open-door policy. While you have access to your child at any given moment, we still must protect every family's right to confidentiality; therefore, video footage will be reviewed and shared sparingly and at the discretion of the Executive Director. If a parent makes a request to have video footage reviewed, this request will be acknowledged and taken into consideration. Any pertinent information will be documented on an accident/incident report and provided to the parent at pick-up or dismissal.

POLICIES AND PROCEDURES FOR INFANTS AND TODDLERS

Welbourne is pleased to serve the youngest members of our community. Infants and toddlers take part in high-quality care that is developmentally appropriate. Activities for infants will include tummy time, music and movement, stories, rhymes, and outdoor play that will engage their senses and introduce the world that exists around them. Toddlers will engage in sensory play, gross motor activities, music and movement, story time, and much more with gentle guidance that will encourage their interests and expose them to different areas of interest and play. The following policies and procedures will enable Welbourne to provide the best care for your child.

Welbourne can provide in-house formula for infants. Options include a soy-based formula and a milk-based formula. Sponsors are required to provide bottles each day. **All bottles must be labeled with the child's first and last name.** The number of bottles should meet the baby's daily nutritional needs. Bottles will be sent home at the end of each day for parents to clean and sterilize. Bottles may not be prepared to contain solid foods, i.e. cereal, fruit, etc., mixed with formula or milk unless a doctor's note is provided. Since bottles may not be reused or refilled at

Welbourne, parents should provide teachers with one clean, sterilized, empty bottle and spare formula (if sponsors are choosing to provide their own formula) to keep on site. Teachers will follow baby's lead when it comes to bottle feeding and meals with parental support and guidance.

We support and encourage families who choose to breastfeed. Your child's classroom will have a designated area for nursing. Breast milk can be brought to Welbourne and refrigerated for up to 48 hours or frozen for up to two months. **All breast milk must be dated and labeled with the child's first and last name. Per Welbourne policy, all breast milk must be stored in a manufacturer breast milk storage bag or in the child's bottles. Breast milk in other container types will not be accepted.** The parent must also sign a consent form providing clear instructions for teachers in the event breast milk expires or runs out.

Baby food in jars is also provided on site. Solid foods and juices will not be offered to infants younger than six months unless a doctor's note is provided. Parents may provide their own food for infants which must be labeled with the child's first and last name and dated. This food can be stored for up to 48 hours.

Infants' developmental needs are constantly changing. Therefore, it is imperative that parents continually communicate with Welbourne teachers and the administrative team regarding foods that are introduced. At 11 months old, an infant will be offered table foods per the Child Care Food Program.

Children will be transitioned from formula to whole milk when they turn one or per doctor instructions. We allow for a transition period of 30 days. Toddlers will also begin following the regular food program schedule regarding meals. Sponsors are required to provide sippy cups each day. All sippy cups must be labeled with the child's first and last name. The number of sippy cups should meet baby's daily nutritional needs. Sippy cups may not be reused or refilled at Welbourne, except for water. Sponsors should provide teachers with a clean, sterilized, empty sippy cup to keep on site. As children transition into our two-year-old classroom, they will also transition to using a regular drinking cup.

SUPPLIES FOR INFANTS AND TODDLERS

- diapers
- receiving blankets (optional)
- 2-3 full changes of clothes, including socks and bibs

- appropriate nap time clothing for infants as needed (sleep sack, pajamas, etc.)
- food supply sent in daily including separate bottles for every feeding. Bottles and food items will need to be labeled with child's first and last name for toddlers, no cups for toddlers except for ones kept in the cafeteria – washed after each use.
- spare, sterilized bottle to be kept on site
- spare formula/milk if choosing to provide from home
- pacifier plus spare, if used
- Pacifiers that are connected to a cord, string, stuffed animal, etc., are not allowed in the crib with the child.
- "lovey" or "blankey" if used

SAFE SLEEP POLICY

Infants will be placed in cribs on their backs and will be allowed to sleep on their stomachs when they are able to roll over by themselves and choose to stay in that position. If parents would prefer their infant sleep in an alternative sleeping position (swaddled, on the stomach, in a swing, etc.) they must provide documentation from the child's physician, authorizing the specific alternate sleep position. Loose blankets and bibs will be removed from infants before they are placed in a crib.

Diaper rash ointment can be applied per parent instruction. Parents are required to complete the medication form with their instructions for application at enrollment and then once every three months. Sponsors will need to define what "as needed" means if they choose to use that term on the medication form.

Pacifiers are permitted for use throughout the day as needed when children are enrolled in the infant and toddler classroom. When children begin to transition into the two-year-old classroom, pacifiers will be limited to nap time only. When in his/her crib, the child is only permitted to have a plain pacifier. No animals or cords can be attached to the pacifier. It is recommended that parents provide a regular, unattached pacifier to leave in their child's crib always.

ABUSIVE HEAD TRAUMA PREVENTION POLICY

This policy is designed to prevent the possibility of abusive head trauma, also known as Shaken Baby Syndrome (SBS), during care. SBS occurs in infants and young children, whose neck muscles are not well-developed and whose heads are larger compared to their bodies. Infants and young children are susceptible to head trauma caused by any type of forceful or sudden shaking, with or without blunt impact. Damage can occur in as little as five seconds. SBS can lead to serious conditions including brain damage, cerebral palsy, blindness or hearing loss, intellectual, speech or learning disabilities, developmental delays, and problems with memory and attention. Signs and symptoms of SBS include:

- seizures
- bruises
- lack of appetite, vomiting, or difficulty sucking or swallowing
- lack of smiling or vocalizing
- rigidity, inability to lift the head
- difficulty staying awake, altered consciousness
- difficulty breathing, blue color due to lack of oxygen
- unequal pupil size, inability to focus the eyes or track movement,
- irritability

In order to prevent injury in infants and young children, caregivers need to acknowledge that infant crying is normal behavior and it improves as a child ages. Caregivers should develop strategies to manage stress levels and appropriate responses to a crying child. This includes being self-aware and noticing when a caregiver may become frustrated or angry.

Parents/guardians, caregivers and co-workers should discuss what calming strategies are successful with a child at home and/or in the center. If a child presents any of the above symptoms or you suspect a baby has suffered abusive head trauma, you should immediately call 911 and notify the center of the suspected occurrence. A report must also be filed with the Department of Children and Families as soon as possible.

Please be sure to keep your child's spare clothing weather appropriate. If a child is not fully toilet trained, sponsors MUST supply pull-ups (a minimum of five are needed daily in order to check children every 2 hours), and wipes. Overalls and onesies should not be worn for children over the age of two, especially during the toilet training period. It is important that children of all ages have clothing that they can easily get in and out of themselves. Teachers are available to

help; however, the child should be able to do most of the dressing and undressing themselves (if it is developmentally appropriate for them to do so). If a child is toilet training, please provide several complete (underwear, socks, and shoes included) changes of clothing.

FIELD TRIPS

Field trips are planned sparingly for three and four-year-old children only, but if they are planned, they are done so for educational purposes and to meet educational goals when funding is available. Welbourne staff will accompany the children during all parts of each field trip. As a parent you can decide whether your child will take part in the field trip. If your child does not participate in a field trip, he/she may remain at the school and experience a limited school day. We are not allowed to accept or release children in the middle of a field trip so please read the field trip permission slip carefully and use it to plan your drop-off and pick-up times on field trip days.

NAP TIME

Nap time runs from 12:00 p.m. to no later than 2:15 p.m. each day (infants may nap on an alternate schedule). Children are expected to rest quietly on the cots or mats we provide. This is an important time for each child and necessary for good health. If a child does not sleep, he/she will be asked to rest quietly. Each child is required to provide their own blanket and sheet. Laundry will be washed weekly, either by parents who choose to take the laundry home, or it can be done on site.

PROPER CLOTHING

Your child should arrive at school dressed comfortably and ready to play. We recommend shorts and slacks that are durable and easily cleaned. For the safety of your child and the other children, **sneakers with closed toes and rubber soles should be worn**. Boots, dress shoes and sandals can be unsafe especially on the playground and in the garden, so please dress your child in sneakers with socks.

All clothes and shoes, especially coats and sweaters, must be marked with your child's first and last name. Clothing needs to be appropriate for the weather. Your child needs to keep a change of clothes in his/her cubby in case an accident occurs, or he/she gets dirty and needs to change. sandals can be unsafe especially on the playground and in the garden, so please dress your child in sneakers with socks.

TOILET TRAINING

Toilet training is part of the growing and learning process for toddlers. Toilet training for an individual occurs over a period that can range from a few weeks to several months and include several stages of development. Regressions are not unusual during the process, particularly if such things affect the child as illness, a move to a new home or childcare center, or a new baby in the family. Accidents are to be expected and never met with disapproval. Daytime control may occur earlier than nighttime control. Girls tend to develop complete control earlier than boys. Children rarely have the physical control, understanding of the process or the emotional maturity to use the toilet successfully and consistently prior to reaching eighteen months of age, and on average, not until the child is 2 ½ to 3 ½ years old.

Because of the complexity of a child's learning to successfully and consistently use the toilet and the emotional relationship between parents and their child, Welbourne will not initiate toilet learning without prior approval from the child's parent. Staff will, however, inform parents of any signs of readiness observed at Welbourne. Parents should keep Welbourne staff aware of their child's movement through the developmental stages (see below) and may request a formal conference when the switch from diapers to underpants will be attempted. This will help ensure that staff is supportive and consistent with parental efforts. The stages of toilet training are:

1. becoming aware of the process
 - a. developing a vocabulary for the process
 - b. talking about being wet or having had a bowel movement
 - c. imitating others by sitting on the toilet
 - d. role playing with dolls about the process
2. communicating (saying "I'm wet," "Change my diaper," or "I need to use the potty.")
3. developing sphincter muscle control (as evidenced by 2-3 hours of dryness)
4. wanting to use the toilet
5. being able to pull down and pull up their pants/pull-ups

Welbourne staff will support parental efforts to assist their child with toilet training and will be supportive when accidents occur. Success will be met with encouragement. After the switch from diapers has begun, parents are responsible for maintaining several pairs of underpants and changes of clothes in the child's cubby until the child can regularly make it through the day without an accident. Clothing should be easily removable, such as elastic waist pants. Because accidents occur, regression is possible, and patience is necessary when a child is learning to use the toilet. Remember that Welbourne staff is not responsible for washing children's clothing so

be sure to check their cubby or the classroom soiled clothes basket each day during this period and take the soiled clothes home with you.

FOOD POLICY

We serve our meals under the guidance of the Child Care Food Program (CCFP). Meals must be served during the hour indicated. The following times are when meals occur at Welbourne:

Breakfast is served from 8:00 a.m. - 8:45 a.m.

Lunch is served starting at 11:00 a.m. for toddlers and two-year old's and at 11:30 a.m. for preschool and VPK.

Afternoon Snack is served from 3:00 – 3:30 p.m.

The food is prepared on site using the guidelines of the program. Food is chosen for its nutritional value and its appeal to young children. Children are encouraged to try new foods, to eat a balanced meal and to serve themselves. No one is forced to eat. Every effort is made to keep mealtimes pleasant and a learning experience.

Please plan on arriving by 8:00 a.m. if your child would like to eat breakfast. For children who arrive late, please note breakfast is not served after 8:45 a.m.

Welbourne recognizes that birthdays and holidays are an exciting time for young children. Our school is pleased to help your child celebrate with classmates and staff. We ask that you submit a written request for celebrations to the Executive Director. Homemade foods or baked goods are not permitted, items provided must be store bought only. During holiday celebrations, we ask for your support in providing healthy snacks, fruits and vegetables in lieu of candy, cookies, and cakes. This will help us model healthy eating habits for our students.

If a child requires a special diet, due to food allergies or religious beliefs, the sponsor must complete the Alternate Nutrition Agreement. This form is available at the front desk and must be signed by a physician.

FOOD RELATED ACTIVITIES

Welbourne often plans food related activities including celebrations, cooking activities and other learning experiences for our students. By enrolling your child, you agree to grant permission for your child to participate in these activities where food is being prepared/used to celebrate or learn. Adequate and appropriate supervision will be provided. However, as with any experience, unexpected situations may arise during any activity outside of our control. Please know that Welbourne will always act in the best interest of the safety of the students

and will act as necessary to attend to each child as necessary with regard to accident or injury. In any instance of significant injury, the sponsor will be contacted as soon as possible.

HEALTH POLICY

The following policies for preventing and handling illness were developed to meet the needs of both the ill child and to protect the other children and staff in the nursery.

In order for your child to attend, the following conditions must be met:

- **For a child who has been out due to illness, a child must be free from all symptoms for a full 24 hours before returning to school.**

If a doctor clears your child to return to school the following day, per Welbourne policy the child MUST be symptom free for 24 hours from the last documented time Welbourne staff observed symptoms. This includes but is not limited to such symptoms as fever, vomiting, diarrhea, discharge from the eyes, contagious illness (strep, pin worms, mumps, measles, etc.).

- Any child prescribed an antibiotic for a current bacterial infection must have taken the prescription for a full 24 hours before returning to school.
- A child must be able to participate comfortably in all usual program activities, including outdoor time.
- A child with scabies, lice or other infestations may return 24 hours after treatment has begun or if there is a note from a physician stating that the child is larvae or nit free and can return to school. With or without a note, the child will be subject to Welbourne staff examination upon return. Welbourne will conduct monthly checks (or more often as needed) for head lice throughout the year.
- If a child has a reportable contagious illness or infection, the nursery should be notified immediately and the child should not return until he/she is no longer contagious.

If your child has been seen by a physician for an illness or infection, please request a “return to school note” at the time of visit so Welbourne staff are aware your child has been seen/treated as we may observe residual symptoms.

If a child returns to school after the mandatory 24-hour period, but continues to exhibit symptoms, the parent will be contacted to pick the child up within one hour.

If your child has any of the following conditions or symptoms, we will contact you by phone to pick up your child **within one hour** in order to adhere to Florida Department of Children and

Families Guidelines. Your child will be removed from contact with the other children to an area where they can be supervised. Your cooperation is necessary in order to prevent the spread of infection and to provide comfort to the child.

- temperature of 101 F taken by ear

A low-grade fever is considered to be a range of 100.5-100.9 and will be considered as a second symptom per Welbourne policy.

- unexplained rash or any rash suggestive of a contagious childhood disease (If your child develops a rash, it is best to bring a note from the doctor to confirm the rash is/is not contagious.)
- vomiting more than once or accompanied by other symptoms
- diarrhea more than once or accompanied by other symptoms
- heavy nasal discharge accompanied by other symptoms
- inflammation of/or discharge from eye(s)
- any condition preventing the child from participating comfortably in usual program activities
- scabies, lice or other infestations
- any reportable contagious illness (ex: strep throat, pinworms, viral infections, mumps, measles, chicken pox, impetigo, scarlet fever, etc.)

As determined by the Florida Department of Children and Families (DCF), these are signs and symptoms of a suspected communicable disease:

- severe coughing
- difficult or rapid breathing
- stiff neck
- exposed, open lesions (cuts)
- unusually dark urine and/or gray or white stool
- yellowish skin or eyes

If Welbourne staff notices your child is displaying any of these symptoms we may ask you to keep your child home until symptoms are no longer present, or for a minimum of 24 hours.

Children are NOT permitted to attend Welbourne if they have been given a fever reducer prior to their arrival time.

Welbourne will follow appropriate CDC (Center for Disease Control) guidelines to ensure the wellness of the children we serve.

Welbourne is excited to partner with Nemours in piloting their CareConnect program. The Nemours CareConnect program makes on-site medical care to the students available via a high-quality online interactive video visit with pediatricians from Nemours Children's Health System. Parents will be contacted by the school prior to the online visit. Nemours CareConnect allows pediatricians to diagnose a child and prescribe medication from the school which allows parents to skip a visit to their child's regular pediatrician or urgent care facility. Welbourne's regular illness policy still applies regardless of whether or not a child is enrolled in the Nemours CareConnect program.

FRAGRANCE SENSITIVITY

Fragrance sensitivity is either an irritation or an allergic reaction to some chemical, or combination of chemicals, in a product. Perfumes and colognes are typically what come to mind when discussing fragrance sensitivity; however, chemicals that can cause irritation or allergies are added to a wide variety of common daily use items. To be respectful of the various levels of sensitivity within our school environment, Welbourne requests that sponsors, co-sponsors, and/or other authorized persons do not enter our building with strong scents on them, including but not limited to perfumes, colognes, cigarette or other types of smoke, household cleaners, air fresheners, etc.

MEDICINE POLICY

Welbourne Nursery and Preschool is very conservative with medication in that we will not dispense medicine to children (except for the EpiPen or other emergency medical treatment if needed). If you must bring medication into the school (i.e. another parent or caregiver is picking the child up and needs the medication), please be sure the medication is current and is in the original prescription container and clearly labeled by a pharmacy with your child's name on it. Please leave the medication at the front desk so that it can be safely and securely stored in a locked place as prescribed.. **Please DO NOT leave medication of any kind in your child's cubby or backpack.** If your child's medical needs require medication to be given regularly or on an as needed/emergency basis (and the medication must be kept at the school), please complete a medicine form, which can be found at the front desk to authorize this medication being left on site.

SUNSCREEN / INSECT REPELLENT

The parent will provide all sunscreen and insect repellent which must remain in the original container with a valid expiration date where applicable. Sunscreen and insect repellent must be labeled clearly with the child's name and left with your child's classroom teacher. **Please DO NOT leave sunscreen or insect repellent in your child's cubby or backpack.** Insect repellent or combination repellent and sunscreen will be applied one time per day in the morning based on guidelines from the American Academy of Pediatrics. Sunscreen without insect repellent will be applied before going outside in both the morning and the afternoon. A permission form signed by the sponsor must accompany any sunscreen or bug repellent. This form can be obtained at the front desk.

TOY POLICY

We request that the children do not bring toys to school. One **small, soft, quiet** item for the child to hold at nap time is allowed. Such toys should have the child's name on them and fit into the child's cubby. If a toy or stuffed animal (or other item) is brought to school and becomes a classroom distraction, the toy will be stored at the front desk. The parent must then request these items from an administrator. Welbourne is not responsible for items lost or broken at school.

ACCIDENT/INCIDENT REPORTS

Accidents will happen when children are involved in play. In case of a serious injury you will be called immediately. Emergency Medical Services will also be called when appropriate.

The teacher who observes the accident/incident will write a brief report on the Accident/ Incident form. Either the Executive Director or designated person in charge will sign the report. These reports can be found with the classroom teacher at the time of pick-up. We ask you to read them and sign them. This signature acknowledges that you have received the information. You will then be given a copy of the report and a copy will also be kept in the student's file.

ABSENCE POLICIES AND TUITION PAYMENT

If your child will be absent from school, we ask that you notify us in advance. Please call the school before 10:00 a.m. so that we know not to expect your child. One week's written notice is required for prolonged absences. All fees must be paid in full before your child can return after absences. Tuition payment is based on enrollment, not attendance, and is charged each week whether or not your child attends that week. This assures your child's spot is held. Our rules are clear about fees and tuition as outlined in this Handbook. Exceptions are rarely made on

requests for refunds. **The Executive Director will review and make a final determination on any refund request.**

CELL PHONE POLICY

Welbourne understands that cell phones have become an integral part of our lives. However, we realize that parents often miss communication opportunities with their children and with the teachers when they continue to use their cell phones during drop-off and pick-up times. In order to ensure that parents can effectively communicate with their child and his/her teacher, Welbourne has implemented a **cell phone free policy**. **This means that phone calls are ended before entering the school.**

FINANCIAL POLICIES

A registration fee of \$40.00 is due for each child at the time of enrollment to secure a child's slot and is non-refundable. An annual school year supply fee of \$35.00 is due at the time of enrollment for each child and annually, thereafter, at the start of each school year. Regular **tuition fees are charged on a weekly basis**. We are unable to charge daily rates; however, tuition fees may be charged/paid on a monthly or a weekly basis if requested. You will be given a current rate sheet at the time of enrollment and/or upon request.

Welbourne Nursery and Preschool is pleased to offer scholarships to our families in need. Sponsors (parents/guardians) can apply for a scholarship at the time of enrollment. Scholarships are awarded and renewed in August and January of each school year based on household size and household income for all income earners in the home. Scholarships can be revoked at any time if the conditions of the scholarship (as noted on the award letter) are not met. Scholarships will also be revoked if it is determined that any information on the scholarship application is not correct or factual.

Fee payments are due by 6:00 p.m. each Monday. The only exception is when a school closure (e.g., holiday) falls on a Monday, then fees are due the next day the school is open. Accounts must be paid in full by Monday at 6:00 p.m. or your child will not be allowed to attend on Tuesday, or any day thereafter, until the fees are paid in full or unless other arrangements have been made in writing and signed by the family member and the Executive Director. If you are having difficulty making payments, please speak with administration. If your child was absent for any reason, tuition fees are still due by 6:00 p.m. each Monday.

We are not able to accept any parent payments at the front desk or by phone after 6:00 p.m. Please **DO NOT** leave money or checks on the front desk as we cannot guarantee its delivery. If you are charged a late fee for a late pick-up, or any other fee, these must be paid by Monday by 6:00 p.m. of the following week.

We cannot “hold” or accept a check that is post-dated. There is a \$35.00 returned check fee. Failure to remit payment after five business days constitutes termination of services with Welbourne.

Other fees that may be assessed include, but are not limited to:

- Late pick-up fee is \$10.00 for every 15 minutes or fraction thereof past 6:00 p.m. or past 12:00 noon for VPK only students.
- Returned check fee of \$35.00.
- Children receiving School Readiness Funding or 4C may be absent up to 3 days per month. After three absences in each month, there will be an additional fee charged for each day missed. The parent must report to 4C or the ELC any absences of more than five days in a row or you risk having your funding terminated. Please provide doctor’s notes for absences due to illness.
- Prior to withdrawing your child, parents must provide notice in writing at least two weeks prior to the child’s last day of attendance. **Failure to provide written notice two weeks in advance will result in an additional fee equal to two weeks’ tuition.**

All families who pay the lowest tuition MUST apply for School Readiness support through the Office of Early Learning or local Early Learning Coalition in the county where the family resides to determine eligibility for government subsidy. Proof of registration must be provided to Welbourne administration upon your completion of the application.

CONFIDENTIALITY

Welbourne keeps many written records for the safety of the children, for licensing, and to improve our ability to meet each child’s needs. We work hard to ensure that this information is kept confidential. Welbourne considers family information and any information noted in a child’s record to be privileged and confidential. Following Federal Law regarding confidentiality, access to a child’s record is strictly limited to school faculty, supervisors and/or duly authorized representatives of state regulatory and national accreditation agencies. Any member of the administration can release personal information only in writing, and only after obtaining the written consent of the sponsor. This includes, but is not limited to, lists of names of children in a classroom, information about other children involved in an incident at Welbourne, phone numbers or addresses. Exceptions are only made to cooperate with legal, safety, medical and licensing authorities as permitted by state or federal law. A parent may give written permission

to others to access the child's record. Some information such as allergies and dietary restrictions must be displayed for all staff to see in order to ensure the safety of the children.

GRIEVANCE POLICY

If a parent has a problem with a teacher or other staff member, he/she should try to resolve the issue with the individual concerned at an appropriate time and in a respectful manner. If this or any other issue is not resolved, the parent should meet with the administrative team. Parents are welcome to voice their concerns and complaints to an administrator at any time, and the proper actions will be taken to rectify the problem. If any issue is still unresolved, the parent should write a letter to the President of the Board of Directors at the school's address. The decision of the Board will be final.

SCREEN FOR SUCCESS

The *Screen for Success* program will be implemented school-wide during this school year.

The *Screen for Success* begins with screening children, teacher training, and family communication and then follows the child from enrollment to graduation and beyond. Like a three-legged stool, each part is equally important to the project's success. Screenings are to ensure that any developmental delays can be discovered early, and interventions started. Each child can then enter kindergarten ready to learn.

- The primary purpose of screening is to obtain a broad sampling of a child's skills and behaviors in order to identify any child who should be referred for a more comprehensive evaluation, and to assist the teacher in planning more individualized and appropriate learning experiences.
- Teachers and support staff are trained to understand child development, screen children using several methods, and to use the results in creating learning activities that will improve the child's skills.
- Faculty and staff also know the best methods of communicating screening results to sponsors so that they understand their child's development and can work with the teachers to improve their child's skills.

Screen for Success flows out of the *Goals 2000* ruling that all children will enter kindergarten ready to learn. The State of Florida has formed the Early Learning Coalition in order to set screening standards for children to increase their chance of achieving future educational success and become productive members of society. School-readiness programs shall provide the elements necessary to achieve this goal, including appropriate educational programs,

screenings and referrals, as necessary. Welbourne Nursery and Preschool will use a variety of screening tools to ensure that we fully understand each child's development.

The teachers, in conjunction with the administrative staff, use the results of these tools to design lessons and create Individual Development Plans (IDP), with instructional objectives that target deficient skills when needed. Also, teachers identify appropriate materials needed for specific skill instruction. Welbourne will share the screening results with the sponsors, as they are the child's first teacher. The process repeats each year with more advanced skills being assessed, based on the child's age.

We ask sponsors (parents/guardians) to participate in the screening process by completing any and all questionnaires at enrollment and two times per year thereafter. The questionnaire will be handed out during your child's birth month and six months thereafter and/or at other intervals as needed. Please complete and return the screening as soon as possible. Sponsors will receive a copy of the scored results from all screening tools and may be asked to attend a meeting with the teachers and/or Director of Family Services to plan educational activities, or to determine if further evaluation or referral is needed.

REFERRAL POLICY FOR ADDITIONAL SERVICES

Welbourne is committed to giving each child the best and most appropriate care and education possible. We are developing a strong screening and support program that allows us to serve children with developmental, social and emotional challenges far better than most early childhood centers are capable. In serving these children it is imperative that we also have the support and collaboration of each child's family in our efforts to help all children enter elementary school ready to learn. Welbourne has the benefit of working with a volunteer behavior therapist that is able to work one on one with students and provide supports to teachers and families as well, when appropriate.

We recognize that we are not capable of fully meeting the needs of all children all the time. Whenever a child demonstrates behaviors or our screenings reveal potential problems that are beyond our skills to modify, we recognize the need for outside intervention and support. Should your child be referred for outside intervention services, we ask that families immediately follow through with these referrals in a timely manner in order to best support each child in his/her development. Failure to do so can result in a determination that the child's needs cannot be appropriately addressed by the Welbourne team.

The purpose of this policy is to make sure that we treat all children equally and that we do not inadvertently ignore any child's needs. The goal of this policy is to make sure that all children receive the support they need for their current and future success.

Welbourne staff or the volunteer behavior therapist may require families to follow through with referrals under certain circumstances in order to maintain the child's enrollment in the school. Therefore, it is imperative that families follow through with all referrals, screenings, meetings and recommendations for us to be successful. This referral policy will help us realize that goal.

DISCIPLINE POLICY

At Welbourne, we are striving to institute a method called *Conscious Discipline* (<http://consciousdiscipline.com>). This is a comprehensive social and emotional classroom management program that empowers both the teacher and students. The goal is to provide changes in the school by fostering the emotional intelligence of teachers first and children second. *Conscious Discipline* provides the child what is needed for optimum brain development: safety, connection and problem solving.

Conscious Discipline is a relationship-based community model of classroom management. Both the teachers and children are taught to control themselves and relate to others. Greetings and family style meals help build relationships. Conflict is viewed as an opportunity to teach problem solving - the tool most used in our classrooms. When children are not being safe or feel unsafe, they may use the "Safe Place"- a quiet, soft location in the classroom used for calming down and regrouping.

Our curriculum also emphasizes the need to create a warm and nurturing environment in our preschool, not only because this helps children form trusting relationships with others, but also because of its impact on learning in all areas. When the preschool classroom's social climate is positive and supportive, children are likely to become engaged and motivated learners. When the climate is harsh or punitive, children are apt to turn away from school. *Conscious Discipline*, along with the Six-Step Conflict Resolution Process provide a sound foundation that gives teachers the confidence and skills to relate well to children and support their social learning, as well as learning in every curriculum area.

Inappropriate behaviors (while typical and expected) can be disruptive to the preschool learning environment, can cause emotional distress to the child or others in the room, and could lead to injury in the group care setting. Some inappropriate behaviors displayed by preschool children include biting, hitting, name-calling, spitting and non-compliance. **Most children engage in inappropriate behavior at some time or another. For most, it never becomes chronic.** However, for some, the behavior persists and causes problems for the child, family and/or school.

For these reasons, we will work to employ *Conscious Discipline* practices. The children are gently redirected, verbally encouraged, and offered alternatives to help them gain self-control. If a

child does not have the words to respond, that child will be given words and helped to say them to the best of his/her ability.

No one method works for all children. For some, discussing the problem or helping comfort the person they hurt is best. For others, a phone conversation with the parent works. If a child does not respond, a conference with the sponsor may be called to agree upon a method. The sponsor may be asked to come immediately and pick up the child for the remainder of the day or even keep him/her home the following day at the discretion of WNAP administration. If necessary, the administrative team will work with the teachers and family to determine any further action.

ADDRESSING INAPPROPRIATE BEHAVIORS

In social settings where young children are just beginning to interact with peers, incidents of aggression are not unusual. At certain stages in early childhood development, a child's desire to communicate his or her feelings and the need to assert him/herself as an individual are often expressed in nonverbal ways that are hurtful. Sometimes a child at this stage may express themselves by hitting another child, grabbing toys, or even biting. Since Welbourne is committed to the education and development of young children, we understand the developmental context in which these behaviors may occur. Welbourne provides an environment in which children can develop and grow as individuals as they also learn more constructive ways of interacting with their peers. Welbourne employs a team approach whenever there are concerns regarding a child exhibiting challenging behaviors. Team members may include:

- the child's family members/sponsors
- Welbourne staff/teachers
- Welbourne administration
- the child's health care provider or therapist at the family's or school's request.

Welbourne attempts to identify the problem, then the team works together to develop intervention strategies and set goals for dealing positively with the child's behavior. Welbourne offers support resources to the family throughout the process. If intervention goals are not being met, given reasonable time, Welbourne may take steps to withdraw the child from the school.

GUIDELINES ON AGGRESSIVE BEHAVIOR

When an incident of aggression does occur, Welbourne faculty informs sponsors of the children involved about the incident and provides specific information pertinent to understanding the situation. Welbourne typically provides the details of the incident itself, such as:

- The time the incident occurred
- The place the incident occurred
- Any preceding and subsequent events
- The steps taken to comfort the child who was hurt
- How Welbourne faculty handled the situation

Faculty members cannot reveal the identity of the child who engaged in aggressive behavior.

Welbourne understands the concerns of the parent whose child has been the target of aggressive incidents. However, the identity of the aggressor is not essential to the parents' understanding of incidents of aggression or of the actions taken by the school faculty to ensure the well-being of their child. In fact, such knowledge may serve only to stigmatize the aggressor unnecessarily and inappropriately given the developmental context of such behaviors. This policy is consistent with what we know to be the standards for excellence in early childhood education and it is consistent with licensing standards.

If any child's behavior jeopardizes the well-being of other children, teachers will act quickly and decisively to resolve the situation.

Other possible solutions include:

- providing closer supervision
- anticipating situations that are likely to lead to frustration and aggression
- redirecting children to more appropriate activities
- removing children from tense situations
- setting firm and consistent limits
- providing alternative outlets for expressing feelings

Welbourne staff will do as much as we can that is within our scope of knowledge and skill. However, if a child does not respond, the parent or designee may be called and asked to come immediately to pick up the child for the remainder of the day or even keep him/her home the following day (at the discretion of the administrative team). If necessary, the Executive Director will decide any further action.

GUIDELINES FOR HANDLING BITING

Even though biting is a perfectly normal stage of development during childhood, it is our goal to maintain a safe and healthy environment for all children in our care. We understand that biting is often developmentally appropriate for children ages 12 months to three years old.

Biting occurs for many reasons whether it is teething, a lack of language, frustration, attention getting, being overly tired or simply just trying to get a reaction from someone.

When biting occurs in a classroom, it is often frustrating for the parents, teachers and children involved. When a bite occurs in the classroom, the following steps will be taken

- The teachers in the classroom will remain calm.
- The teacher will immediately tend to the victim first, checking for injuries and providing comfort and first aid as needed.
- If the bite broke the skin, the family members will be called and informed. Otherwise, the family member will receive an accident/incident report at dismissal time which will include the details of the bite.
- An accident/incident report will be completed for both children involved. All identifying information will be kept confidential.
- If a child bites 2 times (if the skin on the other person is not broken) on any one day, then your child will be sent home for the remainder of that day. If at any time the skin is broken due to a bite, then the child will be asked to go home immediately.

If biting continues, the following steps will be taken:

- Teachers will document biting as it happens, identifying the date, time, antecedent and response.
- A parent conference will be held to discuss possible causes for biting (i.e. speech delay) and referrals and resources to address the child's needs.
- An action plan will be created to assist both teachers and parents in addressing the concern of biting.
- When Welbourne staffing allows, an extra staff member will be placed in the classroom where the biting is occurring to provide lower ratios in the classroom.
- If the biting continues and is severe to where it becomes necessary to send the child home daily or is adding undue stress on the other children or the environment the administration reserves the right to terminate childcare arrangements. This is not something that WNAP likes to do and please know that this would be a last resort.

WITHDRAWING A CHILD

Welbourne Nursery and Preschool is committed to providing a quality learning environment for every child. We honor that commitment until it becomes evident that we are not able to provide the most appropriate learning environment for a child. As an example, if aggressive behavior continues despite efforts to peaceably resolve problems, the Executive Director may be forced to ask the sponsor to withdraw the child from the program. We are committed to giving each child the best and most appropriate care we can. Our program is committed to providing a loving, safe, and nurturing environment that is conducive to the learning and growth of all our children. Therefore, we have several tools in place to support our efforts:

- We will work with the children and their families to resolve problems to the best of our abilities.
- We will utilize our referral policy to address developmental delays or inappropriate behaviors that are, in our opinion, disruptive and/or destructive to the child and/or others.

If we have exhausted all available resources and we are still not able to resolve the issues, we may have to suspend the child from our school. Accordingly, Welbourne reserves the right to cancel the enrollment of a child for the following reasons, including, but not limited to:

- non-payment or excessive late payment of fees/tuition.
- failure to adhere to policies/procedures outlined in Welbourne's Family Handbook.
- The child has needs which, in our opinion, cannot be currently and successfully met within our current staff, classroom and program environment.
- The child's behavior threatens the health and safety of him/herself, other children, or the program staff.
- The parent/guardian exhibits behavior that is, in our opinion, detrimental to the well-being of the children and staff in a classroom, or negatively interferes with the program. This includes but is not limited to failure to follow through on requested evaluation and/or clinical follow up, vulgarity, intimidation, harassment, or violation of childcare licensing regulations.

VPK POLICIES

In addition to the policies above, families with children enrolled in the Florida Voluntary Pre-Kindergarten program must follow the policies below:

All VPK forms must be completed and returned to Welbourne staff with the required documentation before the first day of attendance.

- Parents must attend a VPK information meeting (Parent Orientation) before the start of the school year.
- Parents have the responsibility for ensuring that their child participates in the Florida Kindergarten Readiness Screening (FLKRS) within the first 30 days of kindergarten.
- Parents are responsible for following the VPK attendance requirements and for ensuring that the child arrives before 9:00 a.m. (or 8:30 if they will be eating breakfast). VPK hours are from 8:30 a.m. until 11:30 a.m. VPK only students are invited to stay until noon to enjoy lunch with their classmates.
- Parents are responsible for signing the monthly student attendance sheet that verifies their child's attendance for that month.
- Children who are in attendance for less than 80% of scheduled Orange County school hours may be withdrawn from the VPK program. The sponsor will have to re-enroll their child in the full day pre-k program if they wish to remain at Welbourne Nursery and Preschool for the remainder of the school year. Please provide doctor's notes for absences due to illness.
- Parents are responsible for participating in monthly family involvement activities with their child, for reading library books to their child, and for returning family involvement activities and library books on time.
- The VPK School Year program ends at 11:30 a.m. Children not picked up by 12:00 noon must either be enrolled in extended care or will be charged a late pick-up fee for every 15 minutes or fraction thereof past 12:00 p.m.

Welbourne will follow Orange County Public School (OCPS) District's calendar for the school year. VPK only students (children not enrolled in the extended day program) may not attend on days OCPS is scheduled off.

PARENT CODE OF CONDUCT

Welbourne Nursery and Preschool (WNAP) always requires the parents of enrolled children to behave in a manner consistent with decency, courtesy, and respect. One of the goals of WNAP is to provide the most appropriate environment in which a child can grow, learn and develop. Achieving this ideal environment is not only the responsibility of the employees of WNAP but is also the responsibility of each parent or adult who enters the school. Parents are required to behave in a manner that fosters this ideal environment. *Parents who violate the*

Parent Code of Conduct will not be permitted on school property thereafter. Please refer to the Policy on Parent's Right to Immediate Access for additional information regarding withdrawal of the child when a parent is prohibited from accessing agency property.

Swearing/Cursing No parent or adult is permitted to curse or use other inappropriate language on school property at any time, whether in the presence of a child or not. Such language is considered offensive by many people and will not be tolerated. If a parent or adult feels frustrated or angry, it is more appropriate to verbally express the frustration or anger using non-offensive language. At NO time shall inappropriate language be directed toward children or members of the staff.

Threatening of Employees, Children, Other Parents, or Adults Associated with WNAP Threats of any kind will not be tolerated. Today WNAP cannot afford to sit by idly while threats are made. In addition, all threats will be reported to the appropriate authorities and will be fully prosecuted by the law. While apologies for such behavior are appreciated, the agency will not assume the risk of a second chance. *PARENTS MUST BE RESPONSIBLE FOR AND IN CONTROL OF THEIR BEHAVIOR AT ALL TIMES.*

Physical/Verbal Punishment of Your Child or Other Children at WNAP While WNAP does not necessarily support nor condone corporal punishment of children, we understand that some families use these methods. Such acts are not permitted in the school or on WNAP property. While verbal reprimands may be appropriate it is not appropriate for parents to verbally abuse their child. Doing so may cause undue embarrassment or emotional distress. Parents are always welcome to discuss a behavior issue with the teacher, or other administrative personnel, and to seek advice and guidance regarding appropriate and effective disciplinary procedures.

Parents are prohibited from addressing, for the purpose of correction or discipline, a child that is not their own. Of course, no parent or other adult may physically punish another parent's child. If a parent should witness another parent's child behaving in an inappropriate manner or is concerned about behavior reported to them by their own child, it is most appropriate for the parent to direct their concern to the classroom teacher or any member of the administrative team.

Furthermore, it is wholly inappropriate for one parent to seek out another parent to discuss their child's inappropriate behavior. All behavior concerns should be brought to the classroom teacher or administrative team. At that point, the teacher or administrative team will address the concern with the other parent. Although you may be curious as to the outcome of such a discussion, teachers and/or other staff are strictly prohibited from discussing anything about another child with you. All children enrolled in our school have privacy rights and are further protected by our Confidentiality Policy. You may be assured that we will not discuss anything about your child with another parent or adult visiting the center. This policy also applies to all WNAP

employees who may have children, relatives, siblings, etc. enrolled in our program. This policy also applies to all employees who may have children, siblings, or other relatives enrolled in our program.

Smoking For the health of all our employees, children and associates, **smoking is prohibited anywhere on the school property**. Parents are prohibited from smoking in the building, on the grounds, and in the parking area of the school. Parents who are smoking in their cars must dispose of the cigarette prior to entering the parking area. We encourage adults to refrain from smoking in their car when children are present. Children exposed to secondhand smoke are more likely to become ill or suffer from respiratory infections.

Violations of Safety Policy Parents are always required to follow all safety procedures. These procedures are designed not as mere inconveniences, but to protect the welfare and the best interests of the employees, children and associates of WNAP. Please be particularly mindful when you enter the school. We all like to be polite. However, we need to be careful not to allow unauthorized individuals into the center. Holding the door open for the person following you may, in fact, be polite; however, that person may not be authorized to enter the premises. Security procedures are only as strong as the weakest person in our organizational chain. Be alert and mindful. Immediately report any breaches to Administration.

Confrontational Interactions with Employees, Other Parents or Associates of Welbourne While it is understood that parents will not always agree with the employees of WNAP or the parents of the other children, it is expected that all disagreements be handled in a calm and respectful manner. Confrontational interactions are not an appropriate means by which to communicate a point and are strictly prohibited.

Violations of the Confidentiality Policy We take very seriously the responsibility of maintaining the confidentiality of all persons associated with the agency. Parents must understand the implications of this responsibility. Parents need to recognize that the Confidentiality Policy not only applies to their child or family, but to all children, families and employees associated with WNAP. Any parent who shares any information considered to be confidential or pressures employees or other parents for information, which is not necessary for them to know, will be considered in violation of the Confidentiality Policy.

PARENT'S RIGHTS

Parents of a child in our care are entitled to immediate access, without prior notice, to their child whenever they are in care at Welbourne Nursery and Preschool. In cases where the child is the subject of a court order (e.g., Custody Order, Restraining Order, or Protection from Abuse

Order) WNAP **MUST** be provided with a copy of the most recent order and all amendments thereto. The orders of the court will be strictly followed.

In the absence of a court order on file with WNAP, *both* parents shall be afforded equal access to their child as stipulated by law. WNAP cannot, without a court order, limit the access of one parent by request of the other parent, regardless of the reason. If a situation presents itself where one parent does not want the other parent to have access to their child, WNAP suggests that the parent keep the child with them until a court order is issued, since our rights to retain your child are secondary to the other parent's right to immediate access. WNAP staff will contact the local police should a conflict arise.

Visitors are asked to sign-in at the front desk and are allowed in the childcare facility only at the discretion of the Director.

WNAP will dismiss any child whose parent is prohibited from entering upon agency property unless there is a court order related to custody. Due to the parents' right to immediate access policy, as well as state and federal regulations, WNAP cannot have a child at the school when the child's parent is prohibited access. WNAP will not agree to any request to maintain a child's enrollment even if the parent agrees to stay out of the center. Such an agreement is a violation of the law and will not be entertained.

EMERGENCY PROCEDURES

Evacuating Welbourne Grounds:

General Information

During evacuation of Welbourne, please consider the following:

- Everyone is instructed to WALK – DO NOT RUN.
- Classroom teachers/assistants will oversee their group.
- Personal belongings will remain in the building.
- Confidential office records and children's records should be secured, whenever possible.

Actions

Law enforcement or fire department officials will often direct the evacuation. In these cases, follow their directions. In the event of a bomb threat or other internal threat that requires evacuating the building, follow these directions:

1. Office staff will call 911. Office staff will notify the Gardens at DePugh that we are evacuating to their facility, if applicable. Office staff are expected to take the emergency

contact book (which should be kept in an easy to access location) and place a sign on the door.

2. Teachers/assistants must bring class roll sheets.
3. Office staff will assist in carrying children who are reluctant to walk.
4. The designated person in charge will make a sweep of the building and playground to check for children/staff and then bring up the rear of the group.
5. Other staff not scheduled in a class will help with crossing the street and guiding children.
6. Teachers will take roll as soon as they enter the Gardens at DePugh. Any student not accounted for should be reported immediately to the Assistant Director or Executive Director.

**The Gardens at DePugh Nursing Center
550 W Morse Blvd, Winter Park, FL 32789
407.644.6634**

**REMEMBER THAT THIS IS AN EMERGENCY.
OUR FIRST PRIORITY IS THE SAFETY AND SECURITY OF THE
CHILDREN AND ALL PRESENT.**

Alternative Evacuation Location

When Welbourne Nursery and Preschool is required to evacuate but cannot use the Gardens at DePugh Nursing Center, our alternative evacuation location will be the Winter Park Community Center. Please follow these directions:

1. Office Staff will call 911. Office staff will notify the office at the Community Center that we are evacuating to their location. The office will tell us which room we may use. Office staff are expected to take the Emergency Contact book (which should be kept in an easy to access location).
2. Teachers/assistants must bring class roll sheets.
3. Office staff will assist carrying children who are reluctant to walk.
4. The designated person in charge will make a sweep of the building and playground to check for children/staff and then bring up the rear of the group.
5. Other staff not scheduled in a class will help with crossing streets and guiding children.

6. Teachers/assistants will take roll as soon as they cross the street and again when they enter the room. Any student not accounted for should be reported immediately to a member of the administrative team.

Winter Park Community Center
721 W New England Ave, Winter Park, FL 32789
407.599.3275

Lockdown Drills Lockdown drills are necessary in order to ensure your child's safety. Lockdown drills occur on site at the school. During a lockdown drill, sponsors or other authorized persons on the pick-up list are not permitted to pick up or drop off the child until the lockdown drill is complete.

