



PARENT HANDBOOK

Parkland School

Revised 01/2025

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www.pineviewpreschools.com

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WELCOME

Dear Parents,

Welcome to Pineview Preschools!

We are delighted that you have chosen us to be part of your child's early education journey. Our school offers high-quality childcare and early childhood education in a nurturing, safe, and happy environment. In a world that can often feel impersonal, we are committed to providing a warm and supportive atmosphere for our students and families.

Below is your school Director's contact information:

Director: Ms. Carla M. Kelly
Email: ckelly@pineviewpreschools.com
Telephone: 954.688.9898

Thank you for choosing our schools and for allowing us to nurture your child.

Sincerely,

Pineview Preschools

MISSION

Pineview Preschools has a mission to provide innovative programs that help children, families, and staff work together to be their absolute best. We are committed to providing the highest quality childcare and early education. We strive to nurture each child's unique qualities and potential, support families through strong partnership and create an environment that encourages professionalism, growth, and diversity. We aspire to reach every child, while providing a positive nurturing environment.

PHILOSOPHY

At Pineview Preschools we believe that children learn best when they are in a happy and nurturing environment. Children are provided with age-appropriate, challenging and stimulating activities that promote growth and development. The learning environment encompasses a clean, healthy, and safe atmosphere with child-sized furniture and materials where children can explore, create, problem-solve, and succeed.

NON-DISCRIMINATION POLICY

Enrollment at our school is open to all children and families without discrimination based on race, color, creed, religion, national origin, gender, disability, or any other characteristic. We value and respect the cultural diversity of our students, families, and staff. We are dedicated to creating an inclusive environment that embraces every child.

PROGRAM

Our school offers infant, toddler, and preschool programs for children 8 weeks old to 5 years of age. Our staff provides a loving, warm, and safe environment where infants, toddlers and preschoolers are nurtured and cared for. Children are provided with challenging, age-appropriate activities to stimulate their growth and development.

LICENSING & ACCREDITATION

Pineview Preschools is licensed by Child Care Licensing as a Florida Gold Seal Quality school. Pineview Preschools is accredited by A.P.P.L.E. (Accredited Professional Preschool Learning Environment). A.P.P.L.E. accreditation raises the level of quality enabling Pineview Preschools to better serve our students and families.

STAFF QUALIFICATIONS

Our staff members are certified in early childhood education and development. Lead teachers have their Child Development Associate as a minimum requirement, or they must be working towards completion. Assistant teachers have a minimum of 45 hours of training from the Department of Children and Families or working towards completion. All employees have been cleared with a Level II Background Check. Staff are trained in CPR and first aid and complete in-service training and professional development each year.

ENROLLMENT & ORIENTATION

Families will receive a tour of the facility before the child's first day and must attend an orientation session.

The following items must be completed prior to the first day of school:

- Enrollment form including emergency contacts and medical information.
- Registration & Supply Fee Payment (non-refundable and non-transferable)
- Know Your Child Care Facility (signed form) & Influenza Virus, Guide to Parents brochure (signed form)
- Copy of Child's Birth Certificate
- Florida Health Examination Certificate (DH 3040 form valid for 2 years) & Florida Immunization Certificate (DH 680 form turned in upon enrollment and each time your child receives an immunization).
 - *We only accept children who are immunized to ensure the safety of students and faculty.*
 - *It is the parent's responsibility to ensure forms are current and complete.*

DAYS & HOURS OF OPERATIONS

We are open Monday through Friday from 7:00am to 6:00pm.

CURRICULUM

Our holistic approach to learning and curriculum reflects a method that encompasses hands-on learning promoting development of social and cognitive skills. Infants and Toddlers use the Creative Curriculum®. PreK3 and PreK4 use the ELLM (Early Literacy Learning Model) & STEAM (Science, Technology, Engineering, Art, and Mathematics) curriculums. These curriculums are intended to engage children in experiences that foster the development of the 21st century skills of literacy, critical thinking, collaboration, communication, and creativity. Through developmentally appropriate, hands-on activities, children develop these skills while simultaneously building the academic knowledge needed to be successful in kindergarten. Further, highlighting the connection between what they are learning and real life, children will apply a simplified engineering design cycle to solve problems related to the content they are learning.

Our program is designed to:

1. Provide opportunities for child-initiated, teacher-facilitated, hands-on active experiences in all curriculum areas.
2. Promote thinking skills, such as problem-solving, deciding, planning, preparing, performing, and evaluating.
3. Encourage children to respect all people and to work as a community.

Each classroom is designed and equipped with age-appropriate furniture and materials. Both toddler and preschool classrooms are composed of various learning centers including blocks, housekeeping, library, manipulative, science, and art. Preschool classrooms are equipped with Smart Boards and PreK4 students use computers as part of the STEAM Curriculum. Through play, children develop their social, emotional, cognitive, small, and large motor skills.

ENRICHMENT AFTERCARE PROGRAMS

We offer a variety of different enrichment programs for students enrolled in the aftercare program as these enrichment classes are held in the afternoon between 3:00-4:30pm. Enrichment classes are offered to children ages 2-5 (each class may vary) and those that are enrolled in aftercare only. Additional fees will apply.

SUMMER CAMP

We offer a summer camp program for both toddlers and preschoolers during June and July. Our camp provides fun, creative daily activities and experiences including sensory play, arts & crafts, science experiments, interactive shows, and much more. *A summer registration/ activity fee is applied in addition to the monthly tuition. Camp registration begins in March.

HOLIDAYS & SCHOOL CLOSURES

Our school is closed on the following holidays/ recess dates:

| | |
|--|--------------------------|
| Back to School Preparation (early August week) | President's Day |
| Labor Day Holiday | Good Friday |
| Columbus Day Holiday/ Professional Development Day for Staff | Spring Recess (one week) |
| Veteran's Day Holiday/ Parent-Teacher Conferences | Memorial Day |
| Thanksgiving Recess (Wednesday-Friday) | Summer Camp Preparation |
| Holiday Recess (two weeks in December / January) | Juneteenth |
| MLK Holiday/ Professional Development Day for Staff | Independence Day |

Please refer to the school year calendars for closure dates which are subject to change from year to year. *Tuition is not prorated for school closures.

EMERGENCY CLOSING & INCLEMENT WEATHER

Pineview Preschools will follow the direction of Dade County Public Schools regarding school closure in the event of inclement weather. The decision to close the school in an emergency, including situations where the safety of individuals may be at risk, is at the discretion of the Director. In the event of an emergency closing, parents will be notified of the closing by email, the Procure app, or phone call. Should the school need to close in the middle of the day, the school staff will attempt to reach the child's parents first to arrange for pick up. Should the staff be unable to reach the parents, the people listed on the emergency contact form will be called until pick-up arrangements can be made. Should the school need to close for an emergency, tuition will not be refunded or reduced for closures.

TUITION

Tuition fees cover your child's space in the classroom, which is defined by specific ratios. Since another child cannot occupy that spot during occasional absences, illness or vacations, tuition is not prorated or discounted. Tuition is not prorated or credited due to illness, vacations, school observed holidays, school closures, inclement weather, school closures due to imminent or unforeseeable acts of nature that may pose a threat of any kind or acts of God. Parents shall be notified of tuition and/or other fees increase thirty days in advance.

Please note: Students who register at the beginning of the school year in August must pay for the full month regardless of their start date. Tuition will not be pro-rated. Tuition does not include fees for extracurricular activities. Pineview offers a 10% discount for the sibling's tuition who is enrolled during the same school year. The discount will be only applied to the lesser tuition rate and not towards meals, aftercare, or enrichment program.

PAYMENTS

Tuition is to be paid in advance each month- due on the first day of each month with the exception to the first tuition payment in August which is due the first week of July. Parents are required to enroll in the Tuition Express/ACH program (automatic debit from your bank account) for tuition payments. Accounts will be billed and charged on the first business day of the month. If for any reason, tuition is not paid, a late fee charge of \$20 will be applied for EACH student. Children will not be allowed to attend school if tuition is overdue for more than 5 business days, until tuition and all late fees are paid in full. For any ACH/ payment returns, there will be a \$30 service fee (in addition to \$20 late fee) for EACH student and all ACH returns. Non-payment of tuition may result in immediate dismissal from the program. After multiple ACH returns, money orders may be the only form of payment accepted. Timely payments are essential for continued enrollment at Pineview Preschools.

FAMILY REFERRAL PROGRAM

Through our Family Referral Program, we show our appreciation to you- our wonderful and loyal parents- for showing us your trust when referring your neighbors, co-workers, friends, and family to Pineview! Our Parent Referral Policy rewards you with a tuition credit as a token of our appreciation!

- Upon referral and enrollment of referred student, both families must complete and sign referral form (available on parent portal)
- Referring family will receive a \$250 tuition credit once the referred student has completed two months of enrollment.
- If a family comes, referred by more than one Pineview family, the credit will be split accordingly.

**The Pineview Student Referral Program does not extend to the following: a.) Siblings of current students (parents enrolling their own children), b.) Any student who has already attended another Pineview Preschools' location and is returning to the school, *Referral fees are not transferrable to another family.*

WITHDRAWALS

Upon enrolling at Pineview, parents are making a financial commitment for the 10-month school year (August to May). Withdrawals must be communicated to the school in writing a full calendar month IN WRITING (i.e., notify on the 1st of the preceding month). Tuition will be charged until the child is formally withdrawn. If a child is withdrawn or terminated from the school for any reason and after tuition has been paid in advance, refunds will not be provided. Failure to provide proper notification of withdrawal will result in parents being obligated to pay a full month's tuition. If tuition and fees are not paid, the account will be sent to a collection agency.

Please note that withdrawing a child before the end of the school year (i.e., in April or May) will result in the student being unable to return for the following school year or any subsequent years, even if registration fees have been paid. The commitment for school year tuition is from August to May.

PROGRAM CHANGES

Students will not be permitted to change programs during the same school year. Program changes will only be considered based on availability. If your child is enrolled in a half day or full day program, they must remain in that program through the end of the school year.

TERMINATION OF ENROLLMENT

Pineview Preschools reserves the right to dismiss a child from our school at the school's sole discretion. Such a decision would be based on whether it is in the best interest of that child, the other children in the class, or the overall operation of the classroom and school. Dismissal and termination may be with or without prior notice, as determined by the school. If enrollment is terminated, registration fees and other fees are non-refundable. Any past due balances must be paid within 2 weeks of the dismissal. Any balance remaining thereafter will be referred to a collection agency.

Reasons for dismissal/ termination of enrollment may include, but are not limited to:

- Abuse of other children, staff or property by a child, parent, or family member.
- Behavior that interferes with the education process
- Violation of School's policies by a child or parent
- Disruptive or dangerous behavior by a child or parent
- Non-payment of tuition or other fees

SCHOOL'S RIGHT TO REFUSE ADMISSION

Pineview Preschools reserves the right to refuse admission to any child at any time with or without cause. Parents will not be reimbursed tuition for days when their child is refused admission to the program.

Possible reasons for the refusal of admission include, but are not limited to:

1. The need to maintain compliance with State Licensing Regulations
2. Staff deem the child is too ill to attend school.
3. Domestic situations that present a safety risk to the child, staff or other children enrolled at Pineview Preschools if the child were to be present at the center.
4. Parents' failure to maintain accurate, up to date records (i.e., immunization/health forms)
5. Parents' failure to complete and return required documentation in a timely fashion.
6. The center's inability to meet the child's developmental needs.
7. Unpaid balances for tuition or other fees

COURT ORDERS

In cases where an enrolled child is the subject of a court order (i.e., Custody order, restraining order, protection order) parents must provide the school with a Certified 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 Pineview Preschools administration, both parents shall be afforded equal access to their child as stipulated by law. Pineview Preschools 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, Pineview Preschools suggests that the parent keep the child with them until a court order is issued. If conflicting court orders are presented, the most recently dated court order will be followed. **Authorities will be contacted if there is a custodial dispute that occurs on school premises that cannot be handled.*

CONFIDENTIALITY & RECORDS

Within Pineview Preschools, confidential and sensitive information will only be shared with employees of Pineview Preschools who have a “need to know” to care for your child most appropriately and safely. Confidential and sensitive information about faculty, other parents and/or children will not be shared with parents, as Pineview Preschools strives to protect everyone’s right of privacy. Confidential information includes, but is not limited to names, addresses, phone numbers, disability information, and health related information of anyone associated with Pineview Preschools. Outside of Pineview Preschools, confidential and sensitive information about a student will only be shared when the parent of the child has given express written consent, except where otherwise provided by law. *Note: Student files are accessible also to staff and licensing/ accreditation personnel.*

SENSITIVE ISSUES

Please be sure to communicate any sensitive issue or special family circumstance to both the classroom teacher and office to document and ensure your child’s wellbeing. You will help us better understand your child’s behavior and energy level by clear communication. If your religious beliefs do not include a specific school practice or holiday celebration, please notify the office and classroom teacher.

THOSE FIRST DAYS

During the first few days of preschool, your child may experience what is called “**separation anxiety.**” Your child may cry and cling to you, begging you not to go. Leaving school at this time is one of the most difficult things you will have to do. Again, this is a “big step” for a child, and they need your help to get through it. Once this separation issue is dealt with, **your child will love preschool.** It helps to talk to parents whose children are already in the program. They have lived through this and can be of great support to you.

Even the hardest criers usually settle down a few minutes after parents leave. We ask that you not linger with your child waiting for them to stop crying. We also ask that you not promise prizes, toys or give bribes for them to “just calm down.” The feelings your child is expressing are appropriate and they should be allowed to have those feelings. You can reassure them that you will be back, and name who will pick them up later, tell them you know they will have a great, fun day, give them a BIG hug and kiss, tell them you love them and then leave. If you practice this same routine each day, your child will overcome their separation anxiety.

Parents on the other hand take a little more time to heal so, if you get home or to work and still need a little reassurance, **PLEASE CALL!** The staff will tell you how your child is doing and ease your mind. It is also possible for a child who shows no initial separation anxiety to develop these feelings several weeks or months into the year. Again, this is normal and by following the same routine at each drop-off you will help your child readjust and settle back into the drop-off routine.

ARRIVAL & SIGN-IN PROCEDURE

Upon arrival at Pineview:

- Arrival time is no later than 9am. Promptness is a habit that is encouraged.
- Please make sure your child is dressed in full uniform and in a dry diaper.
- If your child is absent or will arrive late, we ask that parents inform our office.
- Parent or the adult dropping the child off must scan QR code or enter personal code in the tablet located in the lobby/counter to 'sign-in' their child.
- Parents must drop off their child at the classroom door and the teacher will receive the child. Parents are not permitted inside the classroom unless there is a special event or scheduled activity.
- If your child arrives late, you will drop off your child in the office and staff members will escort your child to his/her classroom to avoid classroom interruptions.
- Students may not be dropped off later than 11:30am.
- Children must be supervised while on school grounds with their parents (including siblings or family that are not attending our school).
- Parents must not leave children/ siblings in vehicles unattended.
- Please DO NOT hold the door open for anyone, as that person may not be authorized to enter the premises.

Note: We cannot store infant carriers, car seats, or strollers at our facility as we have limited space.

DEPARTURE & SIGN-OUT PROCEDURE

Please always follow procedures when picking up your child:

- Parents or other authorized adults must scan QR code or enter personal code to 'sign out' their child out of care when picking up child.
- Parents are required to handle all business issues prior to signing out their child and are required to directly exit the building once they have signed their child out of care.
- When you pick up your child, we ask that you wait by the door while your teacher gathers your child's belongings and brings your child to the classroom door. Parents are not permitted inside the classroom.
- If you have other children with you (siblings) we ask that you always keep them at your side.
- Once a parent signs their child out, the parent is then solely responsible for supervising their child while on school premises. The parent may not allow a child to wander through the hallways, restrooms, or other classrooms and/or playground. Parents are not permitted on the playgrounds with children.
- Please do not share your security access with anyone including other family members.
- If someone other than an authorized person is picking up the child, the school must be notified in writing or email, otherwise, the child will not be released until written parental permission is granted. The person picking up the child must show valid photo identification. Any person picking up and signing out children must at least be 18 years of age.

PARENTAL RIGHT TO IMMEDIATE ACCESS TO CHILD

Parents will always have immediate access to their child. If a person appears to be intoxicated or otherwise impaired by drugs/alcohol at pick-up, the staff will contact local police and/or the other custodial parent. However, the parent's right to immediate access to the child does not permit the school from denying a custodial parent access to their child even if the parent is or appears to be impaired. However, Pineview Preschools' staff will delay the impaired parent if possible while contacting the other parent, the local police, and Child Protective Services.

LATE PICK-UP

- **12:00pm Dismissal:** We offer a grace period of 5 minutes from 12:00pm-12:05pm. After 12:05pm, a late fee of \$1.00 per minute will be applied. After 12:15pm, the late fee will increase to \$2.00 per minute/ per child.
- **3pm Dismissal:** We offer a grace period of 5 minutes from 3:00pm-3:05pm. After 3:05pm, a late fee of \$1.00 per minute will be applied. After 3:15pm, the late fee will increase to \$2.00 per minute/ per child.
- **6:00pm Closing:** We do not offer a grace period after 6:00pm. After 6:00pm, a late fee of \$1.00 per minute. After 6:10pm, the late fee will increase to \$2.00 per minute/ per child.

Note: All measurements of time are to be according to the tablet located in the lobby. Late fees will be applied to your child's billing ledger. If you are running late to pick up your child, please inform the office. **Repeated lateness in picking up your child may result in termination of enrollment.*

NO CELL PHONES PERMITTED

We request that parents do not use their cell phones when picking up or dropping off their child nor while your vehicle is in motion as our students' safety is our highest priority.

PARKING LOT/ EXTERIOR SPACES

During drop-off and pick-up times, parents should not remain in the parking lot talking while children are running and playing, as the parking lot gets busy. The parking lot and hallways are not playgrounds and children must be always supervised. Parents driving must use extreme caution when entering and leaving the parking lot to ensure children's safety. When parking, we ask that parents do not double-park or remain in the vehicle on their cell phone as there are other parents needing to park to drop off or pick up their children.

OPEN DOOR POLICY

Parents are welcome to visit our center at any time. However, we ask parents do not interrupt the classroom activities. The teacher's priority is supervising and interacting with the children. While we have an open-door policy, parents are not permitted to "hang out" on premises if they are not scheduled to attend an event or to volunteer in the classroom. This is for both safety and security and for consistency of the program.

COMMUNICATION & PROCARE APP

Effective parent/ teacher communication must take place on an ongoing basis for excellent care to be provided. To promote such communication, we use the following communication methods: ProCare parent engagement app, parent/teacher conferences, monthly calendar, etc. There is also a board designated for parents with resources and information in the lobby. To strengthen our communication and enrich parent interactions, we use the ProCare App. This app is a great tool to share photos of children, daily reports, important messages and more! On your child's first day, parents will receive an email with information on the app and instructions to get started! *Please note: Our teachers update the app as time allows as our priority is our students. Therefore, we ask for your patience if diaper changes, nap times, etc. are not updated in real time.*

PARENT INVOLVEMENT

We encourage parental involvement because we believe it is essential to build a strong partnership between our parents and teachers. Parents are invited to volunteer to read to the class, volunteering for special events such as career day, holiday parties, and participating in charitable events with the children. In addition, there will be two room parents assigned per classroom that will be assisting the teacher throughout the year with special events (sign-up sheets will be posted in August).

HOLIDAY CELEBRATIONS & SPECIAL EVENTS

Throughout the school year our teachers will plan holiday celebrations for their class. Although we cannot accommodate parents to all holiday celebrations due to parking constraints and scheduling, we invite parents/families to participate in special events as listed in the monthly calendars that will be sent by email and available on portal.

BIRTHDAYS

Birthday celebrations may be scheduled during afternoon snack time. Please coordinate the birthday celebration with your child's teacher at least one week's notice prior to the event. Parties are limited to snacks and refreshments. Due to allergies, all baked goods must be store bought and labeled to ensure ingredients are safe for all children.

GRADUATION

Only PreK4 students who will be entering Kindergarten the following school year will participate in our PreK4 graduation at the end of the school year. Parents will receive a letter with details about graduation in the spring including date, graduation fee, costume, etc. Graduating students will take Cap & Gown individual portraits at school.

PICTURES & VIDEO

Photographs and videos of classroom activities will be taken throughout the school year and may be published on our website, and in any advertisement the school may have. Any such Recordings may reveal your identity through the image itself without any compensation to you, your children, or wards. All Recordings taken of you, your children or wards shall be the sole property of Pineview Preschools. ***If you object to this use, please inform the office in writing.**

VIDEOS

Video viewing is not a regular occurrence at our school. However, videos may be shown on a special occasion. All videos must be approved by the administration before viewing and will be limited to age-appropriate programs.

CLEANING & DISINFECTING

At Pineview cleanliness is a big priority. Classrooms, restrooms, and shared areas are cleaned daily. Diaper changing tables are disinfected after each diaper change. Tables and toys are cleaned with soap and water and then disinfected with either a Hospital Grade Disinfectant solution or a bleach and water disinfectant solution.

PROGRAM EVALUATION/ SURVEYS

At the end of each school year, we will ask parents to complete an anonymous survey evaluating the center and our program. We encourage you to be honest and offer objective criticism on how we can improve the program and make Pineview Preschools an even more enjoyable place for your child.

EMPLOYEE EMPLOYMENT BY PARENTS & NON-FRATERNIZATION POLICY

The staff of Pineview Preschools is prohibited from being employed by a Pineview Parent/ Family. Employment refers to any relationship outside the school's services, which involves an employee of Pineview Preschools interacting with a Pineview Preschool's client (parent or child). The school reserves the right to terminate the employment of an employee who is employed by clients of Pineview Preschools. The school reserves the right to terminate services for families who employ Pineview Preschools staff. Such relationships include but are not limited to, baby-sitting, house-sitting, mother's helper, nanny services, and carpooling, or employment at a client owned/managed business regardless of whether those services are voluntary or paid. While parents are welcome to acknowledge their child's teachers during birthdays and holidays, employees must not accept "extra gifts" or engage in inappropriate relationships with any client of the school.

SOCIAL MEDIA & GROUP CHATS

Participation in social media and group chats should be done responsibly, keeping in mind that the content one posts can affect others and our school. By accessing, creating, or contributing to social media platforms, blogs, discussion forums such as school group chats regarding the school, you agree to abide by these guidelines:

1. Parents shall not post any negative information about the school on any form of social media/ school related group chats.
2. Parents shall not post any proprietary information belonging to Pineview Preschools
3. Parents shall not use school social media sites for any illegal activity, including violation of data privacy laws.
4. Parents shall not post or distribute any information that might be deemed personal about any student or staff member from Pineview Preschools including pictures of children where they can be identified and/or their names. [Children's Online Privacy Protection Act <http://www.coppa.org>]
5. Parents shall not share the personal information of other teachers, parents, or students, such as full names, addresses or phone numbers.
6. Parents shall not send nor accept "friend" requests from staff members of Pineview Preschools on social media to respect professional boundaries.

PARENT CODE OF CONDUCT

We require parents and families of enrolled children to behave in a consistent manner with decency, courtesy, and respect. Our goal is to provide a respectful and safe environment for our students, families, and staff. Parents who violate the Parent Code of Conduct will not be permitted on school property thereafter.

1. 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.
2. Threatening of Employees, Children, Other Parents or Adults Associated with Pineview Preschools: Threats of any kind will not be tolerated. All threats will be reported to the appropriate authorities and will be fully prosecuted by the law.
3. Physical/Verbal Punishment of Your Child or Other Children at Pineview Preschools: Pineview does not support nor condone corporal punishment or verbal abuse of children; such acts are not permitted.
4. Smoking (cigarettes, tobacco, or electronic cigarettes): Smoking is prohibited anywhere on school property or at any school-sponsored event off campus. Parents are prohibited from smoking in the building, on the grounds, and in the school's parking lot and must dispose of cigarettes before entering our parking lot.
5. Violations of the Safety Policy: Parents are required to follow all safety procedures that protect the welfare and best interest of employees, children, and associates of Pineview Preschools. Please be particularly mindful of Pineview Preschool's entrance procedures. Do not share your security access code or hold the door open for an individual that you do not recognize to be a fellow parent as that person may not be authorized to enter the premises. Immediately report any suspicious person(s) or activity to the Director.
6. Confrontational Interactions with Employees, Other Parents or Associates of Pineview Preschools: While it is understood that parents will not always agree with the employees of Pineview Preschools or the parents of other children, it is expected that all disagreements be handled in a calm and respectful manner. Confrontational interactions are prohibited.
7. Violations of the Confidentiality Policy including Social Media and Group Chats: Parents must recognize that the Confidentiality Policy not only applies to their child and family, but to all children, families and employees associated with Pineview Preschools. Any parent who shares any information considered to be confidential will be considered in violation of the Confidentiality Policy.
8. Parent Dress Code: In an effort to maintain a respectful and positive learning environment, parents are asked to use good judgment. Parents are required to wear shoes, shirts, and bottoms always while on school premises.

GUIDANCE POLICY & BEHAVIOR MANAGEMENT

Our guidance policy is not associated with food, drink, rest, or toileting and we do not tolerate physical punishment. Children will not be denied active play because of misbehavior. Children will not be subjected to discipline, which is severe, humiliating, or frightening. Corporal punishment is not permitted. Guidance will be appropriate, respectful, not tied to food or toileting and within appropriate developmental expectations. Teachers will redirect children and encourage children to find a solution to the problem within the appropriate developmental expectations of each child. This problem-solving approach helps develop social skills and become more aware of the impact of their actions on others. If the unacceptable behavior continues, services may be terminated.

BITING

Pineview Preschools recognizes that biting is a developmentally common behavior for children in infants through 2-year-old classrooms. Because younger children often lack language skills to express themselves appropriately, it is not unusual for them to bite another child out of frustration. Bites can occur on the arms, hands, faces, and backs. Parents with children in these classrooms should expect that their children may be bitten or bite another child. We understand that parents may become upset and concerned when a child is involved in a biting incident. We ask that you remember this is a developmentally common behavior, and that the staff is working to identify situations, which, provoke, or elicit this behavior so it can be prevented in the future. When a bite occurs, our staff will redirect the children to different activities in separate areas of the classroom. Parents of the child who is biting are expected to work with staff to identify methods and strategies to curb this behavior.

Children older than 3 years of age may occasionally be involved in a biting incident. For children in this age group who bite, the staff will use the guidance/discipline procedures outlined in the guidance section of this handbook, as well as observe the child to determine what provokes or elicits this inappropriate behavior.

Parents of both children involved in biting incidents will be notified by an incident/accident report during the day requiring a signature. Our staff is not permitted to discuss with either parent the identity of the other child involved in the incident. This information is considered confidential and cannot be disclosed. For the safety and wellbeing of all children, any child who bites multiple times during the same day may be required to be picked up for that day. **Services will be terminated for a child who has multiple biting incidents, show no improvement or parents are uncooperative.**

REFERRAL POLICY

As early childhood educators we are the first in line to see delays or any developmental issues. If it is determined that the child would benefit from a diagnostic evaluation, a referral may be made to community agencies for speech/language, physical, occupational, behavioral, family and/or mental health therapy. If applicable a referral may also be made to the following agencies: children birth to 3 years of age, Early Steps Program, and children 3 years of age and up, FDLRS. If the school is unable to adequately address the individual needs of a child, services may be terminated.

CHILDREN WITH EXCEPTIONAL NEEDS

In accordance with the American Disability Act, we are committed to providing reasonable accommodations for children with special needs. Effective communication with parents is essential to providing high-quality care. To ensure we are fully informed about the services your child is receiving outside of our facility, we kindly request a copy of their most recent IEP (Individualized Education Program). Should our school lack the necessary resources to accommodate a child with special needs, we will assist in referring the parents(s) to the appropriate community resource that can provide a suitable option for the child.

THERAPISTS

As part of Pineview Preschool's commitment to your child's healthy development, we partner with social emotional development experts and therapists. They work with our faculty and staff in professional training and mentorship to assist us in finding the best practice around enhancing your child's social emotional development and learning. They will also work with our parent community in the form of parenting education classes that will be offered throughout the school year. **Parents interested in individual therapy sessions for their child must schedule them off-campus.*

PROGRESS REPORTS & STUDENT PORTFOLIOS

At Pineview Preschools our goal is to help children reach their fullest potential emotionally, socially, and cognitively. As the school year progresses the teachers will be interacting with your child on a constant basis, providing opportunities to learn and grow. We believe that to get a true assessment of your child's abilities it is necessary to observe him or her in their natural play environment. As such, our teachers will complete two progress reports throughout the school year based on the observations made in the classroom setting. A portfolio for each child and collect samples of work. The purpose of the progress reports is to: 1) Find out how they are progressing, 2) help educators plan for the child's further learning and development, 3) provide feedback to educators on the effectiveness of the learning opportunities, environments and experiences offered, 4) inform parents about progress.

CLASS ASSIGNMENT & TRANSITION TO THE NEXT AGE GROUP

Student placements are done with a great deal of thought, and we develop appropriate class groupings, always with the student's best interest in mind. Your trust in this process is appreciated. We assure you that your children will have caring, nurturing, and trained teachers. Your affirmation of the teachers always speaks volumes about you, and we appreciate the support that you show us all. Students will remain in their classroom for the school year (August-May). However, if we feel a student or his/her peers would benefit from transitioning student to the next age group class or another classroom, it will be left to the discretion of the Director and the student's teacher. Students may only transition to another classroom if there is a vacant spot available in the class as we need to adhere to room capacity and ratios. *The school does not accept requests for classroom placements, and we reserve the right to re-assign children with or without cause at any time during the child's enrollment.

UNIFORMS & DRESS CODE

Students are required to follow our dress code and uniform guidelines as follows:

- **Girls:** School navy or green polo shirt with logo and school khaki skirt or school shorts with logo OR school navy polo dress with logo (navy blue leggings are permitted under polo dress).
- **Boys:** School navy or green polo shirt with school logo and school khaki shorts with logo.
- **Shoes/ Socks:** All children are required to wear socks and rubber-soled sneakers (Velcro only- no laces). Children are not permitted to wear open-toed shoes, and/or open backed shoes (no sandals, sneakers with wheels, Crocs, or heavy boots permitted).
- **Cold Weather:** Navy school sweater with school logo is required. Navy blue or khaki pants permitted.
- **Summer Camp:** School summer camp T-shirt with any shorts or bottoms.

*Every student must keep an extra set of uniform in their cubby as extra clothing for emergencies.

JEWELRY & HAIR ACCESSORIES

To ensure the safety of all students, children are not permitted to wear bracelets, necklaces, dangling earrings, hair beads, barrettes, bobby pins, etc. These accessories are safety hazards. When choosing accessories for your children, be mindful of the potential safety hazard, they present not only for your child but also for the other children. Pineview Preschools will not be responsible for lost, damaged, or stolen valuables.

TOYS FROM HOME

Due to the risk of damage, sharing issues, choking hazards, and loss, children are not permitted to bring in toys from home, unless specifically requested by the classroom teacher for use as part of the curriculum. We realize sometimes children do not want to let go of their favorite toys. However, this presents a problem when children bring toys into the class, creating disruption and tantrums.

FIREARMS & WEAPONS

NO firearms or weapons as defined in Section 790.001, F.S., shall be allowed within any building or upon any person located on the premises, excluding federal, state or Local Law enforcement officers.

SMOKING ON SCHOOL GROUNDS

Pursuant to Chapter 386, F.S., smoking is prohibited within the childcare facility and all outdoor areas. This includes tobacco & electric cigarettes. The same rule shall be followed at all school-sponsored events.

FIRE DRILLS & EMERGENCY PREPAREDNESS

Monthly fire drills and evacuation drills are conducted monthly to ensure that all students and staff are familiar with evacuation procedures. Parents, staff, and children will not be made aware of drill dates or times, as this is the most effective way to assess the effectiveness of fire and emergency/evacuation plans. When the alarm sounds, staff will escort the children out of the building to a designated, safe area. During a fire/emergency drill or real fire/emergency, parents may not sign children into or out of the program. Parents must wait until the drill is complete and children have returned to the building to sign their child into or out of the program.

-Emergency Meeting Place: In an emergency where children and staff must evacuate from school and away from premises, everyone is to meet at: Waterways Shoppes Fountain in center of shopping plaza

-Code System: **CODE ORANGE-** Fire **CODE RED-** Intruder **CODE YELLOW –** Storm/ Tornado

-Lock-Down & Drills: Lockdown is used when there is a perceived danger inside or outside of the building. During a lock-down drill, an administrator will announce on speaker “We are in Lockdown.” The teachers will close classroom doors, move children to a safe area in the classroom behind furniture, turn off lights and close window blinds. If children are outside during a lockdown drill, teachers will take the children to the nearest classroom or safest place. The Director will place a yellow card on the school entrance door with “LD” to inform parents who are arriving at school that the school is conducting a lock-down drill. After the lock-down drill has been completed, the director will email parents to inform them that there was a lock-down drill that day. *During a real emergency Lock Down, the director will place a red card with “L” to inform parents that the school is in Lock Down. If an immediate life-threatening situation exists, teachers and children will exit immediately to a place of safety if possible.*

SHAKEN BABY SYNDROME (SBS)

Shaken Baby Syndrome (SBS) is one of the most common injuries causing death by physical abuse to infants in Florida. SBS occurs when a frustrated parent or other caregiver loses control and shakes a young child, causing permanent brain damage or death. Crying is the most common reason someone shakes a baby. Everyone who cares for your baby must know they should never shake your baby.

SAFE SLEEP- SUDDEN INFANT DEATH (SIDS)

At Pineview we require our staff to adhere to safe sleep practices as required by the Department of Children & Families. Cribs should fit tightly around the mattress. Bumper pads, pillows, blankets, or toys will not be allowed in cribs. Infants are placed on their backs to sleep to reduce the risk of suffocation. Lastly, we request that infants use clothing designed to keep infants warm without the possibility of head covering or entrapment.

NAP/REST TIME

Rest is important for young preschool-age children. As such, we provide dedicated nap/rest time to ensure children receive the rest they need. During nap/rest time, our teachers will create a peaceful environment that is conducive for children to nap/rest by playing soothing music. Children will rest/ nap on comfortable and age-appropriate cots. If a child does not want to nap, then the teacher will provide a book or quiet activity for the child on their cot. Only linens purchased from school will be permitted. Comforters, blankets, pillows, or any linen brought from home will not be allowed. Linens will be sent home on Fridays for parents to wash and brought back on Monday morning. Please label your child's linens as they can be misplaced. The school will not be held responsible for any items that are lost. **If a child is disruptive during nap/rest, the school may change their schedule to a half-day program.*

CATERED MEAL PROGRAM

At Pineview Preschools, we offer an organic catered meal program. The program includes a morning snack, lunch and an afternoon snack following a nutritionally balanced diet, as recommended by the USDA Food Guidelines. If your child has a health or religious food restriction, please bring documentation from your child's physician and inform the Director in writing to notify the catering company. Food will only be served during scheduled mealtimes unless there is a special event. *You must enroll in the program prior to the beginning of the month and prepay the whole month.

MEALS/ FOOD BROUGHT FROM HOME

- The Department of Children and Families require us to ensure that daily meals are healthy and well-balanced. Therefore, please send nutritious foods and avoid junk food. We will not serve children candy or chocolate as part of their daily meals. **Special occasions such as birthdays are exceptions.*
- Meals brought from home must be packed in a labeled lunchbox with the student's full name, using labeled containers and accompanied by a cold pack or insulated container. *Parents must provide utensils.
- Only infants will have breast milk or food brought from home stored in refrigerator.
- Infants cannot be fed from glass jars. Teachers will transfer food to a disposable bowl provided by parents.
- Teachers are unable to reheat food brought from home.
- Foods containing peanuts/nuts (e.g., peanut butter, peanut butter crackers/cookies) are not permitted.
- Foods that may be choking hazards (hot dogs, grapes, marshmallows, gummies, etc.) must be pre-cut into non-hazardous sizes. Popcorn is not permitted due to choking hazard.

ALLERGIES

To ensure your child's safety, parents must complete the allergies section of the enrollment form, detailing any allergies, whether food-related or otherwise, upon enrollment or upon discovery of the allergy. Parents are also reminded not to provide food to other children to prevent potential allergic reactions. Any medication for treating allergic reactions must be provided in accordance with the Medication Policy.

PEANUT/ TREE NUT AWARE

At Pineview, we cultivate a "Peanut/ Tree Nut Aware," environment to ensure the safety and well-being of all children, particularly those with life-threatening peanut/tree nut allergies. To provide a secure and comfortable environment for these children, we request that parents refrain from sending any peanut/tree nut products, including foods manufactured in facilities containing nuts (e.g., peanut butter, peanut butter crackers/cookies or nut-containing foods). While we cannot guarantee a peanut/tree nut-free environment, we are committed to making every effort to minimize the risk. To accommodate children with allergies, all baked goods must be commercially prepared/store bought to ensure the safety of all children. The school reserves the right to return home any food containing peanut/tree nuts. Your cooperation in adhering to this policy is greatly appreciated to ensure the safety and well-being of our students.

SUNSCREEN & MOSQUITO REPELLENT

These must be applied at home prior to arriving at the school. *If your child has a documented allergy to insect bites and you would like us to reapply while at school, you must complete an authorization form in the office.*

PHYSICAL ACTIVITY REQUIREMENT

Students will participate each day in a variety of age-appropriate physical activities designed to achieve optimal health, wellness, gross-motor development, and fitness. Activities will take place both outdoors and indoors (typically 30 minutes in the morning and 30 minutes in the afternoon for extended day schedules). Children have water accessible to them throughout the day. **Infants will be provided with opportunities to play outside of cribs in addition to scheduled tummy time and outdoor time.*

DIAPERING

When a child's diaper or clothing becomes wet or soiled, it shall be changed while following diapering procedures posted by each diapering changing table. Gloves are to be changed for each diaper change and the changing table surface will be disinfected after each diaper change. Diaper change will be logged on to the ProCare App. **Parents must complete a medication authorization form for diaper rash creams or ointments.*

TOILET (POTTY) TRAINING

We begin toilet training at the age of two. To achieve potty training, parents must also continue daily potty training at home. Teachers view this period of growth as a normal and natural progression of independence. All efforts will be positively acknowledged with praise and encouragement. Once your child's teacher notifies you that she will begin potty training, please provide an adequate supply of clothing including underwear, shorts, shirts, and socks. **Children must be fully potty trained before entering a PreK3/K4 class.*

ACCIDENTS & INCIDENTS

Children are highly active throughout the day as they explore their environment and interact with each other. Therefore, incidents will occur from time to time. The staff will handle any non-emergency bumps or bruises. Staff will only be allowed to clean a wound with soap and water and apply ice when necessary.

Parents will be notified immediately in case of an accident requiring further medical assistance. If the parent cannot be reached, the person(s) named on the emergency contact list will be notified. It is your responsibility to make sure those contacts are current and accurate. If you cannot be reached within a reasonable time, we will call 911 to evaluate the condition of your child and transport them to the hospital if necessary. Parents are responsible for the cost of any medical or transportation costs. An incident report will be completed and the parent or person picking up the child is required to sign the report. Failure to sign and return an accident/incident report will result in your child's exclusion from the program until such time as the report is returned signed.

MEDICATION

Pineview Preschools will not administer medication to any child, nor shall medication be given for self-administration. **We will make reasonable accommodations for emergency care medications such as an EpiPen and medications for febrile seizures. Such medications require you to complete an authorization form in addition to a signed plan of action from your child's pediatrician.*

ILLNESS & COMMUNICABLE DISEASE

Parents are required to pick up an ill child within 45 minutes of notification by phone. If a parent is contacted and cannot pick up their child within 45 minutes, it is the parent's responsibility to arrange an alternative pick up with someone listed on the child's emergency contact form. If no one can be reached and depending on your child's illness/symptoms, we will call 911 to evaluate the condition of your child and transport them to the hospital as needed.

Children will not be permitted to attend school if they exhibit symptoms of any communicable disease. Children must present a doctor's note stating they are no longer contagious **AND** follow the WAIT period as listed on the illness chart to return to school. Families must follow the wait period even with a doctor's note to return to school. Pineview Preschools reserves the right to refuse to allow a child to return to school if the director or administrator deems the child to be too ill to participate in the program.

Children who have a fever (100.4 degrees Fahrenheit or more) or has vomited, must stay home from school for at least a full school day after the fever has subsided without the use of fever-reducing medication such as acetaminophen (Tylenol) or ibuprofen (Advil or Motril), or a full school day after the last episode of vomiting. Please notify our office of any contagious illness your child may have so that the school may alert other parents. Your child's name will not be shared.

ILLNESS SYMPTOM CHART

| Illness or Disease | Common Symptoms | Return to School? |
|---|---|--|
| Fever | Temperature of 100.4 degrees Fahrenheit or higher | Child must be kept home for at least a full school day after fever ceases, without anti-fever medication (NO EXCEPTIONS) |
| Common Cold, Croup, Ear Infection, Bronchiolitis, Bronchitis, Pneumonia, & Sinus Infections | Greenish mucus, coughing, sneezing, body aches, fever, other respiratory symptoms | Child must be symptom-free for readmittance. *Dr. Note required for readmittance. |
| Whooping Cough | Cold-like symptoms, persistent cough, vomiting after cough & difficulty breathing | After 5 days of appropriate antibiotic treatment *Dr. Note required for readmittance. |
| Pinkeye or Conjunctivitis | Pink or red in white of eyes & discharge or crusting around eyes. | No eye drainage present *Dr. Note required for readmittance. |
| Strep Throat | Sore throat, fever, swollen lymph nodes | After 24 hours without fever & without anti-fever medication *Dr. note required for readmittance. |
| Influenza (Flu) | Fever, cough, sore throat, fatigue, body/muscle aches | After 24 hours without fever & without anti-fever medication *Dr. note required for readmittance. |
| Respiratory Syncytial Virus (RSV) | Cold-like symptoms, fever, difficulty breathing | After 24 hours without fever & without anti-fever medication *Dr. note required for readmittance. |
| COVID-19 | Fever, chills, cough, shortness of breath, fatigue, body/muscle aches, headache, loss of taste or smell, sore throat, congestion, runny nose, nausea or vomiting, diarrhea. | Child must remain out of school for 5 full days after onset of symptoms *Must be symptom-free for readmittance and provide a Dr. note. |
| Viral Gastroenteritis (vomiting and/or diarrhea) Norovirus or Rotavirus | Vomiting, watery diarrhea & sometimes fever *Child will be sent home after 2 or more episodes in a school day | After 2 full school days without vomiting or diarrhea (NO EXCEPTIONS) *Dr. Note required for readmittance. |
| Skin Rash | Irritated or swollen skin- many rashes are itchy, red, painful, and irritated | Dr. Note required for re-admittance stating rash is not contagious. |
| Head Lice | Itching of scalp | Child must remain out of school for at least a full school day after lice treatment and must have no remaining lice on hair or scalp upon returning to school. |
| Hand, Foot, & Mouth Disease (Coxsackie virus) | Blister-like rash on mouth, hands, buttocks & feet | Until all sores and rash have vanished, and fever ceases*Dr. note required for readmittance. |

INFANTS 2 months-12 months:

Cribs:

- When napping or sleeping, young infants who are not capable of rolling over on their own shall be positioned on their back and on a firm surface to reduce the risk of Sudden Infant Death Syndrome (SIDS) unless a physician authorizes an alternate position in writing.
- Pillows, blankets, toys, and mobiles are not permitted inside cribs to avoid injuries to infants.
- Infants are not permitted to wear hooded sweaters or jackets while sleeping in their crib.
- Only linens purchased from the school are allowed.

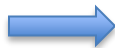
2. Feeding/ Bottles:

- For optimum digestion, breast milk and infant formula are served at body temperature.
- Parents must provide the number of bottles for each feeding the infant will drink in one day as we cannot wash nor sterilize bottles at our facility. Unused bottles will be returned to you at the end of the day to be taken home to wash.
- For infants drinking formula, parents must provide bottled water as well.
- Bottles are only heated in a bottle warmer. We do not use microwaves.
- Due to the extreme risk of choking, solid foods, including cereal, shall not be given in bottles or with infant feeders to children with normal eating abilities unless authorized by a physician in writing. Solid foods must not be fed to an infant younger than 4 months of age unless directed by a physician.
- Formula, baby food jars or meals cooked at home must be packed in a labeled bag with the student's full name and with labeled containers.
- Infants cannot be fed from glass jars. Teachers must transfer food to a disposable bowl provided by parents.
- Please provide appropriate utensils for infants eating solids.

3. Diaper Rash Cream: If you would like your child to use an over-the-counter diaper rash cream, you will need to complete an authorization form in the front office. Parents must provide diaper cream in a squeeze-type bottle.

Things your child will need on their first day:

- At least one box of disposable diapers
- At least one box of disposable diapers
- Wipes dispenser box
- Linens (purchased at school office)
- Three changes of clothes must be always in your child's cubby.
- Two or three bibs
- Baby food and formula. Please bring in a container with the correct scoops of formula for the day and water already poured in the baby bottles. Please bring an extra serving in addition to what you expect your child to eat in a day for any emergency.



IMPORTANT:

- Please label your child's personal belongings. Any item not labeled is likely to be lost or accidentally sent home with the wrong child.
- Large diaper bags are not permitted due to limited storage space.

Toddlers- One Year Old's:

Meals: Children are fed by their teacher and slowly encouraged to self-feed.

- Please provide 2 Sippy Cups (one for water and one for milk if participating in the catering program or you will provide milk). Label Sippy Cups with first and last names. Bottles and pacifiers are not permitted in the toddler one room.
- Meals brought from home must be packed in a labeled lunchbox with the student's full name using labeled containers, and accompanied by a cold pack or insulated container as meals brought from home are not refrigerated at school.
- Parents must provide utensils.
- Food cannot be reheated. We do not use microwaves.

Diaper Rash Cream: If you would like your child to use an over-the-counter diaper rash cream, you will need to complete an authorization form in the front office. Parents must provide diaper cream in a squeeze-type bottle.

Things your child will need on their first day:

- At least one box of disposable diapers
- Wipes dispenser box
- Individual pack of wipes
- Linens (purchased at school office)
- One-two extra sets of uniform wear must always be in your child's cubby.
- Two Labeled Sippy Cups (one for water and one for milk if child participates in meal program or you will provide milk)

Toddlers- Two Year Old's:

Meals: Children are encouraged to self-feed as part of their self-help skill development. Teachers will assist children as needed.

Bottles and pacifiers are not permitted in the toddler two class.

- Meals brought from home must be packed in a labeled lunchbox with the student's full name using labeled containers, and accompanied by a cold pack or insulated container as meals brought from home are not refrigerated at school.
- Parents must provide utensils.
- Food cannot be reheated. We do not use microwaves.

Diaper Rash Cream: If you would like your child to use an over-the-counter diaper rash cream, you will need to complete an authorization form in the front office. Parents must provide diaper cream in a squeeze-type bottle.

Things your child will need on their first day:

- At least one box of disposable diapers or Pull-ups if child is in potty training.
- Wipes dispenser box
- Individual pack of wipes
- Linens (purchased at school office)
- One extra set of uniform wear must be always in your child's cubby (if potty training, the teacher may request additional changes of clothing including shoes.)
- Labeled water bottle.

Preschoolers- 3-4 Year Old's:

Meals: brought from home must be packed in a labeled lunchbox with the student's full name using labeled containers, and accompanied by a cold pack or insulated container as meals brought from home are not refrigerated at school. Parents must provide utensils. Food cannot be reheated. We do not use microwaves.

Things your child will need on their first day:

- Linens (purchased at school office)
- One extra set of uniform wear must always be in your child's cubby.
- Labeled water bottle.

IMPORTANT:

- Only Velcro shoes, rubber sole sneakers (no laces) are permitted.
- Jewelry and backpacks are NOT permitted due to limited storage space.
- Label your child's personal belongings. Any item not labeled is likely to be lost or accidentally sent home with the wrong child.