

West End Academy Pre-School  
PARENT/GUARDIAN HANDBOOK



5311 McKamey Road  
Knoxville, Tennessee  
37921

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# POLICY STATEMENT

## Mission Statement

Our mission is to provide full-time child care for children ages 6 weeks to 5 years-of-age through educational activities that are age appropriate, carefully planned, and based on the Tennessee Early Learning Standards. We are founded and continue to grow in Christian principles and beliefs. We pledge to relate to each child with respect for the individual they are, develop a special relationship with each child, and provide a clean, bright, educational, and safe environment. We vow to constantly continue our personal growth and professional education in order to better serve the children and to have an honest and straightforward relationship with the parents and guardians.

## Services Offered

- Full-time child care for ages 6 weeks to 5 years of age
- After-school Program and Summer Camp Program
- Full day care for school-age children
- Breakfast, lunch, and an afternoon snack
- Daily reports for children age 2 and younger and weekly report for children age 3 and older.

## Admission

- Call to schedule a tour and an intake assessment.
- Each guardian will receive a copy of the Policy Statement, Summary of Licensing Requirements, Illness Policy, Our Goals, and an Emergency Management Plan Summary.
- **There is a nonrefundable \$60.00 registration fee that must be paid at the time of admission for each child.**
- A completed Application, A Certificate of Immunization, a completed Health History Checklist, a signed Guardian Agreement Form, Registration Fee, pro-rated material fee, and two week's payment\* **must be received before the first day of enrollment.**  
**\*Two weeks of tuition must be paid before the child is enrolled. This is to cover the first week of enrollment and the last week of enrollment.**

## Rates

Age	Weekly Fee	Yearly Supply Fee (Due in August)
Infant (6 weeks-12 months)	\$195	N/A
One-Year-Olds	\$170	\$50
Two-Year-Olds	\$165	\$50
Three-Year-Olds	\$155	\$125
Four-Year-Olds	\$150	\$125
Pre-K	\$155	\$125

\*Fees are based on classroom placement, not on child's physical age.

Program	Weekly Fee	Activity Fee
After-School Care	\$95	N/A
Full-Day Care (school age)	\$145 (\$29/day)	N/A
Summer Camp	\$145	TBA

- Tuition is due **EVERY FRIDAY MORNING** for following week.
- A \$5 **per day** late fee will be assessed for late payments (if payment is more than one week late your child may not return until arrangements have been made with the Director. There will be no guarantee your child's spot will remain open after 2 weeks of no remittance of payment.) This late fee will be assessed for all tuition that is not paid by Friday night.
- A \$2.00 fee is applied to all credit card payments.
- A \$25 fee is applied to all returned checks and payment will need to be made by money order or cash.
- A \$10.00 discount is applied for families with more than one child enrolled at West End Academy.
- After enrollment in our center for one consecutive year, you have one "free week" that you may use per calendar year. You may not redeem this week if your child is here for any part of that week. These may NOT be redeemed if account is not up-to-date.

- Tuition is still due and payable **EVERY FRIDAY** morning even if your child is absent for any part of or the entire week. This means that you are responsible for tuition when your child is absent regardless of the reason for this absence. The only exemption is by unenrollment with a two-week notice.
- If the school is closed for **more** than three days in a week due to holidays or inclement weather, you will only be responsible for ½ of your tuition. (If closed only for 1-3, days then there will be no change in tuition).
- A holding fee will be required to hold a spot more than two weeks.
- We require a two-week written notice before your child is withdrawn from our program. Without a notice, parties will be responsible for the cost of time remaining to meet two-weeks-notice after notice was given.
- If you withdraw your child, and you still owe a balance you will be responsible to pay all fees associated with the collection of your balance including but not limited to, court costs, late fees, and lawyer fees. Unpaid tuition is subject to reporting to the credit bureau.

## Operations

- We are open Monday through Friday from 7:00 AM to 6:00 PM.
- Your child may be dropped off from 7:00 AM – 9:30 AM. If your child will be dropped off after this time, you must call the office to inform us of what time your child will be dropped off.
- We also ask for notice if your child will be out. We base staff around the amount of children that will be present. We ask that you tell your child's teacher that they will be absent or call the office.
- A \$2.00 per minute fee will be charged for picking your child up after 6:00 pm. If this becomes a reoccurring issue, a meeting will be set up with the Director to discuss further action. Notice: Fees may increase for continued disregard to this issue.
- A \$10.00 fee per trip is applied to any after-school care child who is on our roster to be picked up at his/her school and is not present at school when our vans pick-up at the school. Parents must notify the school by **1:30 P.M.** if their child will not be picked up by our transportation.
- The doors are locked from 9:30 A.M. until 4:30 P.M. If you need to see or pick-up your child during this time, please come to the office, and we would be happy to let you in. This is solely for security reasons.
- We are closed on the following holidays:
  - o New Year's Day
  - o Martin Luther King, Jr. Day
  - o Presidents' Day
  - o Good Friday
  - o Memorial Day
  - o Independence Day
  - o In-service Day in August- will be announced at the beginning of June
  - o Labor Day
  - o Columbus Day
  - o Thanksgiving and the Friday after
  - o Christmas Eve and Christmas Day

If the holiday falls on a Saturday we will be closed the previous Friday. If the holiday falls on a Sunday we will be closed the following Monday.

## Goals

West End Academy recognizes and strives to provide for each child's individual needs to:

- Learn in a Christian environment
- Pursue his/her own innate desire to learn
- Acquire skills and knowledge that make for effective learning
- Broaden intellectual horizons through language arts, motor skills, socialization, cognitive, and self-help skills
- Have opportunities for developing all of his/her senses by touching, listening, talking, smelling and looking for him/herself
- Develop a good self-concept, self-confidence, and self-understanding
- Have opportunities and materials for creativity through art, music, and dance
- Have opportunities and materials for creative and dramatic play with his/her peers or by him/herself
- Strengthen his/her physical growth and development
- Be able to observe, investigate, seek information, and think critically
- Learn to live in harmony with others

## Discipline Policy

Corporal punishment is not practiced at West End Academy. “Sit and Watch” and/or “Time Out” are applied when developmentally appropriate and needed. We follow state regulations of one minute per age of the child when appropriate.

We consider physical harm to others, emotional harm to others, and physical harm to self (i.e. flagrant disregard to safety rules) to be offenses classified as “STRIKES”. After considerable communication with the parents/guardians regarding misbehavior, we may have to employ the “3 Strikes, You’re Out” (or dismissed from the program) policy for the protection of all those involved in our program, including the offending child. We will communicate with the parents/guardians when we need their support in deterring consistent and improper behavior and they will be informed formally of each “STRIKE” should they occur. Immediate expulsion will occur in the event of a Misdeed of Great Severity (i.e. setting fires, use of weapons, outrageous use of vulgarity, flagrant and offensive acts of disrespect, etc.) Expulsion of a child from our program is rare but possible.

## What to Bring

- All children should have a complete change of clothes available at all times (including socks and shoes).
- Children must wear comfortable clothes that **can get dirty**. They will be spending time outside each day (weather permitting).
- Children should be able to manipulate their own clothing to use the restroom (if potty-trained or training).
- Label all of your child’s belongings. West End Academy will not be responsible for lost items that are not properly labeled.
- **NO flip-flop style shoes are permitted**. Shoes must have backs. Shoes must be safe for running and climbing.
- Children are allowed to bring special objects that make them feel secure or safe but **do not allow your child to bring other toys or money to school unless it is a scheduled share day**.
- Diapers/pull-ups and wipes must be provided by the child’s parent/guardian. A tube of diaper cream can be kept at our facility to be used when needed.
- Parents/guardians must provide formula and/or baby food. Mark your child’s name on each item you bring. **We cannot use open jars of baby food**.
- If your child has special food restrictions, let us know and we will work with you as much as possible. If you feel that you must bring a lunch, we ask that you do not bring candy, “snack-type” foods, or dessert-type foods for lunch and follow our policy regarding nutritious meals.
- All medications will be administered by the Teacher, Director, or office personnel. Please provide written instructions from your Doctor for giving the medication. Consent forms must be completed for medicine to be administered. Never leave any type of medication in a back-pack or diaper bag.
- “Sippy-cup” style cups that do not spill must be used by children through 2 years of age. **Children older than 2 are NOT permitted to use “sippy-cup” style cups**. All cups must be labeled and sent home each day to be washed.
- A non-spill water cup must be provided for every child regardless of age that can be kept at our facility for the child to keep water in. For those 2 and older, this may not be the “sippy-cup” style.
- Crib sheets and blankets must be provided for children 5 years and under to be used during nap time. These items must be taken home on Fridays to be washed and returned on Monday.

## Emergency Management Plan Summary

- West End Academy is prepared for any emergency lasting up to 24 hours by storing food, water, diapers, medical supplies, medication, flashlights, radios, and extra batteries.
- We practice monthly fire, tornado, and active shooter drills in order that the children will know how to respond to emergencies.
- Evacuation diagrams are posted in each classroom.
- Emergency information for each child will be taken with the staff in the event of an evacuation for the purpose of contacting parents/guardians.
- Authorities will be notified as needed.
- Children’s files will be kept updated (with current phone numbers and emergency information).
- In the event of an emergency, parents/guardians will be notified by phone and/or posted signs as to where to reunite with their children.
- All staff will be trained in emergency procedures on or near hire dates. They will be made aware of the chain of command in the Director’s absence.
- At least one person is on property at all times with First Aid and CPR certification.
- An evacuation plan has been developed to include means of transportation and locations.

## Expectations

West End Academy will not discriminate against any child or family on the basis of race, ethnicity, national origin, religion, sex, sexual orientation, age, physical or mental ability. However, you child will be taught Christian principles while at our pre-school. Any applicant with a handicap or special need(s) will be evaluated to see if the program can meet the child's needs and it is felt the child will benefit from the program. This agency will make all efforts to reasonably provide a safe environment to all children enrolled in the program.

West End Academy requests the parental/guardianship plan for any child in foster care or of separated or divorced parents/guardians. Unless this paperwork is given, West End Academy will give equal rights to both parents to enroll/un-enroll the child in daycare, pick-up the child, add other authorized people to the pick-up list, edit the child's file, access the child's file, visit the child, and all other parental rights. It is required by law that a parenting order/plan be given to the child's daycare. West End Academy will not be held liable for actions taken unless the parenting order was provided.

Inappropriate behavior by a parent or guardian may result in the removal from the program. These actions include, but are not limited to: searching through confidential material, cursing in front of staff and/or children, yelling or acting belligerent in front of staff and/or children, speeding on campus (driving over **5 mph**), or acting in any inappropriate way as deemed by the Director.

West End Academy reserves the right to request the withdrawal of a child if one or more of the following conditions exist: 1) the child is not participating in or benefiting from the program; 2) there are no reasonable accommodations this agency can make to provide adequate or safe care for the child; 3) there are no reasonable accommodations this agency can make to provide adequate or safe care to the other children enrolled due to the needs of the child. (This statement is in regard to all children not regarding any handicap or special need).

The staff at West End Academy is trained in the detection of child abuse. We are required by law to report any reasonable suspicion of child abuse or neglect to the Tennessee Department of Human Services. This includes any suspicion of driving under the influence of drugs or alcohol with a child in your possession. A child may not be permitted to leave campus with an adult, including their legal guardian, if the adult is acting in a way that raises reasonable suspicion of being under the influence of drugs or alcohol.

Child Abuse Hotline 877-237-0004

## Security

West End Academy has security measures in place for fire, natural disaster, and suspicious person/active shooter. We vow to do our very best at recognizing, preventing, and handling these situations if they are to ever arise. Some security measures that are in place are listed below:

- The doors are locked to ensure an added protection against certain situations. This is not designed to keep you away from your child. You may access the area at any time by going through the office. (The hours as previously listed.)

- Our staff are trained to I.D. any adult that has not been previously identified and cleared for picking up a child. All individuals picking up children that your child's teacher has not seen before will be asked to show identification before picking up the child. Please do not be offended if we ask for I.D. This is for the security of your child and other children. Case workers, therapists, and others are also identified before having access to children in any area. Any worker, repair service, or other individual is accompanied by a background-checked worker in all areas where children are present.

- We do have certain rights under the School Security Act of 1981. These laws are listed below:

- Vehicles parked on school property by students or visitors are subject to search for drugs, drug paraphernalia, or dangerous weapons.

- Lockers and storage areas, containers, and packages brought into the school by students or visitors are subject search for drugs, drug paraphernalia, dangerous weapons or any property that is not properly in possession of the student.

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