



# Heritage Preschool

Student/Parent Handbook

\*Updated October 2024\*



6805 N 125<sup>th</sup> Ave  
Glendale, AZ 85307  
623.742.3956 ext. 132  
Director: Leti Sandez

# Table of Contents

<b>Mission Statement .....</b>	<b>3</b>
<b>Hours of Operation .....</b>	<b>3</b>
<b>Child Enrollment and Disenrollment Procedures .....</b>	<b>3</b>
<b>Charges, Fees, and Payment Requirements .....</b>	<b>4</b>
<b>Child Admission and Release Requirements .....</b>	<b>4</b>
Guidelines for a Smooth Drop-off.....	5
Clothing and Personal Belongings.....	5
Daily Schedule: .....	6
<b>Parent Notifications and Communication:b.....</b>	<b>7</b>
<b>Discipline Guidelines and Methods .....</b>	<b>7</b>
Heritage Preschool-Code of Conduct.....	7
Discipline .....	7
Strategies .....	8
Severe Behavior .....	8
<b>Transportation.....</b>	<b>9</b>
<b>Health &amp; Wellness .....</b>	<b>9</b>
<b>Emergency Plan/Procedures .....</b>	<b>11</b>
<b>Acknowledgement of Receipt.....</b>	<b>12</b>

*This handbook is intended to provide the parents and children of the Heritage Preschool program with the policies, procedures and code of conduct. Heritage Preschool is a full-day program open to all children 3-5 years old.*

## **Mission Statement**

At Heritage Preschool, we strive to create and maintain a nurturing and safe environment for both children and parents alike. Our goal is to create lifelong learners who are compassionate and responsible using developmentally appropriate activities that engage and interest each child.

## **Hours of Operation**

### **Preschool - Full Day**

Anytime from 7:00 a.m. to 6:00 p.m., Monday thru Friday

## **Child Enrollment and Disenrollment Procedures**

- Before any child will be enrolled into Heritage Preschool, he/she must have a completed registration form, emergency medical form, and a copy of current immunization records. A \$60 registration fee is required to hold the child's spot.
- To Disenroll your child, please put your request in writing at least 10 business days in advance to make us aware that he/she will not be attending anymore. However, the student's paperwork will be kept on file. No refunds will be issued to those students disenrolling for personal reasons. If a child is forced to disenroll for medical reasons a refund may be issued for any weeks the child has paid and will be unable to attend.

## Charges, Fees, and Payment Requirements

- A \$60 registration fee will apply to each child, \$75 for 2 or more children residing in the same household.
- Weekly Cost: \$170 which includes a daily afternoon snack (**breakfast, lunch and snack is provided**).
- Payments are due by Wednesday of the preceding week, or a \$10 late charge will be enforced.
- No refunds will be issued for sick or absent days.
- Children left after hours of operation will be charged **\$1 per minute, per child past closing**. The fee must be paid in cash the next day that your child attends. If we are unable to contact a parent or guardian within 30 minutes of the center's closure, we may notify the DCS (Department of Child Safety) or the police department.
- Rates are non-transferable.
- DES families will be responsible for getting the caseworker to contact the school for payment details.

## Child Admission and Release Requirements

Heritage Preschool serves all children ages 3-5 that are **potty trained (no exceptions)**. So that we may reap the benefits of a varied student body, we promote Heritage Preschool throughout our community and will admit students through an "open-enrollment" process. Parents/guardians are required to provide proof of immunizations and a birth certificate for each child enrolling. Additionally, parents/guardians must complete an enrollment form and the current emergency medical form.

- A daily attendance log including the date, arrival/departure time, and the child's first and last name will need to be signed for every child attending Heritage Preschool. The child's parent/guardian (or individual designated in writing on the emergency form) must sign the child in and out using at least their first initial and complete last name.
- Before releasing a child to an individual, each individual must present picture identification.
- Students are not allowed to sign themselves in/out.
- Once a child is enrolled in Preschool, all parents/guardians are responsible for reading and understanding the contents of this handbook and for meeting its requirements. Heritage Preschool reserves the right to suspend/expel students due to disciplinary reasons (please refer to the discipline guidelines and methods).

- Parents/guardians will sign their children in and out at the Preschool desk. However, for safety reasons parents/guardians will be asked to pick their child up from the class. It is hereby known that a parent has full access to any areas on the facility premises where the enrolled child is receiving his/her child care services. Heritage Preschool maintains an open door policy.
- Parents/guardians are asked to call the Preschool if your child will not be in attendance that day.
- If circumstances cause you to withdraw your child, you must submit a written notice of your exit date to the office two weeks prior to your child's last day of care. If we are not notified in writing, we will continue to bill your account for two weeks.

## Guidelines for a Smooth Drop-off

When you arrive at the center, plan to spend a few minutes with your child. Seek out a familiar adult or favorite activity. A teacher will be there to greet you, especially if you and your child are new to the center. Sometimes children need to share this time with parents before they can try it on their own. Interestingly, in most cases when children sense their parents' willingness to spend some time with them, they feel comfortable enough to move out on their own. However, when they think parents are anxious to leave, children sometimes feel they have to cling all the more. When you leave, be sure to say goodbye, then follow through and leave. Continually returning makes it more difficult for the child and parent to separate.

When you leave, your child may cry which is known as separation distress, but it is important to know that it is part of the normal developmental process. The duration and intensity of a child's distress depends largely on the child's personality and temperament. It also depends on the way teachers and parents handle the anxiety when parents leave. Many children may show this kind of behavior initially, especially if this is their first experience away from home. As they become familiar with the teachers, classroom, and peers this will taper off. If you are experiencing difficulties in this area, please let one of the teachers know.

## Clothing and Personal Belongings

We are always doing many fun and messy activities every day, so please make sure that clothing is appropriate; we don't want to ruin anything that is special to you or your child. We must have at least one complete outfit (including underwear and socks) for your child here at school. Children grow so fast, so it is important to check the fit and weather appropriateness of these extra clothes from time to time. **Always label everything with your child's name.**

## Daily Schedule

(Subject to change)

7:00 a.m.	Drop off / Free play
8:00 a.m.	Bathroom Time / Wash up / Breakfast
8:15 a.m.	Circle Time / Music / Movement
9:15 a.m.	Math / Numbers
10:15 a.m.	Bathroom / Wash up / Lunch
11:00 a.m.	Outside Play
11:30 a.m.	Bathroom / Wash up / Story Time
11:55 a.m.	Specials
12:30 p.m.	Nap / Rest Time
2:00 p.m.	Wake up / Wash up / Bathroom
2:15 p.m.	Quiet Activities / Centers
3:15 p.m.	Afternoon (PM) Snack
3:30 p.m.	Story Time / Circle time
4:00 p.m.	Math/ Numbers
4:30 p.m.	Bathroom / Wash up
5:30 p.m.	Sensory Activities / Outdoor & Indoor play
5:45 p.m.	Free Play – Getting ready to go home.
6:00 p.m.	Close / Pickup

Weekly lesson plans will be posted for all parents and children to see. Activities will be developmentally appropriate and will focus on helping the child grow and learn.

## **Parent Notifications and Communication:**

- The parent bulletin boards contain items pertaining to fundraisers, conferences, parent involvement, and other items that we feel may be of interest to you.
- Parent-teacher conferences are held at least once a year in, but can also be requested and set up with the teacher/director for an additional time.
- Parent involvement at the center is one of the most important components. If you wish to volunteer your time please talk to the director.

## **Discipline Guidelines and Methods**

At Heritage Preschool, our primary objective is to provide a safe and nurturing atmosphere for your child to grow and learn. We believe that in order for your child to meet the challenges that he or she will face in our society, the development of self-discipline and individual responsibility is essential. It is important that parents, Preschool staff, and the children work together to maintain a positive atmosphere. The rules and discipline procedures at Heritage Preschool have been established for the protection of the children. We believe that you, as parents, are the most important people in your child's life; the staff needs your support in promoting acceptable behavior.

### **Heritage Preschool-Code of Conduct**

Heritage Preschool staff model and encourage the A.C.T. behavior standards.

Are Respectful and Trustworthy

Care About Others

Take Responsibility

### **Discipline**

Children are taught the importance of being a friend and treating others with care and respect. It is our belief that the goal of discipline is to help young children gain inner self-control so they become aware of what is acceptable behavior. If unacceptable behavior is displayed, we explain why the behavior is inappropriate. If the behavior continues, the child will be directed to another activity. A child continuing to have difficulty will be removed from the activity for a short period of time in order to regain his/her self-control. The general rule for time away from the activity is one minute per year of age, up to three minutes maximum. Time away is used as a skill building tool, not punishment.

## **Strategies**

A variety of strategies are used to help guide a child's behavior. A strategy will be effective in some situations and with some children, but may not be effective at another time or with another child. Each child and situation is different, so different strategies may be used. The following strategies will be used to promote positive interactions among children and adults in this facility:

- We set clear and consistent limits by explaining what is expected of each child. We speak slowly and clearly using a calm, friendly voice.
- We reinforce appropriate behavior with both words and gestures. It is important to acknowledge positive behavior.
- We redirect or divert children when appropriate. This means sometimes having the children redirected to another activity or area.
- We encourage children to verbalize their feelings and their needs at all times.
- We provide children with appropriate choices for their behavior. This gives them the opportunity to make decisions.
- We take every opportunity to model appropriate behavior.
- We never use corporal punishment (spanking, hitting, shaking, or deprivation of meals or snacks) as a form of punishment in this facility.

## **Severe Behavior**

Young children can present challenging behavior as they learn to interact appropriately in the educational setting. We are committed to using positive guidance strategies when teaching young children how to manage their own behavior. Developmentally appropriate guidance and classroom management promotes positive social skills, fosters mutual respect, strengthens self-esteem, and supports a safe environment. However, at times some children will exhibit severe behaviors that cannot be managed within the classroom setting.

Severe behavior is defined as:

- Danger to self or others (examples include but are not limited to: head banging, biting that breaks the skin, hitting, hair pulling, using objects to inflict bodily harm, etc.)



- Disruptive behavior that creates chronic interference to classroom activities (examples include but are not limited to: tantrums, screaming, foul language, severe or chronic non-compliance or defiance.)

The parents will need to meet with the teacher and/or the director to discuss the situation and appropriate measures which may include but are not limited to time out of the class, being sent home for the day, suspension or disenrollment.

## Transportation

Please check with the Director for specific/current availability.  
Parents may be requested to join a field trip event.

## Health & Wellness

### Sick Child Policy

For the safety and health of all our children and teachers, sick children need to be at home. Please do not send your child to school if s/he has had any of the following described conditions during the previous 24 hours. Also be advised, if your child exhibits any of the following signs while at school, s/he will be isolated immediately and you will be contacted to come pick up your child. When you have been contacted because of illness, please pick up your child within the hour. It is very important that you have alternative care for your child when s/he is sick. We know it can be a very frustrating time when a child is sent home because of illness.

**No tuition adjustment will be made for absences due to illness.**

Please keep your child at home if any of these symptoms are present:

- Diarrhea (2 or more loose stools)
- Difficulty or rapid breathing
- Asthma or severe upper respiratory infection, unless parent provides evidence that child is under physician's care
- Vomited within last 24 hours
- Yellowish skin or eyes
- A temperature of 100.0 degrees Fahrenheit or higher and/or has had a fever during the previous 24 hours
- Mucus with green or yellow color, unless child has been on antibiotic therapy for 24 hours
- Undiagnosed rash
- Sore throat
- Severe cough

- Chicken pox, pertussis, measles, mumps, rubella, impetigo, diphtheria or herpes simplex
- Untreated scabies, tinea corporis or capitis (ringworm)
- An ear infection, unless provided notification that child is under physician's care
- Untreated head lice
- Pinkeye

### **Injuries**

The staff makes every effort to ensure the safety of your child. Unfortunately, accidents do occur. As a partner in the care of your child, we realize that you will want to be aware of your child's injuries or illnesses that occur at the center. In order to keep you informed, we will provide you with an Accident and/or Incident Report for each occurrence. In case of a serious injury, we will make every attempt to contact you for instructions. If we cannot reach you, we will call the person you have indicated on the emergency card to make medical emergency decisions about your child. Please keep all these numbers updated.

Your signed emergency medical release will also assist us in obtaining prompt medical attention. A staff member will stay with your child until your arrival. Staff will not administer medical treatment, other than emergency first aid. Staff will be provided with CPR and First Aid Training.

### **Medications**

- Any prescription medications that must be taken at school must have written authorization from both the physician and parent/guardian and must be prescribed to be taken during school hours.
- Medication must be in the original prescription bottle labeled by the pharmacy.
- All medication must be brought to the school and picked up by a parent/guardian.
- Heritage Preschool does not have a registered nurse in employment, therefore the teachers/director can only perform miniscule health services.
- No over the counter medications will be administered at school.

## **Emergency Plan/Procedures**

Emergencies of many types can and do take place in a school setting. In the Preschool our staff is trained in CPR and first aid. In cases of an emergency, 911 will be called. Heritage Preschool has an emergency preparedness plan. This plan can be viewed at the front office, and a copy is kept in every classroom. In the case of a school-wide emergency, all students would be gathered in a safe place for parents to immediately pick up.

Notice - A copy of all facility inspection reports are available for public viewing. These reports include but are not limited to: the current fire inspection and certificate of liability insurance.

### **Pesticide Warning**

Occasionally Heritage Elementary will conduct an all school Pesticide spraying. All efforts are made to have any necessary pesticide sprayings take place when Preschool is not in session (ie. Holidays). However, in the event that a spraying is going to take place, Preschool will let all parents know at least 48 hours in advance.

### **Non-Smoking Policy**

This is a non-smoking facility. No smoking is permitted on school grounds at any time.

### **Confidentiality**

Please rest assured that information and any matters concerning your child will be kept confidential.

Arizona state law requires all staff on campus to report suspicious activity regarding child abuse/neglect within 24 hours to Child Protective Services. Heritage Preschool does not condone, hide or tolerate any type of abuse regarding a child and strictly follows Arizona State Law ARS 13-3620.

Heritage Preschool is regulated by:  
Arizona Department of Health Services  
150 North 18th Avenue  
Phoenix, Arizona 85007  
(602) 542-1025

Thank you for taking the time to read through the handbook. Hopefully, it answered any questions you may have about our program. Please do not hesitate to contact us at 623-742-3956 x 132



## **Acknowledgement of Receipt**

I \_\_\_\_\_, parent/guardian of  
\_\_\_\_\_, have received a copy of the Heritage Preschool  
Handbook.

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