



Alphabet Academy was established in 1998. Our facilities are without question the best in the area. In addition to traditional care, we provide the children with a unique experience in childcare. Our mission is to provide a nurturing environment that serves endless opportunities for the children to express their imagination in our many themed classrooms. We now proudly occupy 4 locations in the East Passyunk area. Being a multi-site facility, we are able to provide you and your child with the type of childcare setting you feel most comfortable with.

Hours of Operation

Alphabet Academy is open 7:00am-6:00pm Monday through Friday.

Drop off is between 7:00-10:00am. Without a written doctor's note, no child will be admitted in after 10:00. Pick-up is any time of your choosing.

Late Fee:

\$1.00 per MINUTE after 6:00pm pickup

Classrooms

Open design classrooms for students to explore:

Infants- ages 3-12 months

Young Toddlers- ages 13-23 months

Older Toddlers- ages 24-36 months

Preschool-PreK- ages 3-5 years

Infant and Toddler classrooms are available at Alphabet Station, 1510 East Passyunk, Alphabet Treehouse, 1508 East Passyunk and Alphabet Garden, 1340 South 13th Street. Preschool and Pre-K classrooms are available at both Alphabet Aquarium, 1720 East Passyunk, and Alphabet Treehouse, 1506 East Passyunk.

PROGRAM CURRICULUM

Our philosophy at Alphabet Academy is "Children learn through play." We follow the educational guidelines set forth by the PA Standards for Early Childhood Education while fostering respect for the environment. To accomplish this, we will introduce environmental education in a way that engages their creativity and natural curiosity. Lessons will consist of hands-on activities promoting understanding of the world. Our curriculum will be open-ended, with the focus more on the process and less on the product.

Our program is designed to enhance a child's:

- **Social-Emotional Development**
- **Physical Development**
- **Cognitive Development**
- **Language Development**

HOME & SCHOOL PARTNERSHIP

We believe in the value of a strong relationship between home and school. It is important that we work as a team to build this relationship with each of our students' families. There are several ways in which this is accomplished.

- The Directors are hands-on administrators who are always immediately available to families.
 - Area Director:
 - Amanda Fischer 215-595-2250, 215-551-6450, afischer@alphabetacademy.com
 - Directors: Allison Juliano (Garden), Melissa Pomarico (Station), Janae Phillips (Aquarium), Brittany Vernacchio(Treehouse)
- Each student will receive a Daily Report containing information on their day, including feedings and meals, diapering and potty, naps, activities and reminders. Communication through the BP Connect App.
- Monthly Information
 - Each student will receive a Monthly Calendar, which will show specific curriculum activities the class will participate in.
 - Each student will also receive a Monthly Newsletter, which will highlight special happenings and reminders throughout the month. This includes student birthdays, holiday parties and activities, field trips, reminders and closures.
- Meetings and Conferences are always available with administrators or Teachers upon request. Please do not hesitate to reach out with any and all concerns and feedback.

HEALTH, SAFETY AND EMERGENCY PROCEDURES

ILLNESS OR INJURY:

If a child becomes ill or injured while in our care, a parent will be notified immediately. At that time, it will be determined what steps should be taken to ensure the health and welfare of your child and the other children in the center. No child will be admitted to school if the child has any symptoms listed on the GUIDELINE FOR EXCLUSION OF AN ILL CHILD. All illness and injuries will be documented with written incident reports.

GUIDELINE FOR EXCLUSION OF AN ILL CHILD

THE FOLLOWING GUIDELINES ARE RECOMMENDED BY THE AMERICAN ACADEMY OF PEDIATRICS. THESE GUIDELINES ARE THE POLICY OF ALPHABET GARDEN. PARENTS AND GUARDIANS MUST COMPLY WITH THIS POLICY. IF YOUR CHILD DEVELOPS ANY OF THE ILLNESSES OR SYMPTOMS LISTED BELOW, THE ILL CHILD MUST BE PICKED UP FROM OUR FACILITY IMMEDIATELY. THE CHILD MUST BE SEEN BY A PHYSICIAN. THE PHYSICIAN MUST PROVIDE A SIGNED NOTE STATING THE ILLNESS AND DATE THE CHILD IS NO LONGER CONTAGIOUS. THIS RETURN DATE MUST BE CONSISTENT WITH OUR POLICIES CONCERNING EXCLUSION OF AN ILL CHILD.

A CHILD SHALL BE EXCLUDED FROM A CHILD CARE SETTING (ALPHABET ACADEMY) WHEN ONE OR MORE OF THE FOLLOWING SYMPTOMS OR ILLNESS EXISTS:

- Illness prevents the child from participating comfortably in activities.
- Illness results in a need for care that is greater than the staff can provide without compromising the health and safety of other children.
- Illness poses a risk of the spread of disease to others.
- Child appears to be severely ill.
- FEVER: temperature 100.3 F
- DIARRHEA: defined by 3 or more watery stools or blood in stools
- VOMITING: 2 or more times in 24 hours
- ABDOMINAL PAIN: that continues for more than two hours.
- MOUTH SORES
- ANY UNDETERMINED RASH
- PINK EYE: red or pink whites of the eye with eye mucus drainage and/ or matted eyelids after sleep, eye pain, redness of eyelids. Exclusion until 24 hours after treatment started.
- TUBERCULOSIS: until local health department states child may return
- IMPETIGO: until 24 hours after treatment started
- STREP THROAT: until 24 hours after treatment started and fever-free for 24 hours.

- HEAD LICE: until 24 hours after first treatment. There must be no nits or lice present on hair or scalp
- SCABIES: until 24 hours after treatment started
- CHICKEN POX: until all lesions have dried or crusted, usually 6 days after onset of rash
- PERTUSSIS: until 5 days of appropriate antibiotic treatment
- RINGWORM: until 24 hours after treatment started
- MUMPS: until 9 days after onset of parotid gland swelling
- HEPATITIS: until health department states child may return
- Any child determined by the health department to be contributing to the transmission of illness during an outbreak.
- See COVID Policies

HEALTH ASSESSMENT

A full physical exam, including immunizations, is required for every student. Parents will have 30 days from a child's start date to provide the well-visit health report. Children under the age of 24 months need a new report every SIX months. Children 25 months and older need a new report ONCE per year. Report must include all immunizations, as recommended by the CDC schedule, signature of the physician and date of the exam. NO CHILD WILL BE ACCEPTED WITHOUT THE PROPER MEDICAL FORMS.

MEDICATIONS

If a child requires medication while in care, we require parental consent. Must be in the original container both prescription and non. Your child's name must appear on the label of any prescription medication. The medication log must be completed each day by the parent. If the log is not completed, no medication will be administered. NO EXCEPTIONS!

ALLERGIES

Please notify your child's teacher of any food and non-food allergies. If your child has any medication for allergic reactions, we need an action plan from the child's physician. All medication is stored in out-of-reach cabinets with the classroom's First Aid kits. Allergy bulletins will be posted in each the child's classroom to alert all staff to the proper protocol.

EMERGENCY PREPAREDNESS

All staff are Infant, Child and Adult CPR, First Aid and Fire Safety Trained. Alphabet Garden has an Emergency Plan, Evacuation Procedures and Shelter in Place plans, all in accordance with guidelines from the Phila. Fire Dept, FEMA, and the Phila Health Dept. Copies of these plans are posted at the entrance of our center. Every member of our staff is a Mandated Child Abuse Reporter.

SCHEDULE AND ACTIVITIES

Below is a Sample Daily Schedule Classes will follow:

7:00am	Free Play
8:00am	Structure Play
8:30am	Sensory Activity
9:00am	Yoga
9:30am	Story Time
10:00am	Snack
10:30am	Circle Time
11:00am	Table Activity
11:30 am	Story Time
12:00pm	Lunch
12:30pm	Nap Time
2:30pm	Snack
3:00pm	Music & Movement
3:30pm	Outdoor play*** interchanged class-to-class, day-to-day
4:00pm	Dramatic Play
4:30pm	Story Time
5:00pm	Free Play

Please note: Outdoor play will be interchanged with other activities to allow each class to alternate use of the outdoor play areas.

MEALS AND SNACKS

BOTTLES

Infant Parents are required to provide the total number of FILLED and PREPARED bottles your child will require each day. Staff will refrigerate and warm bottles as necessary. No bottles may be stored overnight for health precautions.

BREAKFAST

Must be provided by the parent. All breakfast must be served before 8:30am. We provide organic 2% milk daily. If your child arrives after 8:30, you should feed your child at home. Children arriving with breakfast after 8:30am will be given the food at a morning snack.

SNACKS

We provide 2 snacks per day for students eating table food. The morning snack is at 10am and the afternoon snack is at 3pm. We supply purified water as needed with each meal. Parents are welcome to send snacks if they wish.

LUNCH

Must be provided by parents. Any foods that require heating must be in a labeled microwavable container. All heatable lunches must take no more than 1-2 minutes to heat. No cans, dried soups, or frozen foods will be accepted. Please send heatable lunches only 2-3 times per week to keep the volume down. All food is labeled and refrigerated immediately upon arrival.

NECESSITIES

PARENTS MUST PROVIDE (age appropriate)

- A daily schedule (infant under 12 months)
- Diapers, wipes, diaper creams
- FILLED bottles
- Breakfast and Lunch
- 2-3 extra changes of clothing
- Pacifiers and sippy cups
- Bibs
- Sleeping bags (12 months and older)

Please make sure all belongings are CLEARLY LABELED.

TOYS

Please do not send toys or personal items to school. We cannot be responsible for these items. Your child can bring ONE inexpensive, labeled item to school every Friday for Show-and-Tell. Please no small pieces, large items, and NEVER any weapons of any kind.

ARRIVAL AND PICKUP

DROP OFF

When dropping off your child, you must bring the child into the classroom and let the staff know your child has arrived. Please put away coats, bags and other belongings in your child's locker or where otherwise instructed. Bring your child to his or her classroom. Please let your child know that you will return and leave quickly, as to allow them to adjust and join the class with minimal disruption.

PICK-UP

Once you enter the building your child is your responsibility. Putting on coats, collecting belongings, etc, are the parent's responsibility. Please refrain from using your cell phones. We require you always sign the sign-out sheets, including your departure time. YOU MUST LEGALLY PARK YOUR CAR BEFORE ENTERING THE BUILDING. Admittance will be denied if you are blocking traffic.

CHILD RELEASE

No child will be released to anyone other than the parents without written or direct instructions from the parent. All designated pickup persons must be listed on your child Emergency Contact form. No child will be released without photo ID from a pickup person. In the event of a custody dispute, written court orders are required for your child's records. We are legally required to follow all court orders.

TUITION AND FEES

TUITION

Tuition payments are due every Monday for the current week. Tuition is continuous throughout the school year. No refunds or allowances for illness, vacations, holidays, or emergency closings

exist. If you decide to withdraw your child from our program, you must give 30 DAYS notice in order to receive your deposit back. Your child will not be accepted into school if payments are more than one week behind. You are welcome to pay tuition monthly if you choose. Please notify your center's Director.

Registration fee: (one-time, non-refundable) \$125.00

Deposit: 1-week tuition (held and credited towards last week of attendance)

Alphabet Treehouse & Garden Tuition	Weekly Rate
Infants 3-14 MONTHS	\$445.00
Toddlers 15-24 MONTHS	\$425.00
Toddlers 25-36 MONTHS	\$385.00
Preschool 3-5 YEARS (Treehouse Only)	\$365.00
Alphabet Station & Aquarium Tuition	Weekly Rate
Infants 3-14 MONTHS (Station Only)	\$375.00
Toddlers 15-24 MONTHS	\$355.00
Toddlers 25-36 MONTHS	\$335.00
Preschool 3-5 YEARS	\$285.00

HOLIDAYS AND CLOSINGS

CLOSINGS

School will be closed on New Year's Day, President's Day, Dr. Martin Luther King Day, Good Friday, Memorial Day, Independence Day, Labor Day, Columbus Day, Thanksgiving Day, the day after Thanksgiving, Christmas Eve, and Christmas Day. On New Year's Eve we close at 1pm.

****Subject to change annually based on how the calendar falls****

You will receive an annual list of exact closure dates for the current school year.

Weather Emergencies:

In the event of inclement weather, we make every effort to be open for working families. However, if circumstances are too dangerous for our staff to travel, we will be closed, or close early/open late. Circumstances include, but are not limited to: bus routes closed, city and government offices closed, City of Philadelphia State of Emergency. The quickest way to be notified of any closures or schedule change is on our email messages. We will also post information at our Facebook Page.

NON-DISCRIMINATION POLICY

Child-care and employment are provided in a non-discriminatory manner, without regard to race, sex, nation origin (including LEP), ancestry, religious creed, disability, and age. Complaints of discrimination may be filed with the OCR, BEO, and/or PHRC.

OUR CUSTOMER EXPERIENCE TEAM

As part of our goal to achieve 100% customer satisfaction, we have a Customer Experience hotline and email address through which you can ask questions or share your comments or concerns if your Center Director has been unable to resolve them to your satisfaction. Our Customer Experience Coordinators will work with you to ensure that you are heard and understood, and if necessary, they will engage with our leadership team to make sure that your feedback is addressed and resolved. We also recognize how important it is to you that our teachers and administrators receive compliments, so we encourage you to share those as well so that we can personally acknowledge when they are doing a great job.

Our Customer Experience Coordinators are available during business hours, Monday-Friday. Give them a call at 1-800-423-8088 or email them at USCustomerExperience@BrightPathKids.com.

FAMILY CODE OF CONDUCT

BrightPath recognizes the important role that families play in helping us to maintain a safe, nurturing, and community-focused environment in which all children can learn, play, and thrive. All families, caregivers, and visitors of BrightPath collectively agree to act in a manner that emphasizes mutual respect, fairness, and equality. Individual needs and differences are recognized as being part of this collective process, and all individuals are required to work out all concerns and differences in a clear and reasonable manner. BrightPath will not tolerate incidents of expressed bias, discrimination, prejudice, or harassment.

All families, caregivers, and visitors must agree to abide by the following Code of Conduct.

Communication and Addressing Concerns: Open and clear lines of communication between Directors, Supervisors, staff, and families are essential to creating the type of environment we value at BrightPath. As such, we require families to communicate with staff in an open, non-confrontational manner when expressing concerns about their child or the program. We expect that families will voice their concerns in a professional and polite manner as soon as they arise. We also expect that families will not get involved in other families' concerns unless they directly involve them or their child. Our Family Issues and Concerns Policy clearly outlines the steps to be taken in bringing concerns forward.

Terms:

Family members and visitors agree to:

- Support a friendly and nurturing environment.
- Maintain positive communication during interactions.
- Follow the recommended procedures of addressing concerns.
- Refrain from gossip and public criticism of BrightPath's employees, the children in BrightPath's care, and BrightPath families. Discussion of concerns and issues will be with management and staff and not with other families in the center or via social media channels.

If any family member or visitor fails to abide by the Code of Conduct, the following procedure will be followed:

1. The concern and any inappropriate behaviour will be documented and communicated to the Director.
2. The Director will set up a meeting with all parties involved to gather more information and determine if the Code of Conduct was violated.
3. The information will be used to reach a decision, and should it be determined that there was a violation of the Code of Conduct, the Director will consult with the Area Director.
4. If a breach of the Code of Conduct is verified, the Director and/or Area Director have the right to terminate care immediately.

Threats and Threatening Behaviour: We have a responsibility to provide a safe environment for our personnel, the children we serve, and other adults. Therefore, we have a zero-tolerance policy regarding threats or threatening behaviour in our centers, whether the threat comes from a child or an adult, and regardless of who is the target of the threat. This includes, but is not limited to, threats to do physical harm to someone or threats to retaliate in any way. Violation of this policy may result in immediate withdrawal from the center.

Physical and Verbal Punishment of Children on Centre Property: We do not allow parents/guardians to use any type of corporal punishment on any child, whether enrolled in our program or not, while on center property. This includes parking lots, playgrounds, and within the center. Further, while verbal reprimands may be appropriate, it is not appropriate for a family member to verbally abuse their child while on our premises. Doing so can cause undue embarrassment and emotional distress to a child. Violations of this policy may result in immediate withdrawal from our program. Families are also prohibited from addressing or disciplining a child that is not their own. If you have a concern about the behavior of another child at our center, please bring your concern to the Centre Director who will address your concern and resolve it.

SIGNATURE AND ACKNOWLEDGEMENT

I, _____, parent/guardian of _____
acknowledge the receipt of Alphabet Academy's Family Handbook. I agree to follow the policies outlined in the Family Handbook for the duration of my child's enrollment. Failure to do so may result in termination of childcare services at Alphabet Academy. I acknowledge that policies in this Handbook may change, as Alphabet Academy deems necessary and that I will be notified of these changes.

Signature of Parent/Guardian

Date

Signature of Alphabet Academy Director/Administrator

Date