



## Family Handbook

1405 S. St. Cloud Ave  
Valrico, FL. 33594  
813-657-7500 Office 813-519-9992 Text  
[www.learningisablast.com](http://www.learningisablast.com)

State of Florida License Number: C HC 433893

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## Welcome

*W*elcome to Launchpad Learning Center! We are so excited to partner with you and your family in the launch of your child's educational journey, where the sky is the limit. This family handbook will provide you with important information regarding your child's time at Launchpad Learning Center. It outlines our philosophy, mission, policies, and procedures.

Our goal is to make your child's time with Launchpad Learning Center, where learning is a blast, one that is filled with love, learning and fun. If you have any questions, please feel free to contact me directly. We look forward to serving your family and helping your child soar to new heights.

Sincerely,

A handwritten signature in blue ink that reads "K. Gregory". The signature is written in a cursive style with a large initial "K" and a stylized "Gregory".

Kim Gregory  
Director of Operations

## **Our Philosophy**

Science has proven that the first 5 years in a person's life are the greatest impact on brain development. About 90% of a person's brain development is done in the early stage of a person's life. Birth to 5 years old sets the trajectory of our entire lives.

For a child to thrive they need a safe and loving space to experiment, dream, imagine, and create. Launchpad Learning Center nurtures this through storytelling, art, dramatic play, music, multicultural celebrations, science, technology, engineering, and math. We believe that each child is a unique gift from God and should be cherished and respected for their individuality. We allow the children to gravitate to the activities and learning experiences that attract their individual desires and interests, which allows independence and supports diverse patterns of growth.

At Launchpad Learning Center we believe children need the opportunity to maximize their full potential by having fun while learning. They will experience new challenges and adventures that will prepare them for kindergarten but more importantly set them on a path to navigate everyday life.

## **Our Mission**

The mission of Launchpad Learning Center, Inc. is to provide a high-quality learning experience for children in a safe, loving, and fun environment that will help the child flourish and soar to new heights physically, socially, emotionally as well as academically.

## **Parent Role**

At Launchpad Learning Center we recognize that parents are the first and most influential teachers in a child's life. We want to work alongside parents to help all our students blast off and soar to new heights. It is imperative for us to work together so that your child has a solid foundation to launch into kindergarten and a productive life.

## **Our Staff**

The safety and well-being of your child is our top priority at Launchpad Learning Center. Giving your child the best foundation possible is important to us. That is why our goal is to hire staff who is passionate about seeing young children thrive. We pride ourselves on having a team that is willing to go the extra mile to ensure that your child feels loved and special. It is imperative that we win your trust as well as the heart of your child. This will help in optimizing your little one's growth and development.

All our staff has had a level two background screening clearance. It is mandatory for our teaching staff to participate in ongoing trainings to keep stay current with early childhood safety and development best practices. They are trained to provide a developmentally appropriate, educational, and cultural experience to support each child's individual learning and development.

Teachers also have preparation time built into their schedules to plan and prepare to address academic and social-emotional needs of our students. Each staff member completes a minimum of 45 hours of early childhood learning, STEM curriculum training and continuing educational training several times annually.

## **Hour of Operation**

Monday – Friday  
6:30 am – 6:00 pm

There may be days when we are closed and/or times when the center will close earlier than 6pm ((holidays, trainings, etc.). We will give you advanced notification of such closings.

**Late pick-ups:** A late fee of \$20 plus \$1.25/minute/child will be charged to your account if your child(ren) are not picked up by our closing time.

## **Holiday Schedule**

Launchpad Learning Center will be closed in observance of the following holidays:

New Year's Day:	Closed
Good Friday:	Closed
Martin Luther King Jr. Day:	Closed
Memorial Day:	Closed
Juneteenth:	Closed
Independence Day:	Closed
Labor Day:	Closed
Veteran's Day:	Closed
Day Before Thanksgiving:	Close at 4:00 pm
Thanksgiving Day:	Closed
Day after Thanksgiving:	Closed
Christmas Week:	Closed
New Year's Eve:	Close at 4:00 pm

## **Teacher's Training**

Due to required training Launchpad Learning Center will be closed a minimum of 2 days, in addition to our Holiday closings, during the year for teacher in-service training. This will be in the form of one day in the spring and one day in the fall. These days will be decided in January of each year and will be posted for your convenience. You will be responsible for normal tuition rates for the weeks these days occur.

## **Weather Closings**

Launchpad Learning Center may close due to inclement weather. Please monitor Hillsborough County Public Schools closures as we will follow their protocol for weather closings.

## **Enrollment**

Any child attending our center must have a completed Child Enrollment Form on file, current health records, emergency transportation information, and parent contact information no later than the child's first day of attendance. For the safety of your child and requirements of the State of Florida these forms must be renewed and updated annually. Each child under the age of six (or not yet in kindergarten or above) needs to have an updated DH 680 & DH 3040

medical form, annually. The medical form shall affirm that the child has had the immunizations required by the State of Florida for admission to school or has had the immunizations required by the state department of health for infants and toddlers. The medical statement must bear an exam date within the last 12 months. The exam will also affirm that the child is in suitable condition for enrollment in a child day-care center. You must also provide us with up-to-date contact information such as home, cell, and work phone numbers, as well as e-mail addresses.

## **Withdrawal Policy**

Full time and part time students are required to provide the center with a written **2 weeks' withdrawal notice** when the child will no longer be attending on a regular basis. The Parent is responsible for paying full tuition for the last 2 weeks after the notice is given.

## **Pick Up & Drop off Policy**

**Arrival:** Parents/Guardians need to sign in using the check in kiosk or My Brightwheel app. If you are not registered on the system, please inform a member of the administration team and we will register you. You may also be required to sign in on a sign in sheet if the computer system is down for any reason and leave details including a contact phone number for the day, an approximate time of return and any special instructions. When children are signed in, be sure to let us know if someone other than you will be picking the child/children up. You will need to add this person to your authorized pick-up list in Brightwheel.

**Children Arriving from Public School:** If your child attends public school, we will provide transportation from an approved elementary school on our pick-up list to Launchpad Learning Center. If the child is not at the pick-up location, we will speak to a member of the school's staff to ensure that the child was absent or dismissed early before we drive away. However, to avoid any issues we ask that you please contact us if your child will not be attending.

**Dismissal:** Children shall be released only to a parent/guardian or an authorized pickup person unless an administrator or staff member in charge has been informed of a change in writing. If the pick-up individual is not in our system Photo ID is required on the first visit.

**Please note that Launchpad Learning will not release a child to an individual who appears intoxicated or impaired. If an individual who appears to be intoxicated or impaired attempts to pick up a child, we will attempt to reach another authorized person on file to pick up the child. If no other person can be reached, we will be forced to contact the proper authorities.**

**Parking Policy:** Launchpad Learning has a drop-off area at the front of the center. Due to the limited number of vehicles the area can accommodate if you are going to be inside the building more than 3 or 4 minutes, we urge you to park in a parking spot in the parking lot to avoid traffic congestion in front of the building.

## **Attendance/Absence**

Please text the school cell phone 813-519-1992 or message us in the “Brightwheel” app. If you know your child will not be in for the day or for a couple days. Since the direct care of our students is our top priority, we may not always respond to text messages right away. If you need to call us or speak to us about an urgent matter, please call the school landline at 813-657-7500

## **Parent/School Communication & Visitation**

At Launchpad Learning Center we encourage & appreciate open communication between parents/guardians and staff to ensure the best care possible for the children. You can call or text the center’s cell phone, (813)519-9992, anytime you need to reach us, however, if you need to call us or speak to us about an urgent matter, please always call us at (813)657-7500. We recommend you program both numbers into your contacts. In addition, you can always email us at [launchpad33594@gmail.com](mailto:launchpad33594@gmail.com) or message us on the Brightwheel App.

Launchpad realizes that parent involvement is paramount to a child’s growth and development. For that reason, we welcome our parents to stop by and visit your child’s classroom at any time. If you will be coming to visit longer than 5 minutes drop off or pick up, we ask that you please park in a regular parking spot and not under the front door overhead shelter. We ask that you make sure you sign in and out at your departure in our visitor’s log, and we will also need a copy of your driver’s license. This access is only given to parents/guardian of the child. Other family members are not allowed to visit a child’s classroom unless there is a scheduled special event going on. There is **no**

**cell phone use of any kind allowed while visiting the classroom and absolutely no picture taking is permitted of any student or staff member to be taken at any time.** Parents must always stay in eyesight of a staff member when on school premises.

## **Confidentiality**

*Information about children, families, and staff is shared on a “need-to-know” basis only. Need to know is defined as information necessary to complete a specific job task. Need to know categories are as follows:*

1. Staff, consultants, volunteers that are providing direct services to children and families.
2. Staff and consultants that are assuring quality of direct services to children and families.
3. Staff that have conditional access, or permission to access information about children and families.
4. Person(s) authorized by the parent to access child or family information.

All information records about students and families are kept in the office in a cabinet only accessible to administration staff. All our families and student’s information are kept in strict confidence. Employees also read and sign our confidentiality agreement upon being hired.

## **Nondiscrimination Policy**

Launchpad Learning Center adheres to the Bible and Biblical principles about loving one another. We are a proud Christian preschool. We don’t discriminate against anyone, regardless of race, sex, age, religion, disability, color, or national origin. At Launchpad learning we celebrate diversity and learn about a different country every month. Children are given the opportunity to learn about different traditions, customs, and holidays. Launchpad is an all-encompassing and welcoming environment. We will make all necessary accommodations for children with special needs as required by the Americans with Disabilities Act. We pride ourselves in treating everyone with love and respect.

## **Abuse and Neglect Reporting**

Launchpad Learning Center is in full compliance with chapter 39 of the Florida Statutes (F.S.) which mandates that any person who knows, or has reasonable cause to suspect, that a child is abused, neglected, or abandoned by a parent, legal guardian, caregiver, or other person responsible for the child's welfare shall immediately report such knowledge or suspicion to the Florida Abuse Hotline of the Department of Children and Families to:

**Abuse Hotline: Phone:** 800-96-ABUSE (22873) **TDD:** 800-453-5145

**Fax:** 800-914-0004

**Website:** <https://reportabuse.dcf.state.fl.us/Child/ChildForm.aspx>

## **Discipline Policy**

The Hillsborough County Ordinance 90-38 Section 1, 6 and 92-20 Section 6.02(b) "Child Discipline" requires that parents/guardians are notified in writing of the disciplinary practices used by Child Care Facilities and Family Day Care Homes prior to admission of their child. No spanking or any other physical punishment is allowed. Discipline shall not be associated with food, rest, or toileting. Children shall not be subjected to discipline which is severe, humiliating, or frightening. Child Care Facilities and Family Day Care Homes must ensure that disciplinary practices, which are both constructive and appropriate to the child's age, are properly administered. The objective being to help the child regain control of his or her emotions and/or actions, not to prevent him or her from expressing his or her feelings or moods.

It is important that we remain realistic in the expectation of the behavior of each child, taking into consideration their developmental stage and their age. Discipline is a slow, step-by-step task of helping children to see the sense in acting a certain way.

***If the child becomes a danger to the staff or other children, parents will be called immediately. Our 3 school rules are as follows:***

1. *You may not hurt or harm yourself.*
2. *You may not hurt or harm another person.*
3. *You may not hurt, harm nor destroy anything in our environment.*

The discipline methods are restricted as follows, staff shall not:

1. Abuse or neglect children.
2. Utilize cruel, harsh, unusual, or extreme techniques.
3. Utilize hitting, spanking or any form of corporal punishment.
4. Delegate children to manage or discipline other children.
5. Use physical restraints on a child.

6. Restrain a child by any means other than holding children for a short period of time, such as in a protective hug, so that the children may regain control.
7. Place children in a locked room or confine children in any enclosed area.
8. Confine children to equipment such as cribs or high chairs.
9. Humiliate, threaten, or frighten children.
10. Subject children to profane language or verbal abuse.
11. Make derogatory or sarcastic remarks about children or their families.
12. Punish children for failure to eat or sleep or for toileting accidents.
13. Withhold any food (including snacks and treats), rest or toilet use.
14. Punish an entire group of children due to the unacceptable behavior of one or a few.
15. Isolate and restrict children from all activities for an extended period.

## **Behavior Difficulties/Expulsion Policy**

Our top priority at Launchpad Learning Center is to keep **all** our students safe. If a child demonstrates behavior that endangers the safety and wellbeing of others, their behavior will be documented, and it will be discussed with the parents. If the behavior persists even after attempting to work with the child, Launchpad Learning Center will notify the parents that the child is on a **3-strike policy**. Once on the 3-strike policy, if any staff member must document a child's behavior 3 or more times the child will be suspended or expelled. **Other reasons for expulsion include**, but are not limited to, failure to pay tuition and/or other fees, parent not communicating with the staff regarding their child's care, parents not being accessible, when necessary (i.e, not answering calls from our staff), and parents not complying with Launchpad Learning Center policies and state of Florida childcare rules. The expulsion will be documented in the child's file.

## **Emergency Medical Consent**

This document gives Launchpad Learning Center and its representatives your consent to call an ambulance, your child's doctor, dentist and/or the hospital if your child needs emergency medical attention. Please make sure you list your child's doctor, dentist and hospital preference in Brightwheel. Also, please list phone numbers, addresses and additional emergency number of contacts. If your child has any allergies or is on any medications, please indicate that on your child's enrollment form as well as Brightwheel. All these forms as well as Brightwheel should be updated annually. Immunizations are to be provided to Launchpad on or before the child's first day of attendance. Whenever there has been a change in your child's immunizations or any other pertinent medical information it is **your responsibility** to inform Launchpad Learning in writing as soon as possible.

## **Health & Wellness**

Our goal is to protect the children against the spread of illnesses. To prevent the spread of illness or disease, all staff and children shall wash their hands upon arrival, before and after eating or serving food, after using the restroom or assisting a child in the restroom, before and after diaper changing, after sneezing or coughing into hand or blowing nose, after wiping a child's nose, before and after handling animals, after coming in from outside, and before and after administering first aid. Each child must have an annual physical exam or obtain a statement of health condition and an up-to-date immunization record or a Religious/Medical Exemption Form. Parents/guardians should keep the staff informed of any changes in their child's health and/or eating habits (example: a child who develops an allergy or an infant changing formula, teething, immunizations, etc.). Children who are ill should not be brought to the Launchpad Learning Center.

## **Communicable Disease Policy/Infection Control**

The following precautions shall be taken for children suspected of having a communicable disease. The center implements the following preventative practices daily for the management of communicable disease: *Launchpad Learning Center will immediately notify the parent or guardian (by phone) of the child's condition when a child has been observed with signs or symptoms of illness. If your child shows any signs of the symptoms listed below, you will be called and asked to pick your child up immediately. Please help us to protect the*

other children by responding promptly. If the child has any of the following symptoms at home, we ask that you keep your child out of school until the symptoms are gone or until your physician says your child is not contagious and may return. **A child must remain home for at least 48 hours AFTER a fever has returned to normal WITHOUT a FEVER REDUCING MEDICINE OF ANY KIND or any other symptoms of communicable, final re-entry into Launchpad care after symptoms of communicable disease or illness is under the sole discretion of Launchpad Learning Center's administration.**

The symptoms include:

- Fever of 100.4 degrees or above.
- Severe coughing – child gets red or blue in the face, or child makes high-pitched croupy or whooping sounds after the cough.
- Difficult or rapid breathing
- Yellowish skin or eyes
- Pinkeye – tears, redness, or eyelid lining followed by swelling and discharge of pus
- Unusual spots or rashes
- Sore throat or trouble swallowing
- Infected skin patches
- Persistent running nose
- Crusty, bright yellow, dry or gummy areas of skin – possibly accompanied by fever
- Unusually dark colored urine – especially with a fever
- Grey or white stool
- Headache and stiff neck
- Nausea or vomiting
- Severe itching of body or scalp, or scratching of scalp

1. The child suspected of having a communicable disease shall be isolated on a cot/mat (depending on age of the child) in the office, where they are always within sight and hearing of an adult. The cot/mat shall be sanitized with an appropriate germicidal agent, or if soiled with blood, feces, vomit or other body fluids, the cot/mat shall be cleaned with soap and water and then sanitized with an appropriate germicidal agent.
2. A child shall not be re-admitted to the center if they have had any of the following symptoms within the last **48 hours** at the final discretion of Launchpad Learning Center's Administration:

a) Sore Throat

- b) Runny Nose
  - c) Diarrhea
  - d) Nausea or vomiting
  - e) Flushed face or fever
  - f) Earache
  - g) Rash
  - h) Inflamed or matted eyes
  - i) Signs of parasitic infection (scabies, lice, etc.)
3. Staff must not come to work if they are showing signs of a communicable disease. A substitute will be called.
4. *Medication*- Parents must complete the appropriate form if they require medication to be given to their child. Parents should not send medication with a child unless it is given to a staff member directly. Other medicine needs (i.e. Inhalers/ nebulizer, EpiPen's, etc.) can be discussed with administrator or staff member in charge. Such medications will be given to the administrator or designee during the child's attendance at Launchpad Learning Center. Medication will be returned to the child's parents upon departure. If a school age child requires the immediate availability of emergency medication such as an inhaler/nebulizer, the center staff must be notified by the parent upon check in that the child has the medication and the appropriate forms must have been completed. All medications **MUST** be given to a staff member for safe keeping, upon arrival, as we do not want other children to have access to the medication. All medication/prescriptions must be current and not expired and in its original container. A doctor's note must accompany all medication to be given with specific details on dosage or how to administer.
5. *Medical Conditions*- If your child has a serious medical condition or one that requires daily support or assistance; please notify the office to complete a chronic medical condition form. This form will be reviewed by the director to see if it is feasible for your child's health plan to be met here at Launchpad Learning Center. If your health plan is approved a meeting will be held, to discuss accommodations for your child.
6. A mildly ill child is defined as one of the following:

- a) A child who is experiencing minor common cold symptoms, but who is not exhibiting any of the symptoms specified above, or
- b) A child who does not feel well enough to participate in activities, but who is not exhibiting any of the symptoms specified above.

Any child who is mildly ill can be cared for within the child's group at the center and shall be observed for signs and symptoms of worsening condition. If symptoms occur, as listed above in # 2, the child will be isolated and discharged from the center. **A notice will be posted for parents on the sign in desk if we have any one child with a case of a communicable disease, a note will be sent home, email and/or notification via the Brightwheel app. (i.e. Chicken Pox, COVID, etc.)**

## **Food & Meals**

Launchpad Learning Center serves all students breakfast, a hot lunch, and an afternoon snack, apart from infants on formula. Each meal is prepared in compliance with governing federal and state guidelines to assure nutritional value. A weekly menu is posted in the main office. Breakfast will be served between 7:30 – 9:00 am each morning. No outside food or drink is allowed to be served or consumed. Food additions or supplements are not allowed without written documentation from a doctor. Store bought prepackaged snacks and treats for birthday parties or other center celebration are permitted. Please notify the child's teacher prior to bringing in special treats.

## **Allergies**

Please notify a staff member in writing and verbally of any allergies. It is also recommended that anytime there is a change in staff that you send a reminder. Launchpad will add all allergies to the school list and post it in every classroom.

## **Ratios**

We are committed to the safety and well-being of your child. The following are staff to child ratios as noted in the childcare licensing rules regulating Launchpad Learning Center:

1:4 children 6 weeks-11 months old  
1:6 children 12-23 months old  
1:11 children 2-3 years old  
1:15 children 3-4 years old  
1:20 children 4-5 years old who have not started school yet.  
1:25 school age children under 12 years old

**\*Note:** Group size shall not exceed twice the maximum number of children allowed per childcare staff member. Children are only combined when there are small group numbers typically in the early morning and evening, otherwise they are with their specific age group and assigned teacher. **Children will ALWAYS be supervised.**

## **Growth & Development Focus**

### **Shooting Stars (Infants)**

We know that leaving your baby for the very first time is not easy. Rest assured we will help you make that transition as smooth as possible. We want to make your little blessing feel safe and loved. Our curriculum will help build a solid foundation by helping to introduce social, emotional, and cognitive skills.

### **Little & Big Dippers (12 months- 23 months)**

As your toddler gains mobility, they naturally want to explore the world around them. We will make sure they have a safe, educational, and fun space to explore and discover. Our aim is to continue to nurture your child and build on their development with focus on social, emotional, cognitive and literacy skills through center-based learning.

### **Comets (24months – 35 months)**

At two years old your child is full discovery mode and very curious. The building blocks for cognitive skills and literacy are at their peak during this stage, which is why we incorporate learning activities into their explorations to make it fun and impactful for them, while still building on their social and emotional development.

### **Supernovas (3 years old – 4 years old)**

Your three-year-old is all about vocalizing their curiosity and expressing his/herself. So we encourage them to ask questions. Their beautiful and powerful little brains are processing and exchanging information. Their

intellectual capabilities are rapidly growing. We will introduce early writing, reading and math skills.

### **Rockets (4 years old – 5 years old)**

We want to cultivate a lifelong learner in your child. We will encourage them to ask questions. We want them to expand their intellectual experiences by building critical thinking skills. They will have a blast focusing on early reading, math, writing, science art.

## **Curriculum**

At Launchpad Learning we use the Funshine Curriculum, which is a STEM based curriculum for early childhood learning birth - 5 years of age. Funshine also includes social and emotional components to help address all your child's early development needs. To help us measure progress, we use Ages and Stages Questionnaire (ASQ) to screen every child's growth and development. Based on your child's assessment/questionnaire, and individual needs, goals and/or referrals will be determined and discussed with parents.

## **Afterschool Homework**

Launchpad Learning Center provides a structured time afterschool for homework to be completed. If you would like for your child to be excluded from homework time, please let a member of our administrative team know. Although we do have structured time for homework, we still encourage parents to review their child's homework with them at home.

## **Transitioning**

Our groups are structured by age **and** development. We work together with the parents to ensure a smooth transition for every child. All children are evaluated on an individual basis, to facilitate the best transition, timing, and method for the child. **Please note that rate changes due to transitioning from one group/classroom to another will take effect the first week of the month after the child's transition.**

## **Assessments & Screenings**

Teachers use a wide variety of assessments throughout the year to determine the progress of students. Classroom observations, curriculum-based

measurements, and formal developmental questionnaires such as the ASQ may be used. Most children will receive a pre-test, however more frequent assessments may be deemed necessary if your child is showing signs of delay. You will be notified if this is a concern. All screenings are conducted in the child's natural environment by the classroom teacher. At any time during the year, parents may request a conference with the teacher to check on child's development. Teachers at Launchpad Learning are not qualified to diagnose children; however, they can refer you to outside organizations to get further screenings done if needed.

## Screen Time

Students aged **2 years old and younger will not have any screen time**. Children over the age of 2 years old may participate in limited screen time for academics, movement and other learning activities not to exceed 30 minutes a day, except for an occasional movie not to exceed two hours.

## Outdoor Play

Launchpad Learning Center will provide outdoor play each day for any child in attendance for more than 4 consecutive hours, weather permitting. We will not go outside if the temperature is above 98 degrees or below 32 degrees, taking wind chill factors into consideration. In the event of rain, lightning, ice, hail, etc., children will remain inside and participate in large muscle play with games led by staff. Staff members will actively supervise children while outside. Please be sure to send your child with appropriate clothes for the weather such as hats, mittens, boots and coats in the winter, and jackets or sweaters in the fall. Staff will assist the children in preparing to go outside. The play area is located adjacent to the rear of the building and is fenced in. First Aid supplies are readily available. We recommend the use of sunscreen for children when going outside in the Florida Sun. **Please complete a sunscreen medication form and provide the sunscreen so we can ensure your child is adequately covered.** Teachers will apply sunscreen to all children who have provided permission on enrollment form and parents have provided sunscreen to Launchpad Learning Center.

## Footwear

All children must wear appropriate shoes/boots when in attendance at Launchpad Learning Center. Shoes must be **closed toe shoes and socks must be worn**, even in the summer months. The only exception is in the infant aged classroom, which is a shoe free zone.

## Safety

The safety and well-being of the children in our care is a top priority at Launchpad Learning Center. Prevention is the key to a safe environment. Staff is always alert and concerned about the children in our care. Please find our safety policy listed below:

1. No child shall be left alone or unsupervised. Two or more staff members will always be present at the center when there are children in attendance. Extra staff will be on call if the center exceeds ratios.
2. The front door is always locked. No one is given access into the center that does not appear to have business with Launchpad. No one is allowed inside the building unless they are there to drop off, pick up, or take a potential student tour. Repairmen should have an appointment, and their appointment needs to be verified with a member of our admin team.
3. Children must be signed in and out daily by the person picking up and dropping off.
4. Only authorized people on the child's pick up and drop off list can pick them up, unless specified to staff at time of drop off. If we are not sure of the identity of the person picking up a child, (example-during a shift change), that person will be asked for a picture I.D. **Once you are in our software system and have been issued a sign in and sign out code you will no longer need to produce I.D. when picking up a student.**
5. Please do not leave your car running with children in it, while you drop off or pick up a child. Bring them in with you. Children need to be wearing an appropriate safety belt in the vehicle please!
6. The door leading from the play area to the front door must stay closed when not in use. Children are not allowed into the reception area between the front door and safety gate,
7. except when checking in or out, or in the event of an emergency where children must exit the building.
8. Parents will be greeted by a staff member upon arrival and departure of the children from the premises to be sure of the child's presence. **Children must be checked in by their parents on our "Brightwheel" app.**
9. If a child is scheduled to arrive at Launchpad Learning Center from another program (i.e. Comes on the bus from school), and does not arrive, the administrator or designee will attempt to determine the child's whereabouts by calling the parents and the program or school that they should be coming from.

10. Children will be engaged in appropriate activities. We want them to be safe and have a fun time.
11. Children are not allowed outside the center unless they are with the person who is authorized to pick them up.
12. Food for small children will be cut into small pieces.
13. Staff members will keep all areas of the center under observation.
14. Fire drills will be conducted once a month.
15. The fire emergency and weather alert plans are posted both at the front and rear doors of the center.
16. The back door will always remain locked and closed, except in the event of an emergency. All clients, repair people, etc. must use the front entrance.
17. **Incident Reports** are completed when an accident or injury occurs. One copy will be given to the parents, and the other placed in the student's file.
  - a) All children will have on file an emergency transportation form, which must be filled out prior to the child staying in the center. If a child needs emergency assistance at a source away from the center and the center has obtained the consent from the parent or guardian to transport the child, the child's records shall be transported with the child.
  - b) An administrator or staff member accompanying the child to a source of emergency care shall remain with the child until the child's parent or guardian assumes responsibility for the child's care.  
**\*\*Parents are responsible for all the cost associated with transportation, emergency room care, and hospitalization.**
  - c) Parent or guardian will be notified immediately in the event of any serious accident, injury, or illness.
  - d) The medical and dental emergency plan is posted by the telephone, as well as all emergency phone numbers.
18. Spray aerosols are not used by Best Friends for Kidz while children are present.
19. At least one staff member trained in CPR, First Aid, and Child Abuse Recognition will always be on duty.
20. In the event of a general emergency, such as an environmental threat, or threat of violence, the following action will be taken:
  - a) **Threat of violence:** Children will be moved to the rear of the center away from any windows. The front door will remain locked, and police will be called.
  - b) **Fire Emergency:** Monthly fire drills are conducted and reviewed with staff to follow procedure in case of a fire. In the event of a fire,

parents are notified as soon as possible of the situation. The sign-in and attendance sheets exit the building with a teacher to ensure all children have been evacuated.

- c) **Tornado/Weather/Flood:** Children are moved along the walls and away from any windows according to posted plan. They can remain in the center until it is safe for parents/guardians to come to retrieve their children. In the event of a flood, children are evacuated from the center and parents are called immediately.
- d) **Power Failure:** In the event of a power failure, the administrator will contact the power company to determine if it can be restored quickly. Families will be notified if the power cannot be restored within the hour and if not, the center will be closed, and students will be required to be picked up.
- e) **Hurricane Days:** We remain open unless there is a severe warning. Please watch local news stations for details or delays. Anytime Hillsborough County public school's close, our center will close.
- f) **General Emergency:** For any of the above emergencies there is a plan posted in the classrooms and by all exits. Staff is trained in emergency situations and will have a cell phone readily available in the event that the center's phone lines are down.
- g) **Serious Incident, Injury, Death, or Illness:** defined as any situation occurring while a child is in the care of the center that requires emergency medical treatment or professional consultation or transportation, by emergency services only, for emergency treatment. Launchpad Learning Center does not provide transportation. The following action steps are taken:
  - 1. an incident/injury report shall be completed by the childcare staff member in charge of the child when an illness, accident, or injury which requires first aid treatment; any bump or blow to the head; emergency transporting of the child; or any unusual or unexpected event which jeopardizes the safety of the children or staff such as a child leaving the center unattended.
  - 2. The completed report will be given to the parent/guardian or person picking up the child from the center. In situations requiring emergency transportation, the incident/injury report shall be available at the center for the parent or guardian within at least twenty-four hours following the incident/injury. Copies of the

forms shall be kept on file at the center for at least one year and shall be available for review.

3. Notifications to Childcare licensing: the center administrator or designee shall speak with a representative from the appropriate licensing office within 24 hours in the event of the following: death of a child at a center; serious incident, injury or illness that requires emergency transporting; and any unusual or unexpected event as defined in number 1 above. Written notification on the incident/injury form shall follow within 3 days of the occurrence to the licensing office via fax or mail.
4. If a child is transported by ambulance to the hospital a staff member will go with the child and bring the child's enrollment and health information. This staff member will stay with the child until the child's parent or guardian assumes responsibility for the child's care. The parents/guardians are notified immediately in such an event.

## **Tuition Payments**

Please see a member of our administration team for our current tuition rates.

1. All tuition rates are billed weekly, bi-weekly or monthly.
2. Weekly rates are billed from Monday – Friday and due the Friday before the week of attendance. If you choose the weekly option, it does not carry over into the next week if your child misses because of illness or any other reason.
3. Monthly rates are billed for the entire month and are due the 3<sup>rd</sup> of the month of attendance.

**\*\*Parents must choose a full time or part time program when enrolling their children to guarantee their spot daily. Please note that rate changes due to moving up from one age group to the next will take effect the first week of the month after the child's birthday.**

*Important Note: Children are not able to change between programs week to week. Once a child has signed up for a program, they must remain in that program for a minimum of 1 month. This switching from full time to part time. You cannot downgrade to a part time package for one week as we are not able to enroll another part time child for just one week.*

•Fees:

1. **Vacation Fee:** If your child will be on vacation a \$55/week/child fee is required to hold their spot. There is a maximum of 3 weeks per year for vacation, this rate can be used for your week of Christmas as a part of your 3-week vacation allotment.
2. **Sibling Discount:** When enrolling in weekly packages a \$15 discount will be given on the oldest child's rate. Only one sibling discount can be applied per family.
3. **Annual Fees:** These are due every September for all children enrolled in a weekly program and are as follows; **Activity Fee:** \$75/year per child  
**Registration Fee:** \$25/year per child **Please note that the annual fees are capped at \$150/family**
4. **Late Pick-Up Policy:** Launchpad Hours are Mon-Fri 6:30am-6:00pm and there will be a \$10.00 Late Fee charged, plus \$1.25/minute if the child is picked up after closing hours. Please know that many of us are excited to get home to our families, church, or after-hours errands. Not to mention overtime rate of pay for our staff. This courtesy means a lot to each of us, and phone calls are required if you will ever be late.
- 5.

**\*\*Note: Additional charges may apply for participation in field trips and activities taking place at Launchpad Learning Center.**

•Payments:

Weekly tuition rates are discounted on the basis that your child will regularly attend school and pays tuition weekly. The agreed weekly tuition rate should be paid on Friday prior to the week of service. Enrolling in automatic payment through Brightwheel.com or "Brightwheel" app is strongly encouraged. This will help you avoid late fees or penalties.

•Late Payments:

Payments are considered late if paid after 6:30 am on Monday and a late fee will be assessed. Late payment fee is \$30 per week per child that has a past due balance on the account. Attendance can and will be denied if the account is past due.

•Refunds:

Launchpad does not issue refunds. In the event of an over payment a credit will be applied to your next week or month's tuition. In the event you have a balance after your child's last day, all applicable fees including the required two-week notice will be subtracted and a credit still remains on the account a

refund will be issued in the form of a check. The refund check will be mailed to the address we have on file within 15 business days.

**•Tuition Agreement:**

This agreement is a binding contract of payment for childcare services provided by Launchpad Learning Center. I understand that payments are due prior to service and any late payments will incur additional charges. I understand any changes or discounts in my tuition will be processed after I have completed a new tuition payment form. I understand that my tuition rate changes one month after successful transition to the next age group. I understand that I am expected to pay the cost of \$55 to hold a slot in the instance my child is absent for the length of a week, not exceed three weeks. This does not apply for partial weekly absences; I am still responsible for the agreed upon weekly tuition even if my child attends only a portion of the week. I understand that I am responsible for any up charges applied for going over my hours or picking up outside designated times. I understand I am to give two weeks written notice before withdrawing my child. If I leave without a two-week written notice, I am responsible payment of the last two weeks tuition.

## **Compliments & Concerns**

Your child(ren) are very important to us. The staff here at Launchpad welcomes constructive feedback. If you have a compliment, please let us know we are doing a great job. Likewise, if you have concerns or a complaint, do not hesitate to communicate your concerns with a member of our admin staff. We are here to be a service to you and your family.