



Parent Welcome Packet

AS OF OCTOBER 2020

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OUR PHILOSOPHY

Our purpose at Milestone Academy is to provide your child with the best early/childhood education experience possible. Our staff will accomplish this through language learning, cognitive development, social development, emotional development, physical development, and spiritual development. It is our goal to partner with parents to raise outstanding, high-achieving children.

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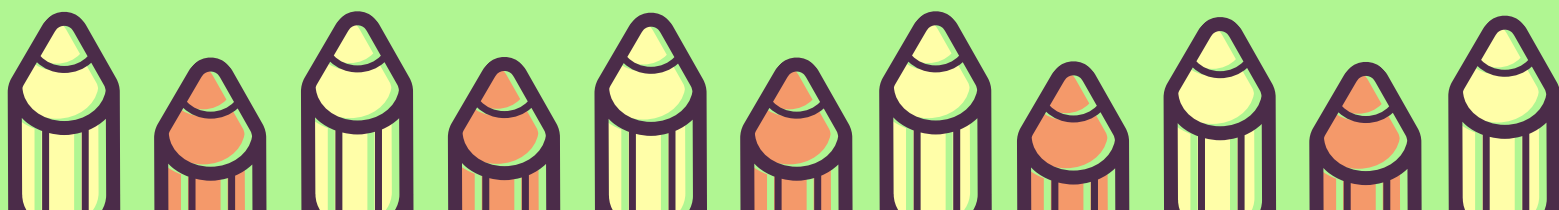
Milestone Academy is a member of “My Spark Learning Lab”, a virtual training lab for childcare providers. In addition, we are Paths of Quality Level 3 certified, which is credibility and accountability accreditation certification. We utilize the Macmillan Early Skills Program Curriculum, which individually assesses the interests and skills of each child to offer personalized care and assistance. Each child has a portfolio where daily reports are kept; their work is filed so that parents and guardians can easily monitor progress. We meet periodically with parents and guardians to keep them informed as well as seek input and set goals for their children. Milestone Academy has an open door policy: parents can observe and get involved in their children’s activities any time they desire. (Due to Covid-19, this policy has been adjusted to ensure the health and safety policies enforced by Indiana state government as well as the Center for Disease Control.) Homework tutoring and teaching according to age is provided by college educated staff members, and virtual learning is thoroughly accommodated for. We offer developmentally appropriate learning opportunities and introduce new experiences to children in language, literacy, music, art, and S.T.E.M.

Our academy’s name, Milestone Academy, speaks to our vision that each child will be fully engaged in a fun-filled learning environment, leading to a life of great and memorable milestone achievements!



EDUCATION PHILOSOPHY:

Our philosophy and education goals are for children to become confident, outspoken learners with a focus on having all of the necessary tools for school. We believe children construct knowledge and understanding through their interactions with the environment, adults, and peers. We provide many opportunities for active exploration, creating memorable milestones and positive interactions, promoting learning for every child.



We believe that children learn through the following types of development: language, cognitive, social, emotional, physical, and spiritual. Milestone Academy aims to prepare its students to excel as young leaders of tomorrow, by combining state and federal based curriculum, tailored with exceptional learning services provided by our staff. Unlike our competitors, we offer advanced technology programs and after school tutoring. Milestone Academy offers activities such as arts and crafts, dance, theatre, and vocal lessons.

In our practice, we use the Macmillan Early Skills Program, a comprehensive skills development program that produces the highest quality of learners. We are also planning to add the High Scope Curriculum in early 2021, which focuses on further developing the aforementioned skills.

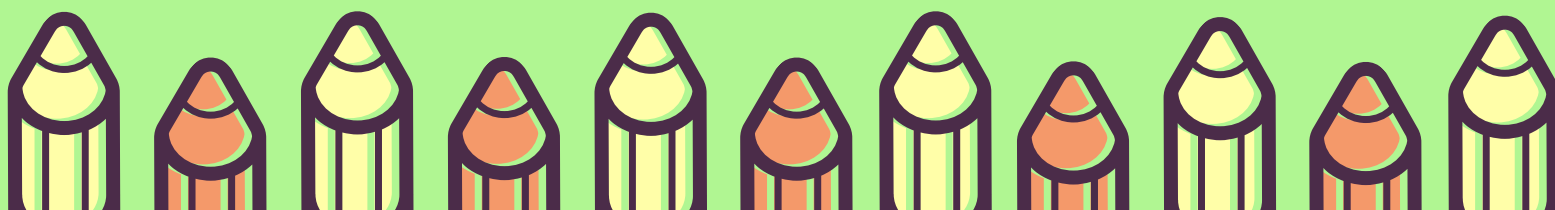
ADMISSION:

We are flexible in our enrollment policies to suit the individual needs of our families. Full/part time registrations are accepted subject to availability of space and accommodations.

Milestone Academy provides childcare for children aged 6 weeks to 18 years. Childcare fees are as follows

Age	Full Time Rate	Part Time Rate	Daily Rate
6 weeks - 11 months	\$150/week	\$120/week	\$30
1 year up to 4 years	\$140/week	\$110/week	\$30
4 years up to 7 years	\$120/week	\$97/week	\$30
7 years up to 10 years	\$100/week	\$85/week	\$25
10 years up to 12 years	\$95/week	\$80/week	\$25
12 years up to 18 years	\$85/week	\$75/week	\$25

*Prices for Exceptional Little Learners (those who have special needs or require extra attention) will be discussed with the Milestone Academy director, LaQuita Hughes



MANAGEMENT:

Milestone Academy is owned and operated by LaQuita Hughes. Minister LaQuita Hughes is a mother of two with 20+ years of experience in the classroom, and 10+ years in mental health work. She holds a Bachelor of Arts in Organizational Management from Bethel College in Mishawaka, Indiana, and has completed additional coursework in Entrepreneurship Initiatives. She is currently enrolled in the Organizational Leadership (MLED) program for 2021-2022 at Bethel University. Mrs. Hughes has received specialized training in education, special education, and childcare, and continues to pursue multiple professional development opportunities in her field. Additionally, Mrs. Hughes is working on her Master's Degree in Leadership, as well as obtaining Level 3 Certification in Paths to Quality. Mrs. Hughes loves children and is incredibly passionate about using her personal and professional experience and skills to help guide them to reaching their full potential. If you have any questions or concerns about the facility, please feel free to contact our management at any time.

Staff at Milestone Academy are of the highest quality, and are under the direction of Mrs. Hughes. Within 90 days of employment, all staff are required to be thoroughly trained in: fire prevention and evacuation procedure, anti-discrimination policies, severe weather plans, emergency management, discipline policies, safe sleeping practices policies and procedures, hand washing procedures, diapering procedures, children's emergency procedures, first aid, medication distribution, addressing special health care needs or allergies of children, confidentiality, child abuse detection and prevention, Pediatric Cardiopulmonary Resuscitation (CPR). Staff are also encouraged to pursue professional development opportunities and continued education within childcare. Once staff have undergone a rigorous background check, they are required to pass frequent drug tests. Additionally, staff must have a physical check up and TB test before allowed to interact with children. Our staff include educators, college graduates, dedicated mothers, foster parents, mentors, advocates, and people with many years of experience in child rearing.

We conduct daily staff meetings to guarantee the highest levels of quality and professionalism. Our current team has been working with us for many years - retention of quality staff is important to children because it gives them a sense of routine and stability.



HOURS OF OPERATION:

We are open in 3 shifts:

- Shift 1: 6am to 6pm
- Shift 2: 6:01pm to Midnight
- Shift 3: Midnight to 5am

ARRIVALS/DEPARTURES

Parents or guardians must sign their children in upon arrival to the daycare and out before they leave the daycare in the evening. Parents or guardians are responsible for supervising their children once they have signed them out, regardless of whether the parents or guardians and children are still in the daycare. Children will never be released to any person suspected to be intoxicated or impaired. Children will only be released to person's 18 years of age or older. Identification is required.

EMERGENCY CLOSINGS

In the event of an emergency or disaster, the following procedures will be implemented:

1. A phone call alert will immediately be sent to current families who are signed up.
2. Please do not call the center. The telephone will be used for outgoing emergency calls only.
3. If a need arises where the center will be closed, parents, guardians, and or an authorized pick-up person will be notified for children to be picked up immediately.
4. Please check the local television station to see if Milestone Academy is closed due to inclement weather.

Please note: When Milestone Academy is closed due to snow or any other unforeseen reason, tuition is not refunded or credited because of ongoing expenses.



HOLIDAY CLOSURES

Milestone Academy understands most of our families work year round and strive to remain open always, but we are closed for the observance of the following federal holidays:

- *New Year's Day
- *Memorial Day
- *Independence Day
- * Labor Day
- *Thanksgiving
- *Day after Thanksgiving
- *Christmas Eve
- *Christmas



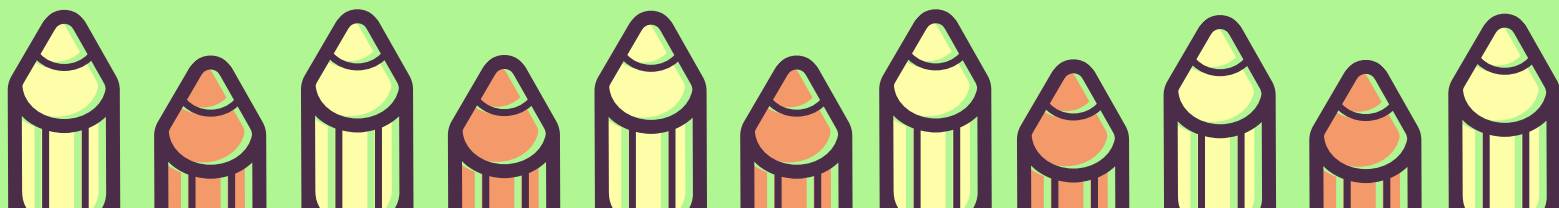
ENROLLMENT:

Enrollment at Milestone Academy requires a completed enrollment packet prior to providing childcare to your child. Benefits of Enrollment at Milestone Academy are:

- Balanced, nutritious meals are provided for children (see attached sample daily schedule)
- Preschool curriculum through the Macmillan Early Skills Program
- Computer Lab with 3 HP laptop computers, 4 nooks, 2 desktop computers, and 3 infant tablets (in addition to what the schools provide for virtual learning)
- Foundational spiritual teaching, if requested
- Social, emotional, physical, and cognitive development
- Field trips. Some examples of past field trips are the museum, library, apple patch, pumpkin patch, Blair learning lab, and the city/county buildings

REGISTRATION AND TUITION INFORMATION:

- Prior to providing childcare to your children, a deposit equal to two weeks services (12 working days) is required
- Payments shall be made in full on the Monday (or the first working day of the week) prior to childcare being provided for the following week
- Payments not made by the end of the first day of attendance each week will incur a \$10 late fee for each day payment is late
- Failure to have payments current by the following Friday will require payment and late fees to be paid in full before the child may return for childcare services
- Acceptable forms of payment are cash, checks, Mastercard/Visa, money orders, and CCDF payments
- Late pick-ups (after schedule daily pick-up time) will incur a \$1 late fee for every minute starting immediately after the shift ends
- There is a \$25 fee for returned checks
- A 10% discount is provided for families with multiple children - each additional child will have 10% off of their tuition fees



Sample Daily Schedule

6:30 – 7:30	Arrival	Talk with parents. Children put away belongings. Quiet area set up for school-age children to finish homework. Variety of table activities including puzzles.
7:30-8:00	Breakfast	Prepare and serve breakfast. Older children get their own breakfast. Eat and clean up.
8:00-8:45	Free play	Children choose activities that include: dramatic play, manipulatives and blocks, art. Provider gives babies one-on-one time. Children clean up when finished.
8:45-9:00	Large Group Time	Discuss plans for day, discuss weather, sharing time. Songs, finger plays and stories.
9:00-9:30	Small Group Time	Special activities including art, listening to music, cooking, playdough, books on tape. Time for provider to interact with each child individually or in small groups.
9:30-9:50	Large Motor/ Outdoor	Outdoor activities - in play yard, walks trip to park Indoor activities - dancing, push/pull toys, mini-basketball, Simon Says, etc.
9:50-10:15	Snack	Wash hands and prepare for snack. Children clean up after themselves after snack.
10:15-11:15	Free Play	(Same as a.m. time) Children clean-up when finished.
11:15-11:30	Large Group Time	Recap day, plan afternoon, short story.
11:30-11:45	Small Group/ Individual Activity	Puzzles, books, crayons, markers, paper.
11:45-12:45	Lunch	Wash up, serve and eat lunch. Older children assist. Eat with children if possible. Engage children in conversation. Older children assist with clean up. Brush teeth.
12:45-2:45	Rest Time	Infants and toddlers may have already napped and may need individual time during older children's rest time. If some children do not sleep, quiet independent activities should be available.
2:45-3:30	Quiet activities	Books, puzzles, play dough (quiet activities until everyone is up from naps).
3:30-3:50	Snack	Wash hands and prepare for snack. Children clean up after themselves after snack. School-age children arrive.
3:50-4:30	Free Play or Outdoors	Outdoor activities - in play yard, walks, trip to park Indoor activities - dancing, push/pull toys, mini-basketball, Simon Says, etc.
4:30-6:00	Individual Choices	Drawing, table games, puzzles. Homework for school-age children. Gradual departure of children, parent communication.



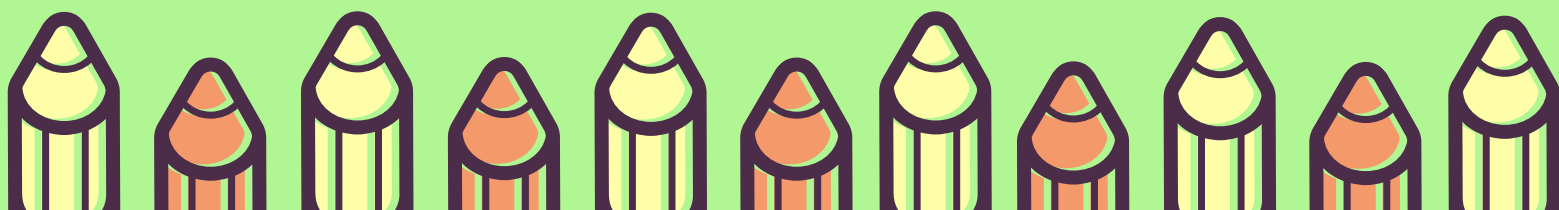
HEALTH EXAMINATION

A health examination including immunizations is required for each child within 12 months prior to admission on the forms provided. Milestone Academy has the right to terminate enrollment if the health form is not turned in within 30 days from the day of arrival. Health examinations shall be repeated annually for children two years of age and younger.



ATTENDANCE:

- Failure to inform Milestone Academy in advance of any late arrivals exceeding 30 minutes will result in the child being considered absent for the day
 - An unexcused absence will result in being charged full price for the day missed
 - In the event of tardiness later than 30 minutes, the parents or guardian of the child is responsible for providing the child with the first meal of the shift
- Vacations: Parents are allowed a one-week non-payment vacation per year by Indiana state mandate
 - A 14-day written notice must be submitted in advance of any non-payment vacation
 - Any additional time away from childcare services outside of the one week non-payment period will be charged the regular rate for childcare and must be paid prior to the child's last day of attendance
 - Failure to submit advance notice will require full tuition to be paid in full before the child may continue with childcare services



RELIGIOUS ACCEPTANCE POLICY

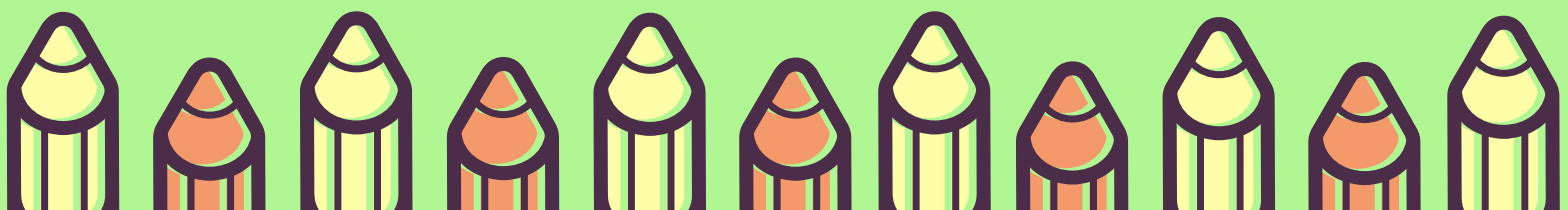
Milestone Academy is a multicultural daycare, committed to serving children of many different religious and ethnic backgrounds. While LaQuita Hughes is an ordained Minister, Milestone Academy strives to celebrate all religious groups and practices. At Milestone Academy, we encourage supervised respectful, open, and honest discussion among the students about different religious practices, and while teachers will not promote one religion, we will explain and answer questions in a developmentally appropriate way. Milestone Academy teachers may have a limited background regarding some religions, but will recognize the agency and knowledge of every student about their own practices and encourage research into practices that are unfamiliar. If a child is deeply interested in another religion, it is suggested that children ask their families for more explanation and in-depth information about the religious aspects of holidays and religious practices and to share with teachers and classrooms how each child celebrates as a family!



AUTHORIZED CHILD RELEASE POLICY

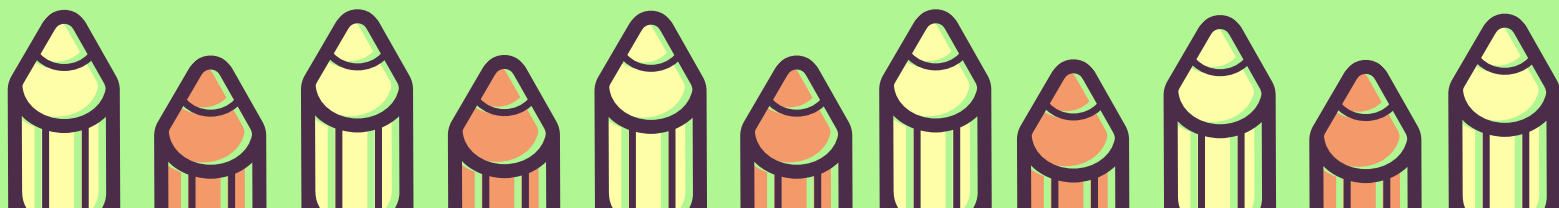
If someone other than the parent or guardian is to pick up a child from Milestone Academy, written parental/guardian consent must be provided prior to the pick-up. This may be done by including the name of the person on the Authorized Pick Up portion of the Emergency Information Form. Anyone picking up a child must be 18 years of age and will be required to show identification. No child will be released without written authorization from the parent or guardian. Parents or guardians may call in case of an emergency and the person will be allowed to pick up for that day only.

Parents or guardians may revise their permanent Authorized Pick Up information with the Milestone Academy director. If an authorized person, who the Milestone Academy staff suspects is intoxicated or impaired, insists on removing a child from the center, the staff will immediately report the incident to the local police agency.



ILLNESS AND MEDICATIONS:

- For COVID-19 Policies, see the COVID-19 section
- Childcare will be provided for minor non-contagious conditions or injuries, such as allergies. In order for the childcare provider to administer any medications, parents or guardians must give written and signed consent, including full instructions
- To safeguard the health of children and staff at Milestone Academy, a child exhibiting signs of contagious illness may not attend daycare. A doctor's release must be submitted in writing before the child may be readmitted for childcare services.
 - Contagious illness symptoms include, but are not limited to:
 - A fever of 100 degrees or higher
 - New sneezing or coughing
 - Skin rashes
 - Excessive diarrhea
 - Vomiting
 - New fatigue or lethargy
 - New muscle aches (unrelated to exercise)
 - Sore throat
 - Eye infection or other signs of infection
 - And others, determined by Milestone Academy management
- Should a child become ill or injured at Milestone Academy, the parent or legal guardian and/or the emergency contact person on file will be notified immediately. The child will be cared for in an area away from the other children until the contact person can pick up the child
- If it is determined by Milestone Academy management that an illness or injury requires emergency medical care, Milestone Academy will call 911 for assistance. Any and all costs incurred for medical care will be the responsibility of the child's parent or legal guardian.



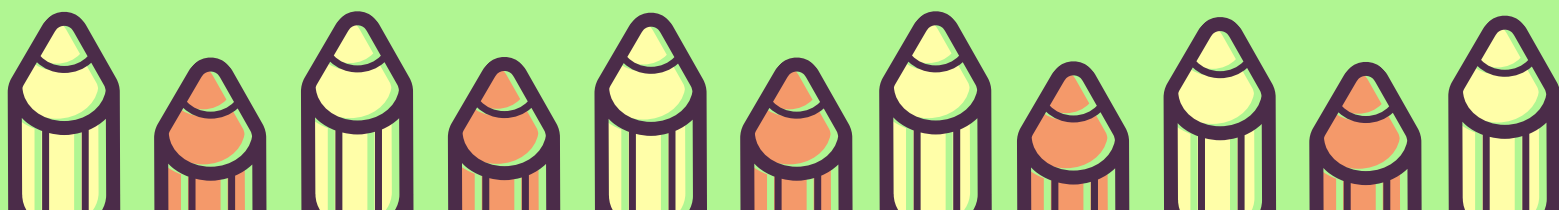
COVID-19 POLICIES:

- In order to ensure the health and safety of all children and staff at Milestone Academy, some non-negotiable COVID-19 policies have been implemented:
 - Parents are not allowed within the daycare.
 - All children must be dropped off at the front door.
 - Each child and staff member is subject to required daily temperature checks at the beginning of the day. If it is determined that any person has a fever over 100 degrees, they cannot enter the daycare that day.
 - Masks are required by all staff and children at all times while at Milestone Academy, excluding meal times
 - Milestone Academy is disinfected by hand daily and with an industrial disinfectant machine weekly
 - Handwashing is strictly enforced for both children and staff

BEHAVIOR MANAGEMENT AND DISCIPLINE POLICIES

-At Milestone Academy, we believe in positive, guiding reinforcement. Milestone Academy uses strategies that allow the child to take responsibility for their own actions. We focus on teaching children appropriate behavior, and our staff will serve as role models for our children

- We will not use time outs, threats, or bribes on children. Instead, we focus on showing children how to interact socially, and continually emphasize setting and respecting appropriate boundaries
- We expect children to be respectful of themselves, others, and the materials in the environment.
- If your child continually exhibits challenging behaviors, we will call you and discuss the issue
 - In the case that the issue is not addressed and corrected, Milestone Academy holds the right to take possible actions such as expulsion if necessary
 - We will not discuss discipline problems in front of other parents or children



- Physical punishment will never be used, even if requested by the parent
- Strategies that Milestone Academy utilizes to help correct behavior are:
 - Positive reinforcement: The child will be enforced when they demonstrate acceptable behavior
 - Redirection: The child is redirected to another activity and given an opportunity to try again at another time
 - Take a break: The child is separated from the group for a child-regulated period of time. This technique is used only when the child is exhibiting temper tantrum type behavior or is hurting themselves, others, or equipment. When the child shows that they are ready to demonstrate acceptable behavior, the child is encouraged to rejoin the group for activities.

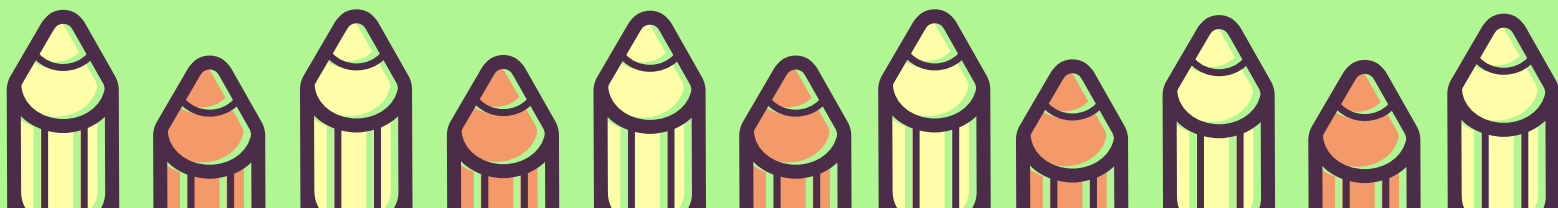
HYGIENE AND CLOTHING POLICIES

Children are required to wash their hands upon entering the center.

Children at Milestone Academy are actively involved in a wide variety of activities during the school day. Comfort and ease of movement should be priorities and clothing should be washable, durable and appropriate for the season. During the spring and fall, an extra jacket or sweater should be available. In the winter, every child **MUST** have outside cold-weather clothing.

Since the children run, climb, and jump as they play on both the grass and pavement, sturdy shoes must be worn.

During some seasons our playground is both dry and dusty. We do realize that many children may go home dirty after a day at daycare. The children wash their hands regularly throughout their day, always after coming inside after outside play, always before eating snacks and lunch and always after using the bathroom. Even though they are washing up regularly, by the end of the day we often have dirty, but happy children.



We appreciate your understanding the importance of outside play to young children's growth and development.

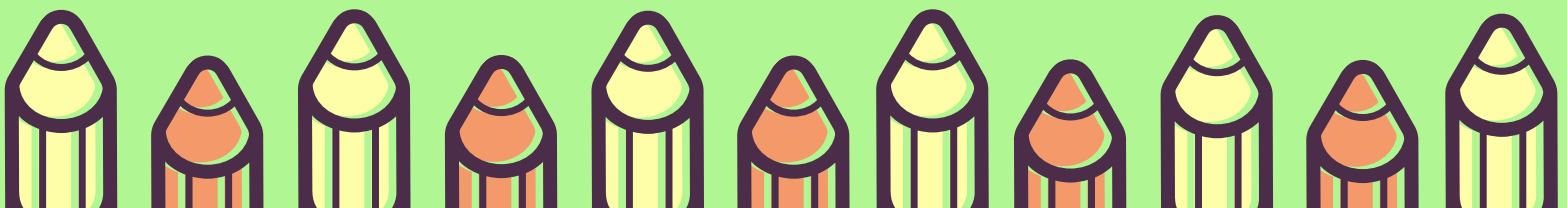
Milestone Academy does have climbing structures on the playground. These units provide opportunities for gross motor skills development. We encourage exploration, discovery and sensory play (such as paints, clay, and other messy items), and ask that you dress your child in easily washed items that they don't need to worry about staining. We do our very best to prevent major messes, but children will often be messy when they play.

GRIEVANCES

We understand that there may be an occasion when a problem arises. A grievance/concern should be written and submitted to the Director. The Director will contact you as soon as possible to discuss the issue.

WITHDRAWAL FROM MILESTONE ACADEMY

- Clients who wish to discontinue child care services with Milestone Academy must give two weeks advance written notice
 - Your child's withdrawal date is two weeks from the date of the written notification. You will be charged accordingly regardless of actual attendance
 - The two-week deposit will be forfeited if payment for your last two weeks of service is not received
- Your child will be considered withdrawn without written notice if you do not inform management at Milestone Academy of any absences in excess of one week (five business days plus Saturday), excluding holidays
- Clients who wish to change their childcare shift must give two weeks advance written notice



TERMINATION OF SERVICES:

- Reasonable steps will be taken to avoid termination. Reasonable steps will be determined through a conversation with Milestone Academy management and will be considered on a case-by-case basis.
- However, Milestone Academy may terminate services for the following reasons:
 - Late payments or failing to maintain account in good standing
 - Failure to honor the obligations listed in this document, the enrollment form, or in any written policies provided by Milestone Academy
 - Any actions by parents or children that adversely impact the program at Milestone Academy

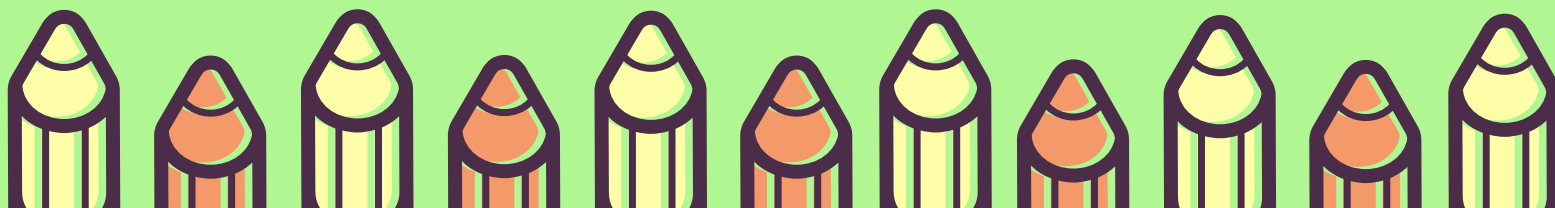
LEGAL STATEMENTS

Americans with Disabilities Act: Our policy is to accept children in compliance with the Americans with Disabilities Act. We will also be compliant with local, state, and federal laws pertaining to the provision of services to individuals with disabilities. It is our goal to meet the individual needs of all children within the structure of our program, maintaining a positive, healthy, and safe environment for all children (and staff) in our care.

Mandatory Reporting of Abuse and Neglect: Milestone Academy is required by Indiana State Law IAC 33-4.7-13 to report any case of suspected child abuse or neglect to the Department of Child Services. All Milestone Academy teachers receive training regarding the signs of child abuse and neglect. Abuse Hotline #: 1-800-800-5556.

Confidentiality Policy: Milestone Academy teachers will be exposed to confidential information as they work with children and families. A strict code of ethics is maintained to ensure the private nature of divulged information.

Policy on Alcohol, Tobacco, Firearms, Illegal Substances: The use of tobacco, and use or possession of alcohol, illegal substances, and firearms on or near the premise of Milestone Academy is prohibited.



Hand Washing 101 for Licensed Child Care Homes



Proper and frequent hand washing is the easiest and most effective way to prevent the spread of illness and disease in child care. Using

the proper procedure and washing hands frequently can prevent the spread of the common cold, flu, and food borne illness as well as many other germs. Children mimic behavior, so staff who wash their hands using the proper procedure at the appropriate times are setting a great example for the children in their care.

Hand Washing is Required!

Indiana state licensing regulations require that child care providers and the children in their care wash their hands before and after certain duties and activities.

Child Care Staff Must Wash Hands...

- Before and After
 - Preparing meals and snacks
 - Eating
- After
 - Toileting
 - Feeding infants and children
 - Bathing infants and children
 - Wiping noses
 - Diapering and assisting children with toileting
 - Handling bodily fluids
 - Coughing into hands
 - Handling pets

Children Must Wash Hands...

- Before and After
 - Assisting with meal and snack preparation
 - Eating
- After
 - Toileting
 - Handling bodily fluids
 - Coughing into hands
 - Handling pets

When is Hand Washing Recommended?

Indiana state law covers the hand washing basics, but there are numerous other instances when hand washing is recommended for health and safety purposes.

- It is recommended that staff wash hands *before* feeding infants/children, bathing infants/children, wiping noses, and diapering/assisting children with toileting. It is recommended practice that staff
- wash hands *before and after* administering medication.
- It is recommended that children wash hands *after* a diaper change.
- It is recommended that staff and children wash hands:

- Before and after touching contaminated surfaces. A surface is contaminated if there is reason to believe that the surface has been or could be exposed to contaminants. This would include washing hands after taking out the trash.
- After coming in from the outdoors.
- Upon arriving at the child care center and before leaving.
- After sensory play involving sand, water, etc.

The Proper Procedure

The "proper" procedure is the hand washing process that has been proven most effective at eliminating germs. **Staff and children must wash hands using the proper procedure.**

- Wet hands under running water;
- Use plenty of soap to make a good lather;
- Keep fingers pointed toward the drain.
- Scrub fronts and backs of hands;
- Remember to wash wrists, scrub around fingernails and rings.
- Scrub between fingers;
- Scrub for at least 20 seconds;
- Rinse well with running water;
- Dry hands with a clean disposable towel or wall-mounted drying device

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