PARENT HANDBOOK 2026-2027

Excel Preschool

2-year-old kindergarten through 4K

4500 Industrial Park Road
Stevens Point, WI 54481
P: 715-544-0832
F: 715-600-9046
www.excelwi.org

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INTRODUCTION

This Handbook is a parent's guide to understanding the operations and policies in place at Excel Preschool. This Handbook does not constitute a contract for services or enrollment, either expressed or implied, or conditions of enrollment between Excel and its families.

Parents and/or guardians are required to read, understand, and comply with provisions of this handbook.

Circumstance will require that the policies and practices described in the Handbook change from time to time. Accordingly, Excel reserves the right to interpret guidelines as may be appropriate under the particular facts and circumstances and to revise, modify, rescind, delete, or add to the provision of the Handbook from time to time and in its sole discretion.

Enrollment at Excel is at-will. This means that a child's enrollment can be terminated at any time by the family or Excel, with or without notice, and without cause. Nothing in any document or statement now in existence or hereafter created shall limit the right to terminate the enrollment at-will except pursuant to a written enrollment agreement signed by the Owner of Excel and the parent and/or family. No other officer, agent, or employee of Excel has the authority to revise, waive, or alter this at-will enrollment policy, which cannot be altered other than pursuant to a written agreement signed by the Owner and the parent or family.

This Handbook, and the policies and procedures contained in it, supersede any and all prior past practice, written representations or statements regarding the terms and conditions of enrollment, except as may be stated in a fully signed and written enrollment contract. Any and all previous handbooks are specifically revoked.

Please contact the Center Director if you have any questions on any matter covered in this Handbook.

OUR MISSION

Our mission at Excel preschool is to foster early learning and child development by delivering high quality education and childhood experiences in a research-based, behavior-analytic learning environment to encourage pre-academic skills and social development.

EXCEL STAFF

The staff at Excel include the Preschool Administrator, Preschool Center Director, Preschool Teacher and Preschool Teacher's Assistants. The delegation of authority for staff is as follows: Owner; Administrator; Center Director; Preschool Teacher; Preschool Teacher's Assistant. All staff are required to have a file with staff record, staff health report, TB testing, The Registry certificate, Staff Orientation Checklist, Continuing Education Record, CPR/AED, Mandated Reporter, Shaken Baby Syndrome Prevention Training, and documentation of dates when contact with children occur.

All staff have a caregiver background check and fingerprint background check performed as well as an initial orientation upon hire that includes all components of the state licensing requirement. All staff attend a monthly staff meeting and meet continuing education requirements by attending trainings, conferences, or educational workshops.

*In addition to the preschool staff, other Arrow Academy Inc. staff (the mother company of Excel) may enter in and out of the classroom during the day to support the classroom and children. The names of these staff and times of these occurrences will be recorded. These staff have full caregiver and criminal background checks completed but are not official staff of Excel and are not bound by the state licensing requirements. They do, however, follow all Excel policies and procedures and are under the direct instruction of the Preschool Teacher. These staff are not left unattended with the children and are utilized in the classroom to provide direct behavioral support and to assist in developing additional classroom skills for some of the preschool children.

ADMISSION

Enrollment

Children aged 2 through 5 years old can enroll in Excel's Preschool program. Forms for registration are available to print on the Excel website or from our front desk. Excel allows child enrollment throughout the entire year as children age-in to the age requirement (2 years old) and payments are made on a biweekly schedule (every other Monday). The facility capacity for the program is currently 48 students and enrollment will be allowed until the center reaches its capacity.

Complete registration packets must be returned in-person to the Excel front desk and include parent/guardian contact information, child's home address and phone number, persons authorized to call for/receive the child, emergency contact information, physician/medical facility, emergency medical care/treatment, pet acknowledgement, health history and emergency care plan and immunization history. Payment arrangements are made at the time of registration.

Excel's state license is posted in the front waiting room behind the front desk. Results of the most recent licensing inspection, notice of enforcement actions, stipulations, conditions exceptions or exemptions are posted behind the front desk. Parent information will be sent home monthly via a monthly newsletter or a printout when important updates are made.

State Licensing rules and Your Guide to Regulated Childcare are posted in the parent viewing/seating area. All notices of enforcement action, stipulations, conditions, exceptions, or exemption are also posted in the parent viewing/seating area. Excel center policies, parental notices, observation, and other parent information are located for reference in this handbook and can be found on the Excel website.

Attendance

Attendance is recorded each day upon arrival. Child whereabouts are monitored via a vocal announcement whenever a student enters or leaves the classroom with an adult as well as a child in/out board that will track which location a child is in (i.e. bathroom, home etc.).

The school year typically begins the day after Labor Day and runs year-round.

Excel's Preschool operates Monday - Thursday from 7:30 am to 5:00 p.m. and Fridays by appointment. See enrollment packet for offered class times online or at the front desk.

Children who need to disenroll in school at any time during the year need to contact the Center Director, communicate their desire to discontinue in writing and stop any active payment schedules.

GENERAL EXCEL POLICY

Drop-off & Pick-up Policy

Drop-off

- The drop-off window is 30 minutes before class begins (7:30am-8am).
- If parents will arrive after the drop-off window, please call the center as soon as possible to inform staff you are coming.
- If Excel staff do not receive a call from parents for 2 consecutive days of absences, a staff member will call parents to check on child's whereabouts.
- If students do not arrive by approximately 8:15AM, staff will assume the child is not attending that day, mark the child as absent and will no longer be waiting for the child to arrive.

Pick-up*

- If parents will be late picking up a child, they are required to call as soon as possible to inform staff they will be running late.
- If Excel staff do not receive a call from parents, a staff member will call parents 10 minutes after closing time to check on parents' whereabouts.
- If parents cannot immediately be reached, emergency contacts will be called.
- Excel does not authorize the release of a child without the written documented permission from a parent in our records. Adults picking up will be requested to show ID for verification.
- If unauthorized person attempts to pick up, parents will be contacted immediately.

**Late fees apply to pick-ups later than closing time*

Items Provided by Parents

On the first day, Excel requests each child come with some materials for the classroom to share as well as for their personal use. Please see the current School Supply list for these items.

Damaged/Missing Property

While we do everything we can to ensure your child's property is taken care of while they are in our care, accidents do occur. Please understand that what is brought with your child from home during class time is not the responsibility of Excel Preschool or its staff. Please only send with your child what is necessary for his/her day. Excel Preschool is not responsible for damage done to personal items by your child, other students in the facility or general "wear and tear" by use during class hours.

Due to the educational and experiential nature of our curriculum, students engage in lots of fun, but sometimes messy, activities each day. Please dress your child accordingly as clothing may get wet or dirty during activities. Excel Preschool staff cover children's clothing with smocks during these activities, but we cannot guarantee they will be 100% effective in preventing clothing damage and are not responsible for clothing damage.

It is our policy that all items belonging to your child need to be labeled with his/her initials by the parent to show ownership of the items that come in with your child. It is not the responsibility of Excel Preschool to label personal student items.

Closings & Calendar

The 4K classroom operates on the Stevens Point Area Public School District calendar. Please see the SPAPSD website for the yearly calendar, class times and closed dates for 4K.

Excel Preschool 2K and 3K classrooms recognize the following Holidays and will be closed around the following holidays. Exact dates will be identified at the beginning of each new school year (September):

- Labor Day
- Thanksgiving Break
- Christmas Break
- New Year's Day
- Memorial Day
- Independence Day

Excel Preschool may be closed 2-3 days before the first day of the new school year for classroom prep.

Yearly schedules will be given to families indicating specific dates of holiday closures. Tuition is not adjusted for holiday closure dates.

In the event of a planned emergency closing (i.e. predictions of inclement weather), Excel Preschool closings will be posted on the Excel Facebook page as well as on local news stations as soon possible. Excel Preschool closes for snow or inclement weather. Tuition payments during canceled or missed days of school due to inclement weather are not refunded.

In the event of an emergency closing while children are present, notification will be posted to the Facebook page and parents and/or emergency contacts will be called via phone to inform them of the closing and will be given additional details and instructions at that time. Tuition payments during short-term maintenance/safety closures are not refunded.

Child Records

Parents are entitled to their child's record unless access is denied by court order. Copies of court orders will be kept in the child's file. If at any time a parent would like copies of records, please let the Excel Preschool staff know.

Child Observations

Parents are welcome to observe during school hours unless access is denied by court order. Please check in at the front desk to request access to the classroom.

Confidentiality

Excel keeps a record of our children's information. This record contains the dates of contact with our children, notes on child progress and other documents related to child performance. This record is confidential and may be released only with written consent by the parent/ legal guardian. To release information to a third party, Excel must receive a signed "Release of Information" form from the parent/legal guardian.

Photos of the children may be used for marketing, training, or academic purposes only with the consent of a parent or legal guardian. A photo release consent is included in the registration packet.

Non-discrimination

In accordance with Federal Civil Rights laws, Excel is prohibited from discriminating based on race, color, national origin, sex, religion, disability, or age. Persons with disabilities who require alternative means of communication

for program information (i.e. Braille, ASL, large print etc.) should contact the Agency where they applied for benefits. Excel is an equal opportunity provider.

Pet Policy

Pets are not permitted inside Excel property. Service animals assisting those with special needs, however, will be allowed if the individual requires the assistance of the service animal for their visit. If a foreseen or consistent use of a service animal is needed within the facility, all parents will be sent home an update indicating the dates and times the animal will be in the building and where. If you are concerned of the potential for animal presence, please contact the Center Director.

CHILD EDUCATION

Curriculum

Excel Preschool offers a developmentally appropriate, theme-based curriculum called Frog Street that runs the entire period of class with a focus on literacy, STEAM (Science, Technology, Engineering, Arts, Math), and social/emotional development.

Excel encourages cultural diversity by offering toys and activities that promote learning and understanding of different cultures.

Excel does not incorporate religion-based lessons or themes in its curriculum. The center does, however, observe major holidays (such as Halloween, Thanksgiving, Christmas, Valentine's Day) and may base its curriculum on these themes. If you have concerns about holiday themes, please discuss those with the Preschool Teacher.

Class Schedule & Set Up

The preschool schedule rotates between sitting and moving activities as well as play and academic. Snacks are provided daily in between mealtimes.

The classroom is arranged in activity stations including imaginary play, art/craft, academic and quiet reading area. This will allow children to develop clear expectations and guidelines on what activity is appropriate for the different areas and encourage positive behavior.

Child Progress

Children will be assessed during their first weeks of attendance on different academic areas. Children will then be reassessed at the mid-term and end of the year. Families will be invited to child progress reviews approximately half-way through the school year and a progress report will be sent home at the end of the year. Parents may request additional reports on progress if they desire.

Child Guidance

Children who are upset, crying or distraught will be comforted by staff and discuss ways to overcome the cause of the distress. Positive guidance, redirection and setting clear limits are some of the tools used by Excel staff to teach appropriate behavior and to develop self-control, self-esteem, and respect for others.

Actions that may be psychologically, emotionally, or physically painful, discomforting, dangerous or potentially injurious are prohibited. Examples of prohibited actions include all the following:

- Spanking, hitting, pinching, shaking, slapping, twisting, throwing, or inflicting any other form of corporal punishment.
- Verbal abuse, threats or derogatory remarks about the child or the child's family.
- Physical restraint, binding, or trying to restrict movement or enclosing in a confined space such as a closet, locked room, box, or similar cubicle.
- Withholding or forcing meals, snacks, or naps.
- Actions that are cruel, aversive, frightening or humiliating to the child.

Excel does not engage in punishment-based discipline procedures. Children are redirected from engaging in inappropriate behavior or pulled aside to discuss replacement behaviors. Additional measures such as additional staff supervision or individualized behavior management plans may be used to prevent inappropriate behavior. These kinds of additional interventions will be discussed with and agreed upon with parents before implementation by means of a parent-teacher meeting to discuss strategies and solutions. If any plans involved pre-approved time-out procedures, these procedures my not exceed 3 minutes. A heavy focus on praising appropriate behavior is given throughout the day to encourage positive interactions.

Transitions

Children will be transitioned to bathrooms or hand washing in small groups with an adult to minimize time spent standing in line and in large groups.

Field Trips

Field trips may occur during the school year either walking or bussed. Permission slips will be sent home describing the field trips and allowing parents to choose their child's participation.

HEALTH CARE

Sanitation & Cleanliness

Excel follows all required sanitation policies for eating surfaces and utensils. In addition, hard surfaces and bathrooms are sanitized and trash removed daily. All hard toys sanitized on a regular rotation and when contagious illness is reported.

Children and staff are required to wash hands before eating/handling food and after bathroom use or helping children in the bathroom. Hand sanitizer is always also available to staff.

The preschool room and bathrooms are vacuumed, swept, touchable surfaces wiped, and garbage emptied daily.

All staff are trained in handling bodily fluid that may contain blood borne pathogens and gloves are always readily available in the classroom. If a child's clothing becomes soiled, it will be bagged and put in his/her backpack immediately. If the soiled garments occurred due to a non-emergency accident, parents will be informed of the incident at pick up.

First Aid

Excel staff are permitted to administer emergency first aid only. Staff are permitted to clean superficial wounds with soap and water and apply a clean sterile bandage only.

In the case of suspected poisoning, the poison control center will be called immediately followed by 911 if necessary and the parents.

Minor injuries will be documented in the Medical Logbook and reported to parents/guardians at pick-up. More severe injuries will be reported immediately.

Parents will be called when:

- An injury causes a lasting, physical effect on the child such as a limp or babying the injury.
- A child has an injury for which a bandage is insufficient to stop the bleeding.
- A child seems disoriented or has suffered a head injury that does not cause visible damage.
- Staff cannot identify location or whereabouts of injury, but child seems to be in significant pain or distress.

911 will be called when:

- A child is choking.
- A child is unconscious or non-responsive.
- A child is having a seizure.

If no emergency hospital is specified in registration documents, children will be taken to the nearest hospital, or the hospital deemed appropriate by emergency medical staff.

In the event a child bites another child, both parents will be informed upon pick up. Details of the bite will be given at that time such as if the injury resulted in abrasions or bleeding and if a transfer of bodily fluid likely occurred. Infections from child bites do not usually occur (*National Center for Biotechnology Information*), but in the event of a more serious risk of disease transmission, families will be notified of the risk.

Child Illness

If your child is unable to attend, please call or email the school staff as soon as possible.

If your child is ill, please do not bring them to school that day. Please respect the staff's judgment when they determine that a child should not attend Excel because of illness. These limits are designed to help sick children recover and to avoid the spread of disease. Listlessness, diarrhea, fever, or crankiness may all be symptoms of illness, and it is our policy to isolate children showing such symptoms. Parents need to pick up their child promptly, within one half (1/2) hour if he/she is ill as Excel is not licensed to provide care for mildly ill children. If parents do not pick up their child within 30 minutes, the emergency contact will then be contacted for them to come and pick up the ill child.

If the child becomes sick while at the Excel, the child must be isolated from other children and the parent called immediately. Excel is not authorized to care for mildly ill children and must exclude a child:

- Who has a reportable illness or condition that is contagious (Parents must inform us within 24 hours if their child has a contagious disease)
- With chicken pox until the child is no longer infectious or until the lesions are crusted over
- Who has vomited in the last 24 hours
- Who has had any abnormally loose stools since arriving that day
- Who has contagious conjunctivitis or pus draining from the eye (pink eye)
- Who has a bacterial infection and has not completed 24 hours of antibiotics
- Who has unexplained lethargy and is unable to participate in all the regular activities of the day
- Who has a 100-degree Fahrenheit temperature or above before fever reducing medication is given
- Whose temperature has not been below 100 degrees for 24 hours

- Who has an undiagnosed rash or a rash attributable to a contagious illness or condition

Center Exposure to Illness

Excel will notify public health, licensing, and parents of confirmed cases of contagious illness that were present in the building. Parents will be notified via email after the exposure is confirmed with some basic information on signs of the illness.

Medication

Excel will maintain a Medical Logbook documenting the administration of each medication. Parents will have access to entries regarding their child if requested.

Excel will administer **prescription medication** ONLY under the following conditions:

- Parents have completed the Medication Authorization form provided by Excel for each prescription and non-prescription medication.
- All medicine must be in its original container with the child's name, dosage, and administration directions. Medication will be stored in a locked medication box. Medicine requiring refrigeration will be kept in a covered, labeled, and locked container in the refrigerator.
- We will not exceed the age-related dosage on the label of any medication without a written doctor's authorization.
- If there is a delayed or missed dosage or if there are other errors in distribution, parents will be notified immediately and may be asked to contact their doctor for recommendations.

Non-prescription ingested medicine:

- Any medicine or supplement that is to be ingested requires a completed Medication Authorization form.
- Any medicine or supplement that does not have a Medication Authorization form will NOT be administered to children.
- Please write the child's name on the container.
- Any non-prescription ingested medicine will also be documented in the Medical Logbook and contained in the locked medication box.

Non-medicinal products:

- If you prefer your child to use his/her own sunscreen or bug repellant, please send this along daily in the backpack.
- Please keep rash creams in the backpack.
- Please write child's name on the containers.

Any accidents or injuries occurring on-site, marked change in behavior or appearance or any observation of injuries to a child's body received outside of center care will be entered into the center's Medical/Injury Logbook.

Medical Logs will be reviewed at least every 6 months to look for correctness and patterns that can help with preventing injury.

Immunizations & Health Records

Excel encourages all families to complete a full routine of vaccinations for their child; to be up to date with standard recommended vaccinations (on whichever schedule the parents choose); and to obtain a yearly flu shot. Excel is not responsible or liable for any vaccine-preventable spread of disease. Any communicable disease that has contacted the center should be reported to school staff immediately so he/she can take the proper steps to help prevent the spread of illness.

Each child's most recent health examination record is required for enrollment. All necessary health related forms for enrollment are found in the registration packet.

SNACKS & FOOD

Nutrition

Each day, children will be provided with a 2-component snack (following USDA recommendations) including 2 of the following food groups: grain, dairy (usually 2% milk) and/or fruit. During this time, the children are encouraged to socialize in appropriate ways and guided to communicate with their peers. Staff will oversee snack and encourage social interactions.

Snacks and milk are stored in a cabinet or refrigerator.

Snack calendars will be provided monthly.

Food Allergy

Please let Excel staff know if your child has a food allergy or other food sensitivity. This will be posted by your child's name on the child attendance board. Arrangements for alternative snacks can be made.

If your child has a life-threatening food allergy, please provide an EpiPen that can remain at the facility with the prescription label attached and a completed medication administration sheet.

Birthdays & Holidays

Excel welcomes families to send treats for birthdays if parents wish. Snacks for the entire classroom must be purchased from a store and have the ingredient label attached. Non-store-bought snacks will not be served at the center, but rather sent home with families for parents to determine whether their child is allowed to consume.

During holiday celebrations, Excel may request parents to provide snacks and participate in a holiday party. Parents may opt out of this celebration for personal or religious reasons. Notifications of these events will be sent home prior to the events.

FEES, PAYMENTS, VACATION & REFUNDS

Fees

The following is a list of possible additional fees that may be invoiced to you:

- Late Pick-Up Fee:
    - Half day pick up occurs at 12:00 p.m. A late fee of $5.00 will be charge for every 10 minutes a parent is late to pick up beyond 12:00 p.m.
    - The facility closes at 5:00 p.m. A late fee of $5.00 will be issued for every 5 minutes a parent is late to pick up beyond 5:00p.m.

    - Subsequent incidents of the same nature may result in a written notice and potentially result in discharge from the program.
- **Lunch Fee**: If a child arrives with no lunch, attempts will be made to call the family to arrange a lunch to be dropped off. If this arrangement cannot be made, Excel will charge $10 for any lunch provided by Excel.
- **Diaper Fee**: If your child runs out of diapers, $1 will be charged per Excel diaper used.

All charges are to be paid by due date indicated on the invoice received from Excel Preschool.

If there will be a third-party payment, as from an employer or the county, a special payment schedule will be arranged and detailed in the contract.

NSF Checks or debits will result in a $25.00 reprocessing fee and any bank fees incurred from the invalid transaction will also be invoiced.

Registration Fee: Upon registration, a non-refundable fee is required to register into the program. **A $50 registration fee must be turned in** to secure your child's registration. This fee is collected yearly for each school year (fall to fall). Children will not be registered until Excel receives the registration form and payment and registration is on a first come first served basis. Please make checks payable to Excel Preschool.

Tuition Payments

The Owner will establish a regular weekly rate for tuition outlined in the Registration Packet. See Registration Packet online for current fee schedules. Tuition rates typically increase approximately 5% each school year.

Tuition payments are not refunded/credited when school is closed for inclement weather, holiday closures, sudden/unplanned short-term closures for maintenance/safety, or sick days.

Tuition payments will be deducted automatically via a recurring biweekly payment. Financial agreement is found in the Child Registration Packet and payment information is set up at the front desk when dropping off your completed registration packet.

Any missed tuition payments will be invoiced to the family along with a $25 reprocessing fee and any bank fees incurred from the invalid transaction will also be added to the invoice.

For any returned or denied payments, Excel Preschool will inform the family via email along with the amount due to reconcile the tuition payment. Payment musts be made within 1 business day from receipt of the email notification for any outstanding tuition payments in order for the student to continue to attend preschool. Discharge will occur upon the second infraction of this rule.

Late Payments postmarked after due date printed on the invoice will result in an additional charge of 1%.

- If no payment is received within 3 days of due date, a second invoice will be sent with the fee added, new total and new due date (14 days).
- If no payment is received within 3 days of due date for second invoice, a FINAL invoice will be sent with the fee added, new total and new due date (14 days).
- If no payment is received within 3 days of due date for FINAL invoice, services will be suspended immediately until fees are paid and/or the invoice amount will be sent to collections.

Excel Preschool reserves the right alter this Late Payment policy as needed in order to sufficiently address/settle outstanding family debts.

Cash or Check Tuition Payments

All preschool sessions must be paid for in advance of your child's attendance. Any payments for tuition that are not auto-debited must be received and cleared before your child can attend the upcoming session. If no payment is received in advance, Excel staff will require the student to be sent home until cash payment is received or check payment is cleared.

If you are scheduled to make cash or check payments, you must drop off payments no later than Thursdays at closing time for the upcoming week(s).

All cash or check payments can be dropped off or mailed to Excel's business address or as indicated on the invoice. Credit/debit card payments can be made at Excel's front desk.

Vacation

Excel Preschool allows a vacation program where tuition fees will be paused while the student is absent for a planned vacation. This time can be used for other pre-planned absences other than vacation, but not retroactively for sick days and is subject to approval by the Clinical Director.

For each day (or half day) a student is enrolled, he/she gets 2 days (or half days) of vacation time available for use within 1 year. The year runs in accordance with Excel's school calendar, starting on or near Labor Day.

All vacation days must be used as full days. No partial day exchanges will be allowed.

Students may not return early to preschool during a vacation request period in which vacation days have been used.

All requests for the use of vacation time must be submitted in writing at least 2 weeks in advance or Excel Preschool reserves the right to charge full tuition payments according to the student's agreed upon schedule.

Employee Discount

Employees of the company will receive 50% off tuition for their child(ren).

Refunds

Unplanned absences, illnesses, short-term emergency/safety closures, or abrupt withdrawal from the program without proper notice will not result in a refund. Families should contact the Center Director to discuss refunds. Any refunds issued will be at the discretion of the Administrator.

Grievances

In the event of a grievance, conflict or complaint against Excel, parents are encouraged to make an appointment with the Administrator or Center Director to professionally discuss and reconcile any dispute.

SAFETY, ACCIDENT & EMERGENCY PROCEDURES

A designated adult is available within 5 minutes in the event of an emergency. Emergency phone numbers (such as police and fire departments) are posted by each phone in the center.

Safety

At Excel, the safety of our students is a major priority. We do all we can to ensure the safety of children while they are in our care.

Excel's building is locked to outside persons other than staff. Coded doorways or key card entries prohibit unauthorized persons from entering our classroom areas. It is Excel policy to keep doors locked and closed during instruction. If you find yourself locked out of classroom areas and no staff assistance is available, please ring the doorbell in the front waiting room or call.

Communicating Accidents & Emergencies

Parents will be notified of any minor incidents that occur during the day via the Lillio app incident message. In the event the injury is more severe, such as a head injury, allergen exposure, consumption or contact with a poisonous material, administration of the incorrect medication, or the student is exhibiting concerning symptoms from the injury, parents will be notified immediately via phone.

Shelter in Place

In the event of an external threat that would require staff and students to stay indoors/shelter in place, students will be taken to interior rooms, away from windows and doors until the threat passes. If possible, parents will be called to update them on the status of their children.

In the event the shelter in place order is intended for the community for a longer duration, the facility may be required to close temporarily to follow and abide by shelter in place orders. Communication will be delivered to families via email to update families on the center's plans for closure duration and for reopening when those timelines are known. Tuition fees will be paused while these orders are in place. Guidance will be taken from local government during this time.

Lock Down

In the event of a public threat, Excel may choose to lock down the building for the safety of our students and staff. In the event of a lock down, the information will be posted on our Facebook page and affected families will be called. During this time, we will wait for the threat to pass before releasing children or allowing persons to enter the building. Please be understanding of this policy in the event of a lock down.

Intruder

In the event of a dangerous building intruder, the first response will be for students and staff to evacuate the building as quickly as possible through the nearest and safest exit. If evacuation is not possible, staff will hide and barricade themselves in as best as possible until the threat passes. Evacuated staff and children will meet in designated safe location and call police.

Fire or Building Evacuation & Relocation

In case of an emergency that would require an evacuation, children will be evacuated by all available staff through the nearest exit. The emergency binder and a phone will be taken out by the lead teacher to assure that all children are accounted for and all families can be notified. Children will be gathered at a safe distance from any burning material in the west parking lot of the building.

Parents will be notified via message and phone in the event we are unable to return to the building.

If we are unable to return to the building and waiting outdoors is deemed unsafe, staff will shelter in a designated shelter area until parents arrive.

Staff who are assigned to children with physical disabilities or more intrusive cognitive disabilities will receive priority assistance from additional staff members as needed.

Tornado

In the event of a tornado warning, the children will be taken to the basement/interior rooms of the center by all staff members. Blankets, a portable radio, and flashlight, with extra batteries for both, are always kept in the tornado shelter area. The current schedule and emergency contact information will be brought along by the designated staff member, either the center director or lead teacher. Staff will engage the children in activities until we are assured by the authorities that the danger has passed.

In the event of a lost child, the lead teacher will designate a staff member to check all areas of the center. If the child cannot be found, the child's parents and/or emergency contact and the police will be immediately notified.

Missing Child

In the event a child is reported or noticed as missing the following actions will be taken:

1. Alert the Director.
2. The Director or a lead teacher will carry out a thorough search of the building and grounds.
3. Doors and gates are checked to see if there has been a breach of security whereby a child could wander out.
4. The assistant teachers will assure the other children should they be aware of the missing child and let them know everything is being done to find the child.
5. Any extra staff will be sent out to look for missing child.
6. If the child is not found within 5 minutes, the parent is contacted, and the missing child is reported missing to the police (call 911).
7. The Director talks to the staff to find out when and where the child was last seen and records this.
8. An incident report will be created, and the Director will notify DCF within 24 hours regarding the incident.

Loss of Heat, Power, Water

If the center should lose the use of heat, water or electricity before the center opens, the effects of the outage will be assessed. If class can continue safely and the power is anticipated to be restored within 3 hours, classes will continue as scheduled. If it is deemed unsafe or the power outage is expected to last longer than 3 hours, parents will be notified that classes are canceled for that day. In the event power is restored, we will contact parents to inform them when classes can continue.

If the center should lose the use of heat, water, or electricity while children are in attendance, the effects of the outage will be assessed. If class can continue safely and the power is anticipated to be restored within 3 hours, sessions will continue. If it is deemed unsafe or the power outage lasts longer than 3 hours, the Director will call the parents of all children and ask them to pick them up within 1 hour.

There will never be less than 2 staff members on-site.

In the event an emergency closing is necessary, we will contact news stations and call parents to pick up their child. All children will be kept in a safe are within the building or on the outside of the building as appropriate until parents arrive.

Public Health Emergency

In the event of a public health threat where services are put on hold, families may be reimbursed for time lost if time is significant. Services will be reinstated as quickly as it is deemed safe by local or governmental authorities.

Medical Emergency (Injury, Allergy, Seizure etc.)

In the event of a medical emergency, 911 will be called immediately followed by the parents/legal guardians.

All emergency phone numbers including the owner, Fire Department, Police Department, Ambulance, Poison Control, WPS (Electric) and Child Protective Services for Portage County are listed and posted at all phones.

If an emergency vehicle is needed and an ambulance is not readily available: The lead teacher is required to have their vehicle available for use in the case of an emergency as at least 1 additional staff member is always on site.

All staff will have training in child CPR/AED and first aid. First aid supplies will be stored in the classroom.

Child Abuse & Neglect

All staff are obligated to report suspicions of child abuse or neglect and will complete Mandated Reporter Training. If a call to Child Protective Services is needed, the person who has witnessed or suspected the neglect or abuse will contact the department directly. After the report has been made, the staff member will notify the owner and Center Director of the report and document it in the Medication Log. This would include when the authorized pick-up person appears impaired by drugs or alcohol.

Custody Arrangements

In the event of legal custodial issues, we ask that we have a copy of all legal documents affecting custodial rights including but not limited to:

- Restraining orders issued by the court that relate to the child, the enrolling parent, or to other family members.
- Any change or proof of legal guardianship or custody if it could be applicable to your child's treatment, drop-off, or pick-up.

We must know who the child is living with as we will release the child to the parent with physical custody or only persons listed on the enrollment documents as persons to whom we can release the child.

Please note, Excel Preschool staff must release a child at the request of the parent/legal guardian unless the parent/legal guardian poses an immediate threat to the child's safety. We cannot withhold a child to a parent/legal guardian simply at the request of the other parent/legal guardian.

Request for Legal Documentation or Testimony

Excel Preschool will only provide letters of witness, testimony or recommendation on a child's well-being/needs as required by a court of law. We are unable to provide letters attesting to the child's well-being/needs outside of a court requirement. Excel Preschool will only provide information intended to be used in legal matters when ordered by the court.

Note: This does not include reports to Child Protective Services according to Mandated Reporter training requirements. See Child Abuse & Neglect above.

Transportation

Excel does not offer center-provided transportation to children.

STUDENT BEHAVIOR POLICY

At Excel, we want all children to have the chance to meet classroom expectations as well as offer a safe and welcoming environment for all students. In the event that student behavior results in injury to another student or teacher or is deemed inappropriate or unsafe and occurs repeatedly, a student may be asked to disenroll at the center. Families will be given warnings and the opportunity to meet and collaborate with Excel staff to rectify the issue.

Excel Preschool follows a 3-strike system. The following behaviors will result in a strike:

- A student has hurt another student or staff through deliberate dangerous or harmful behavior (such as biting, hitting, kicking, scratching, etc.).
- A student has deliberately persisted in engaging in inappropriate behavior after being corrected and told that the behavior is not allowed at school.
- A student has deliberately engaged in unsafe behavior (such as eloping, climbing, throwing furniture/toys, going in non-student areas, etc.) after being corrected and told that the behavior is not allowed at school.

Upon the third strike, a student will be disenrolled at the center.

DISCHARGE OF ENROLLED CHILDREN

A child may be discharged, or services put on hold for reasons such as, but not limited to:

- Failure to pay fees by due date indicated on individual bill (Grounds for immediate termination without advanced notice).
- Lack of parental cooperation.
- Inability of Excel to meet the physical, mental health or behavioral needs of the child. Staff will consult with the parent to find solutions to problem(s) before ending services. The parent will be referred to other community resources.
- Failure to pick up the child at the scheduled time more than 3 times.
- Not paying late pick-up fees.
- Failure to complete and return required forms/documentation.
- Behaviors demonstrated by the child that consistently injure peers or require a peer to seek medical attention.
- Regular engagement in unsafe behaviors that put the child or others at risk, physically or mentally (1 or more times daily across 3 weeks).
- Harm to self, peers, teachers, or the facility that cause physical/tissue damage.
- Behaviors exhibited are outside of the scope of Excel Preschool's practice.

Excel is committed to complying with all applicable provisions of the Americans with Disabilities Act.

Parents must give a 2-week written notice of their intent to withdraw the child to avoid unnecessary tuition charges.

Excel will typically give a 2-week written notice of our intent to discharge a child, unless:

- The child engages in severe self-injurious behavior or harmful behavior to others (for example but not limited to drawing blood, spraining, hyper-extending or breaking joints, tissue damage etc.) that Excel Preschool staff are not trained to manage and would put other children in likely danger if attendance were continued. Additional referrals would be discussed with the family.
- Parents fail to pay fees owed after final notice due date is given.

If a parent feels an appeal is necessary, they may submit a written appeal and a consultation will be scheduled within 2 business days to review the intended discharge. The Owner or Center Director will make the final decision.

If the discharge is a mutual decision by both Excel and the parents, a termination date will be agreed upon on a per case basis and as discussed.

Information provided in the Parent Handbook is subject to change. If significant changes are made, parents will be asked to sign and date a Parent Handbook Acknowledgement Form indicating they have read, understand and agree to the changes.