



The Success Learning Academy

PARENT HANDBOOK

Table of Contents

Welcome, Mission, Philosophy & Programs..... 1

 Welcome to The Success Learning Academy 1

 Our Mission 1

 Our Philosophy 1

 Our Educational Goals 1

 Programs & Ages Served..... 1

 Non-Discrimination & Inclusion Statement..... 2

Classroom Experience & Daily Program..... 3

 Our Daily Program 3

 Developmentally Appropriate Practice 3

 Outdoor Play & Physical Activity 3

 Meals & Nutrition 3

 Rest & Nap Time..... 4

 Clothing & Personal Items 4

 Toileting & Potty Training..... 4

 Infants & Toddlers: Additional Care Practices 4

 Celebrations & Classroom Activities..... 5

Afterschool & Summer Camp Programs 6

 Afterschool Program (School-Aged)..... 6

 Afterschool Attendance & Absences..... 6

 Afterschool Pick-Up Procedures 6

 Before School Care 6

 Full-Day Programs for School Breaks 6

 Summer Camp Program (Ages 4-12)..... 7

 Summer Camp Enrollment & Fees 7

 Field Trips & Transportation..... 7

 Safety Expectations for School-Age Programs 8

Enrollment & Registration..... 9

 Enrollment Overview 9

 Enrollment Process 9

 Digital Parent Portal..... 9

Admission & Enrollment Requirements	9
Initial Enrollment Period	10
Class Placement.....	10
Attendance Expectations.....	10
Arrival & Departure	10
Changes to Enrollment Information	10
Withdrawal from the Program	10
<i>Financial Policies & Tuition</i>	<i>12</i>
Tuition Overview	12
Billing & Payments	12
Registration & Annual Fees	12
Late Payments.....	12
Discounts & Credits	13
Holiday & Closure Policy.....	13
Extended Care Fees & Late Pick-Up Fees	13
Attendance & Weekly Tuition Requirements	13
Afterschool-Only Families (School-Age Students).....	13
CAPS Scholarship Policies	14
Returned or Failed Payments	14
Withdrawal & Account Closure	14
<i>Health, Safety, Illness & Medication Policies</i>	<i>16</i>
Commitment to Health & Safety	16
Daily Health Checks	16
Illness Policy & Exclusion Criteria	16
Return to School Guidelines	16
COVID-19, RSV & Communicable Illness Protocols	16
Medication Administration	17
Allergies & Medical Conditions	17
Injury, Accidents & Incident Reports.....	17
Safe Sleep Policy (Infants).....	17
Emergency Preparedness	18
Child Abuse Reporting	18
Nutrition & CACFP Compliance	18
Immunization & Health Records.....	18

Behavior Guidance & Discipline Policy..... 19

Philosophy of Behavior Guidance 19

Positive Behavior Strategies 19

What TSLA Does NOT Use 19

Behavior That Requires Immediate Parent Notification 19

Biting Policy 19

Behavior Support Plans 20

Parent Collaboration & Communication..... 20

Suspension or Removal from the Program..... 20

Immediate Removal..... 20

Family Responsibilities & Communication Expectations 21

Family Partnership Overview 21

Parent Responsibilities 21

Communication Channels..... 21

Communication Expectations 21

Parent Conduct..... 21

Custody, Court Orders & Release Restrictions 22

Parent Concerns & Problem Resolution..... 22

Parent Participation & Engagement..... 22

Attendance, Hours of Operation & Closures 23

Hours of Operation..... 23

Attendance Expectations..... 23

Arrival & Departure Safety..... 23

Late Arrival Guidelines 23

Late Pick-Up Policy..... 23

School Calendar & Planned Closures 23

Inclement Weather & Emergency Closures 24

Emergency Evacuations or Lockdowns 24

Transportation Policies 25

Overview of Transportation Services..... 25

Safety Standards..... 25

Pick-Up From Schools..... 25

Riding Rules for Students..... 25

Field Trips & Special Events 25

Pick-Up & Drop-Off at TSLA26

Suspension or Removal From Transportation26

GA Pre-K Program Requirements 27

 Overview of the GA Pre-K Program.....27

 Program Hours & Attendance27

 Arrival & Departure Procedures27

 Meals & Rest Time27

 Classroom Curriculum & Assessments27

 Family Engagement & Conferences28

 Required Documentation28

 Enrollment, Withdrawal & Waiting List28

 Behavior Expectations.....28

Administrative Policies & Handbook Acknowledgement 29

 Non-Discrimination Policy29

 Policy Updates & Revisions.....29

 Photo, Video, and Media Release.....29

 Technology & Electronic Communications29

 Mandated Reporting Statement.....29

 Licensing Information29

 Handbook Acknowledgement.....29

Welcome, Mission, Philosophy & Programs

Welcome to The Success Learning Academy

We are honored that you have chosen The Success Learning Academy (TSLA) for your child's early learning experience. Our school is built on a commitment to nurture each child's growth, curiosity, and confidence through a safe, supportive, and engaging learning environment.

At TSLA, we believe families and educators are partners. We value open communication, consistency, and collaboration so every child feels known, supported, and encouraged to thrive. This handbook outlines our policies, programs, and expectations so that families understand how we work together as a community.

Our Mission

To provide high-quality early childhood education that strengthens foundational academic skills, nurtures social-emotional development, and prepares children for long-term success in school and life.

We support each child as an individual learner while promoting responsibility, independence, creativity, and confidence.

Our Philosophy

We believe children learn best when they are:

- Loved, respected, and safe
- Given opportunities to explore, ask questions, and solve problems
- Supported by developmentally appropriate instruction
- Encouraged to express themselves and build strong peer relationships

- Part of a diverse, inclusive learning community

Our curriculum blends teacher-guided instruction with hands-on learning experiences that promote whole-child development—cognitive, social, emotional, and physical.

Our Educational Goals

Our classroom environments and teaching strategies are designed to:

- Build strong early literacy and math readiness skills
- Foster curiosity and a love of learning
- Teach social-emotional skills such as empathy, cooperation, and self-regulation
- Support independence and problem-solving
- Prepare children for kindergarten and beyond

Teachers regularly assess student progress and use developmentally appropriate practices to meet each child's needs.

Programs & Ages Served

TSLA offers comprehensive early learning and school-age programs to support families year-round:

Infants (6 weeks–11 months)

Nurturing, responsive care focused on sensory exploration, bonding, and early communication.

Toddlers (1–2 years)

Hands-on learning experiences emphasizing motor development, emerging language, and social skills.

Preschool (3–4 years)

Structured routines and age-appropriate instruction that strengthen early literacy, numeracy, and school readiness.

Georgia Pre-K (4-year-olds)

A state-funded, 6.5-hour day structured program focused on strong academic foundations aligned with Georgia Early Learning and Development Standards (GELDS).

Afterschool (4–12 years)

Homework support, enrichment activities, STEM exposure, literacy time, and recreation.

Summer Camp (4–12 years)

Weekly themes, hands-on enrichment, field trips, outdoor learning, and continued academic engagement.

Transportation Services

Safe, school-approved transportation for before/after school and special activities (site-specific).

Non-Discrimination & Inclusion Statement

TSLA welcomes all children and families. We do not discriminate based on race, color, national origin, gender, disability, religion, or family structure. We are committed to culturally responsive teaching and maintaining a learning environment that celebrates diversity and encourages every child to feel valued and included.

We provide reasonable accommodations for children with special needs and partner with families and service providers to support individualized learning goals.

Classroom Experience & Daily Program

Our Daily Program

Each classroom at TSLA provides a developmentally appropriate, structured routine that balances learning, play, movement, rest, and social interaction. Predictable routines help children feel secure while offering flexibility to meet individual needs.

Daily schedules vary by age group but generally include:

- Morning arrival and greeting
- Breakfast or morning snack (depending on classroom)
- Large-group learning (circle time, music, literacy, social-emotional lessons)
- Small-group instruction and center-based play
- Outdoor play
- Lunch and rest/nap
- Afternoon enrichment activities (STEM, creative arts, sensory play)
- Afternoon snack
- Closing routines and pick-up

Daily schedules are conveniently posted for viewing.

Developmentally Appropriate Practice

TSLA is committed to developmentally appropriate education across all age groups. Teachers create weekly lesson plans that are designed to:

- Promote language, literacy, math readiness, and problem-solving

- Support social-emotional learning, expression, and peer relationships
- Encourage creativity, curiosity, and independent thinking
- Strengthen fine and gross motor skills
- Reflect each child's learning style and developmental stage

Children learn best through hands-on, meaningful experiences. Our classrooms combine structured instruction with opportunities for exploration, choice, and imaginative play.

Outdoor Play & Physical Activity

Outdoor time is an essential part of every child's day unless weather or health conditions prevent safe outdoor play. Children engage in:

- Free play
- Gross motor activities
- Nature exploration
- Cooperative games

Please dress your child appropriately for outdoor conditions each day. TSLA follows Georgia licensing guidelines regarding weather, heat index, and air quality.

Meals & Nutrition

TSLA participates in the Child and Adult Care Food Program (CACFP) and provides nutritious meals and snacks that are compliant with Bright From the Start food service requirements, and meet USDA guidelines.

Meals include:

- Breakfast / Morning snack
- Lunch
- Afternoon snack

All menus are posted quarterly. Children with documented allergies or dietary restrictions will receive approved substitutions. Outside food is not permitted unless approved for medical or developmental needs.

Families must update allergy or dietary documentation annually or as conditions change.

Rest & Nap Time

All children in full-day programs participate in a daily rest period.

- Infants nap according to their individual sleep schedules.
- Toddlers and preschoolers rest on cots or mats.
- Children who do not sleep are encouraged to rest quietly with books or soft activities.

Families may bring a small blanket or comfort item, which must be taken home weekly for laundering.

Clothing & Personal Items

Please send your child to school in comfortable, weather-appropriate clothing that allows for play, art, and outdoor activity.

Families should provide:

- A **complete change of clothes** (top, bottom, underwear, socks)
- Diapers, wipes, and ointment if applicable
- A light jacket or sweater
- Closed-toe shoes for safety

All personal items must be labeled with the child's name.

Uniform Policy:

TSLA's preschool and GA Pre-K classrooms may follow a uniform policy to promote consistency and reduce distractions. Families will receive classroom-specific guidance before the school year begins.

Toileting & Potty Training

Toileting readiness is a developmental milestone that varies for each child. TSLA partners with families to support consistent, positive potty training.

Our approach:

- We follow the child's developmental cues and family preferences.
- Teachers provide gentle reminders and regular opportunities to use the restroom.
- Children are never punished for accidents.
- Families must supply multiple changes of clothing.

Children must arrive each day in **dry**, clean clothing and **dry**, clean diapers/pull-ups as needed.

Infants & Toddlers: Additional Care Practices

Infant Safe Sleep

- Infants sleep **on their backs** in a crib with a firm mattress.
- No bibs, blankets, pillows, stuffed animals, or loose items are allowed.
- Swaddling is not permitted unless medically documented.
- Bottles are never propped or placed in a crib.

Bottles, Formula, and Breast Milk

Families must provide:

- Prepared bottles labeled with child's name and date
- Enough formula/breast milk for the day
- Any feeding instructions required by the child's pediatrician

Bottles must be taken home daily for cleaning.

Diapering

Teachers follow strict hygiene practices, including:

- Washing teacher and student hands before and after diapering
- Sanitizing changing surfaces after each use
- Wearing gloves during diaper changes
- Documenting diapering in Brightwheel

Celebrations & Classroom Activities

TSLA celebrates student milestones, birthdays, and cultural events in ways that support inclusivity and safety.

- Food items for birthdays must comply with CACFP and allergy guidelines, and must not include any pork items.
- Families will receive advance notice of celebrations and classroom activities.
- Outside toys, candy, and party favors should not be brought unless approved by the Director.

Afterschool & Summer Camp Programs

Afterschool Program (School-Aged)

TSLA offers a supportive and structured **Afterschool Program** for students in Pre-K through 6th grade. Our goal is to provide a safe, enriching environment where students can complete homework, participate in creative and recreational activities, and build social skills.

Daily Afterschool Program Includes:

- A healthy CACFP-compliant snack
- Homework support
- Literacy, STEM, and enrichment activities
- Outdoor play and structured physical activity
- Creative arts and group games

Families may receive and have access to an Afterschool schedule and monthly activity calendar through Brightwheel.

Afterschool Attendance & Absences

To ensure student safety, families must notify TSLA *before school dismissal* whenever:

- A child will not be picked up by TSLA transportation
- A child is absent from school
- The child will attend a different program that day

If TSLA staff arrive to pick up a child and cannot locate them, the school will be contacted to verify their whereabouts. Repeated failure to notify may result in additional fees and/or suspension from transportation services.

Afterschool Pick-Up Procedures

- Children must be picked up no later than **closing time posted at your specific site**.
- Late pick-up fees apply after closing time.
- Only individuals listed on the child's Brightwheel Authorized Pick-Up list will be allowed to sign out a student.
- A government-issued photo ID may be required at any time.

Before School Care

Before School Care provides a calm and supervised environment where students may read, complete quiet activities, or prepare for the school day.

Hours and availability vary by site and will be communicated to enrolled families.

Breakfast will be made available for enrolled students.

Full-Day Programs for School Breaks

TSLA offers full-day care for enrolled school-age students on most teacher workdays, holidays, and breaks when TSLA facilities are open.

Full-day programming may include:

- Field trips
- STEM challenges
- Art projects
- Outdoor recreation
- Literacy activities
- Group games and enrichment projects

Additional fees may apply, including for field trips or special events.

Eligibility

Break Care is available to:

- Students enrolled in TSLA's **Afterschool Program**, and

- School-age children enrolled in Summer Camp (seasonal)

Break Care is **not automatically included** with Afterschool tuition.

Registration Requirements

To participate, families must:

- Register for each break date through Brightwheel
- Submit the required daily or weekly fee
- Complete any required permission forms (for field trips, activities, etc.)

Spaces are limited based on staffing and classroom ratios.

Daily Rate

Break Care is billed at a **flat daily rate**, published annually in the tuition schedule and due at the time of registration.

Daily rates cover:

- Full-day supervision
- Meals and snacks (CACFP compliant)
- Enrichment activities and materials

Additional charges may apply for special trips.

Cancellation Policy

To maintain proper staffing:

- Cancellations made less than 48 hours before the scheduled date **may still be billed**
- No refunds or credits are issued for absences
- Walk-ins are not permitted without advance registration

Behavior Expectations

Students must meet school-age behavioral expectations to participate safely in Break Care.

TSLA reserves the right to withdraw students from Break Care or field trips if safety concerns arise.

Summer Camp Program (Ages 4-12)

TSLA's **Summer Camp** provides an exciting, hands-on learning experience that combines enrichment, exploration, recreation, and fun. Summer Camp is open to rising kindergarteners, and school-age children through 12 years old.

Summer Camp Features:

- Weekly themes and hands-on projects
- Field trips and special events
- Outdoor water play days
- STEM and creative arts activities
- Literacy and math enrichment
- Group games and physical activities

Detailed weekly schedules and reminders will be communicated via Brightwheel.

Summer Camp Enrollment & Fees

Summer Camp enrollment is separate from the school-year enrollment. Families must:

- Complete a Summer Camp registration form
- Submit the seasonal registration fee
- Review weekly tuition requirements and deadlines
- Sign all required permission slips for field trips and water play

Weekly tuition is required regardless of attendance to hold a camper's spot.

Field Trips & Transportation

TSLA offers field trips throughout the summer and occasionally during school-year full-day programs.

For all field trips:

- A signed permission form is required for participation
- Children must wear TSLA-designated field trip shirts
- Transportation is provided on licensed, safety-compliant vehicles
- Staff follow strict attendance and supervision procedures

Children who arrive after departure time would not be able to participate and alternative care arrangements may need to be made (depending on location).

Safety Expectations for School-Age Programs

Safety is our top priority during Afterschool and Summer Camp programming. Children are expected to:

- Follow staff instructions
- Stay within supervised areas
- Treat peers and staff with respect
- Use materials and equipment appropriately

Challenging or unsafe behavior that places others at risk may result in suspension or removal from the program.

Enrollment & Registration

Enrollment Overview

TSLA enrolls children on a space-available basis throughout the year. New families are encouraged to tour the facility, review this handbook, and meet with school leadership to ensure our program aligns with their needs and expectations.

Enrollment is not complete until all required documents are submitted, all fees are paid, and a start date is confirmed by the administrative team.

Enrollment Process

To enroll in TSLA, families must complete the following:

1. **Online Enrollment Application**
2. **Registration Fee** (non-refundable, due at time of enrollment)
3. **Enrollment Forms** including:
 - Emergency contact form
 - Authorized pick-up list
4. **Health & Safety Documentation:**
 - Georgia Form 3231 (Immunization Certificate)
 - Georgia Form 3300 (Hearing, Vision, Dental – required for 4+ years)
 - Allergy or dietary documentation (if applicable)
5. **Annual Agreements:**
 - Tuition & Financial Agreement
 - Parent Handbook Acknowledgment
 - Photo/Media Release (optional)
 - Transportation Permission (if eligible)

All documentation must be kept current. Expired health forms may result in temporary suspension until updated.

Digital Parent Portal

TSLA uses Brightwheel for all enrollment, communication, billing, and attendance.

Through Brightwheel, families will:

- Sign students in / out daily
- Complete enrollment forms
- Update emergency contacts
- Add or remove authorized pick-up individuals
- Receive school announcements
- View tuition invoices and payment history
- Sign incident reports and compliance documents electronically

It is each family's responsibility to maintain accurate information in Brightwheel at all times.

Admission & Enrollment Requirements

All children must meet the age and developmental guidelines for their enrolled program. TSLA welcomes children regardless of race, religion, national origin, gender, disability, or family structure.

Enrollment may be limited based on:

- Classroom capacity
- Staffing ratios
- Age group availability
- Behavioral or developmental support needs that require a transition plan

TSLA collaborates with families to ensure appropriate placement and support services when needed.

Initial Enrollment Period

The first **30 days of enrollment** serve as a transition period for both families and the school.

During this time:

- Teachers will assess the child's adjustment, developmental needs, and classroom fit
- Families may be asked to participate in conferences or provide additional developmental information
- TSLA reserves the right to modify placement or discontinue care if the program cannot safely or appropriately meet the child's needs, or non-compliance with policies and procedures

Decisions are made with the child's well-being as the highest priority.

Class Placement

Children are placed in classrooms based on:

- Age
- Developmental readiness
- Licensing ratios
- Available space

Classroom transitions occur as children grow and become developmentally ready for the next group. Families will receive advance notice of upcoming transitions.

Attendance Expectations

Consistent attendance supports academic growth, social-emotional development, and routine stability. Children should arrive by the recommended instructional start time for their age group.

Please notify TSLA through Brightwheel when your child will be absent.

Excessive absences may affect:

- GA Pre-K funding
- CAPS scholarship eligibility
- Classroom placement
- School readiness progress

Arrival & Departure

To ensure safety and compliance:

- All children **must be signed in and out daily through Brightwheel**
- Only individuals listed as **Authorized Pick-Up** may collect a child
- Photo ID may be requested at any time
- Staff may refuse release if safety concerns arise
- Children must be escorted to and from their classrooms by an adult (unless otherwise specified for Afterschool students)

Changes to Enrollment Information

Families must promptly update the following through Brightwheel:

- Phone numbers
- Addresses
- Emergency contacts
- Authorized pick-up persons
- Medical/allergy information
- Custody or court documents affecting release

Failure to update required information may delay emergency communication or result in safety violations.

Withdrawal from the Program

Families may withdraw at any time; however:

- A written **two-week notice** is required

- Tuition is owed during the notice period
- Registration fees are non-refundable
- Outstanding balances must be paid in full before records or statements can be provided

TSLA may initiate withdrawal if:

- Tuition is repeatedly unpaid and unresolved
- Health forms or records remain incomplete
- Behavior concerns jeopardize safety
- Program placement is no longer appropriate

Families will be notified promptly and may request a conference to discuss next steps.

Additional information on page 14.

Financial Policies & Tuition

Tuition Overview

Tuition ensures TSLA can maintain high-quality programming, safe facilities, materials, nutritious meals, and competitive staff compensation. Tuition rates are reviewed annually and published in a separate Tuition Schedule for each site. Any in-year changes to tuition will be shared with parents at least 30 days in advance.

Tuition applies to **all scheduled days**, regardless of attendance, holidays, illness, travel, or unexpected closures beyond TSLA's control.

Billing & Payments

TSLA uses **Brightwheel** as the exclusive billing and payment system. All tuition, fees, and account communication occur through the Brightwheel Parent Portal.

All families must enroll in Brightwheel Auto-Pay.

Families may use:

- ACH (bank draft)
- Debit card
- Credit card

Brightwheel processing fees apply based on payment method.

Important Billing Practices

- Invoices are automatically generated each week (or bi-weekly, or monthly, depending on tuition payment plan).
- Auto-Pay processes payments on the due date.
- Families may review payment history, receipts, and tax statements through Brightwheel.

- TSLA does not accept cash, checks, money orders, or Zelle/Venmo/PayPal/Cash App payments.

Registration & Annual Fees

TSLA charges the following non-refundable fees:

- **Registration Fee:** Due at initial enrollment
- **Annual Supply/Activity Fee:** Due at the beginning of each school year or program session
- **Summer Camp Registration Fee:** Due upon camp enrollment (if participating)

All fees are listed in the TSLA Tuition Schedule.

Late Payments

A payment is considered late if it is not successfully processed through Brightwheel by the due date. If payment fails:

1. Families will receive an automatic Brightwheel notification.
2. The balance must be paid in full immediately to avoid disruption of care.
3. TSLA may assess a **late payment fee** as outlined in the Tuition Schedule.
4. Repeated failed payments may require the family to update their payment method or meet with the administrative team.

Delinquent Accounts

If a balance remains unpaid after the grace period:

- The child's enrollment may be placed on hold
- The child may not attend until payment is made
- TSLA may initiate withdrawal for unresolved delinquency

Outstanding balances may be sent to a third-party collection agency.

Discounts & Credits

TSLA may offer the following (site-specific):

- Sibling discounts
- Military or first responder discounts
- Staff discounts
- Multi-program discounts (if applicable)

Credits or refunds are not issued for:

- Illness
- Vacations
- Holidays
- Weather or emergency closures
- Student discipline suspensions
- Temporary classroom transitions

Exceptions apply only in the case of prolonged medical leave with physician documentation or administrative approval.

Holiday & Closure Policy

Tuition remains due during:

- TSLA standard holidays
- Breaks and teacher planning days
- Inclement weather closures
- Public health emergencies or government-mandated closures

This policy ensures staffing and fixed operational costs can be maintained.

Holiday schedules are provided annually.

Extended Care Fees & Late Pick-Up Fees

Families are responsible for additional fees if:

- Children attend beyond their enrolled schedule
- Children are picked up after the posted closing time

Late pick-up fees are outlined in the Tuition Schedule and must be paid promptly through Brightwheel.

Repeated late pick-ups may result in suspension or dismissal from the program.

Attendance & Weekly Tuition Requirements

Tuition holds your child's spot in their classroom. Because staffing is scheduled based on enrollment:

- Full tuition is due each week whether the child attends or not
- A child's absence does not reduce tuition charges
- Families receiving CAPS must maintain attendance compliance to avoid scholarship penalties

GA Pre-K families must follow state attendance requirements to maintain placement.

Break Care & Teacher Workday Fees

Afterschool-only tuition does **not** include care during school breaks, teacher planning days, or full-day programs.

Families must register and pay the **Break Care Daily Rate** for any full-day care outside normal Afterschool hours.

Afterschool-Only Families (School-Age Students)

Children who are enrolled **only** in the TSLA Afterschool Program are billed **only during weeks when school is in session**.

Afterschool tuition **does not apply** during:

- Fall, Winter, Spring, or Summer breaks
- Teacher workdays (unless enrolled in full-day care for that day)
- Any other school-wide closures

Families who need full-day care during these periods must **register separately** for:

- **Break Care**, or
- **TSLA Summer Camp**

These programs operate independently from Afterschool and have their own tuition rates and registration fees.

Important Notes for Before/Afterschool-Only Families

- Your child's spot in the Afterschool Program is held during school breaks **without charge**.
- Billing resumes automatically once school is back in session.
- If your child does not attend Afterschool for an extended period during the school year, normal weekly tuition still applies to hold their space.
- CAPS families must follow CAPS attendance policies to maintain coverage.

CAPS Scholarship Policies

TSLA proudly accepts the Childcare and Parent Services (CAPS) scholarship.

Families receiving CAPS are responsible for:

- Completing all CAPS-required documentation
- Paying their assigned **family fee (co-pay)** through Brightwheel
- Maintaining required attendance standards

- Immediately notifying TSLA of any changes in CAPS status, family income, or household composition

If CAPS discontinues coverage or reduces the payment amount:

- Families are responsible for the full tuition difference
- Payment is due immediately to continue enrollment

Failure to maintain CAPS eligibility may result in withdrawal.

Returned or Failed Payments

If a payment fails due to insufficient funds, expired card, or bank rejection:

- TSLA and/or Brightwheel will notify the family
- A returned/failed payment fee may be charged
- Payment must be corrected within one business day

Multiple failed payments may require an alternative payment method or administrative intervention.

Withdrawal & Account Closure

Families choosing to withdraw must:

- Provide **two weeks' written advanced notice** through Brightwheel or in writing to administration
- Pay all tuition due during the notice period, whether or not the child attends
- Clear all outstanding balances before TSLA can provide tax statements, enrollment verification, or transfer documents

TSLA may initiate withdrawal for:

- Repeated late payments

- Unresolved delinquent accounts
- Non-compliance with CAPS or TSLA policies
- Ongoing safety, behavioral, or staffing concerns

Health, Safety, Illness & Medication Policies

Commitment to Health & Safety

TSLA is committed to providing a safe, healthy environment for every child. We follow all Georgia DECAL licensing rules, CACFP nutrition standards, safe sleep guidelines, and school health best practices. Families play a critical role in supporting safety by adhering to these policies.

To protect all students, children must not attend school when they exhibit symptoms of illness or are unable to participate comfortably in normal classroom activities.

Daily Health Checks

Teachers conduct visual wellness checks upon arrival to:

- Assess general appearance
- Look for signs of contagious illness
- Confirm children are alert, well, and ready to participate

If symptoms are present at drop-off, the child may be unable to remain at school.

Illness Policy & Exclusion Criteria

Children will be sent home if they exhibit any of the following:

- Fever of **100.4°F or higher**
- Vomiting or diarrhea (one episode of either may require pickup depending on symptoms)
- Unexplained rash, especially with fever
- Persistent cough or difficulty breathing
- Thick or colored nasal discharge
- Eye discharge or conjunctivitis

- Lethargy, irritability, or inability to participate
- Unusual behavior that indicates discomfort or illness
- Signs of a communicable disease (COVID-19, RSV, flu, strep, etc.)
- Any condition requiring one-on-one care beyond what licensing allows

Parents will be notified immediately and must pick up their child **within one hour**.

Return to School Guidelines

Children may return once they have been:

- Symptom-free for **24 hours without fever-reducing medication**
- Free of vomiting/diarrhea for **24 hours**
- Cleared by a doctor when required
- Able to participate comfortably in the full school routine

A doctor's note may be required following communicable illnesses or at the discretion of the administrative team.

COVID-19, RSV & Communicable Illness Protocols

TSLA follows CDC and DECAL guidance regarding:

- Symptom exclusion
- Return-to-care timelines
- Reporting communicable diseases
- Classroom sanitation procedures

Guidelines may evolve based on public health recommendations.

Parents will be notified through Brightwheel if classroom exposure requires heightened monitoring.

Medication Administration

TSLA administers medication **only** in accordance with Georgia licensing rules.

To administer any medication (prescription or over-the-counter):

Parents must:

- Complete a **Medication Authorization Form** in Brightwheel
- Provide medication in the **original container**
- Ensure the label includes the child's name, dosage, and instructions
- Provide any necessary medical documentation (e.g., asthma action plan, allergy plan)

Important Medication Rules

- TSLA cannot administer medication without a completed form
- Medication must be given **directly to staff**, not left in bags
- Employees cannot administer **first doses**
- TSLA does not apply medicated creams without authorization
- Expired medication will be returned and cannot be used
- All medication is stored securely and administered by authorized staff only

Emergency medications (EpiPen, inhaler, seizure medication) must remain on site at all times.

Allergies & Medical Conditions

Families must report all allergies and chronic medical conditions at enrollment and update TSLA whenever changes occur.

For food allergies or dietary restrictions:

- A medical statement is required to modify CACFP meals
- Staff must have any emergency medication needed
- Allergy information will be posted discreetly in classrooms and food prep areas

TSLA cannot provide alternative meals without required documentation.

Injury, Accidents & Incident Reports

If a child is injured:

- Staff will administer basic first aid
- Families will receive an **incident report** through Brightwheel.
- For head injuries or anything requiring medical attention, parents will be contacted immediately
- Emergency services will be called for serious injuries

When appropriate, a photo of the affected area may be taken and shared with the family through Brightwheel as part of the incident report.

Photos are used solely for documentation and communication purposes and do not replace required written incident reporting or parent notification.

All emergency contacts must remain updated in Brightwheel.

Safe Sleep Policy (Infants)

TSLA follows **Georgia's Safe Sleep Rule**:

- Infants sleep **on their backs** unless a physician's note specifies otherwise
- Only firm, flat mattresses are used
- No blankets, pillows, stuffed animals, or sleep-positioning devices

- Sleep sacks are permitted if provided by the family
- Bottles are never placed in cribs
- Staff monitor sleeping infants visually and physically at required intervals

Violations of GA's safe sleep rule are considered serious and can result in immediate removal from the program.

Emergency Preparedness

TSLA maintains emergency plans for:

- Fire
- Severe weather
- Power outages
- Evacuation
- Lockdown situations
- Medical emergencies

Drills are conducted regularly as required.

Parents will be notified after any emergency that affects their child.

Child Abuse Reporting

All TSLA employees are **mandatory reporters** under Georgia law.

Staff must report suspected child abuse or neglect to DFCS within 24 hours.

Reports cannot be discussed with parents per state regulations.

Nutrition & CACFP Compliance

TSLA participates in the Child and Adult Care Food Program (CACFP) and follows all federal and state nutrition guidelines.

We provide:

- Breakfast
- Lunch

- Afternoon snack

Outside food is **not permitted** except:

- Medically documented substitutions
- Infant formula or breast milk
- Approved classroom celebrations (CACFP compliant)

Menus are posted monthly.

Milk Substitutes

TSLA follows all federal nutrition guidelines related to milk and milk substitutes.

Only **CACFP-approved milk substitutes** are permitted in place of cow's milk. Allowable substitutes vary by age and must meet specific nutritional requirements established by CACFP.

Families requesting a milk substitute due to allergy, intolerance, dietary preference, or medical need must:

- Ensure the substitute is **CACFP-compliant**
- Provide the approved milk substitute for their child
- Submit any required medical documentation when applicable

TSLA cannot provide or serve milk substitutes that do not meet CACFP requirements.

For reference, current CACFP milk and milk substitute guidelines are available [here](#).

Immunization & Health Records

Georgia Form 3231 (Immunization Certificate) is required for all children.

Georgia Form 3300 (Hearing, Vision, Dental) is required for children 4 years and older.

Expired forms must be updated immediately for continued enrollment.

Behavior Guidance & Discipline Policy

Philosophy of Behavior Guidance

TSLA believes children learn positive behavior through nurturing relationships, predictable routines, and developmentally appropriate expectations. Behavior is a form of communication, and children need support to build self-regulation, problem-solving skills, and emotional awareness.

Our approach emphasizes:

- Respect
- Patience
- Consistency
- Clear boundaries
- Teaching, not punishment
- Family partnership

We are committed to maintaining safe environments for all children and staff.

Positive Behavior Strategies

Teachers use the following strategies to guide behavior:

- **Modeling** appropriate behavior and language
- **Redirection** toward safe and appropriate choices
- **Visual cues and social stories** to build understanding
- **Acknowledging and reinforcing positive behaviors**
- **Offering choices** to promote independence
- **Calming corners** and self-regulation tools
- **Predictable routines** to reduce frustration

- **Collaborating with families** to support individual needs

Behavior interventions are always developmentally appropriate.

What TSLA Does NOT Use

TSLA strictly prohibits:

- Physical punishment of any kind
- Verbal humiliation or threats
- Withholding food or rest
- Rough handling or forced positions
- Seclusion, isolation, or physical restraint *(except in situations of immediate danger and only as allowed by law)*

These rules follow Georgia DECAL's discipline policy.

Behavior That Requires Immediate Parent Notification

We will notify families if a child:

- Exhibits unsafe behaviors (hitting, biting, kicking, throwing objects)
- Repeatedly disrupts the classroom or harms peers
- Has difficulty participating safely in group routines
- Shows signs of emotional or sensory distress requiring support

Notification may occur through Brightwheel, at pick-up, or during a scheduled conference.

Biting Policy

Biting is a common developmental behavior in infants and toddlers. TSLA handles biting calmly, discreetly, and without shame.

When biting occurs:

- A staff member comforts the injured child
- The biter is redirected immediately
- Incident reports are provided to both families
- Names of involved children are not shared
- Persistent biting triggers a behavior support plan

If biting becomes frequent or severe, the school may require temporary removal to ensure safety.

Behavior Support Plans

If a child exhibits challenging or unsafe behavior, TSLA may implement an individualized **Behavior Support Plan** that may include:

- Teacher observations
- Adjusted routines or environmental changes
- Visual supports or sensory tools
- Communication strategies
- Coaching or modeling for the child
- Collaboration with families
- Recommendations for external support or evaluation

Our goal is to partner with families, not to punish the child.

Parent Collaboration & Communication

We believe children are most successful when families and teachers work together. TSLA will:

- Communicate concerns early
- Offer strategies parents can use at home
- Request input from families about routines, triggers, or strategies

- Schedule conferences to review progress and next steps

If the school and family cannot collaborate productively, or if strategies are not followed at home, progress may be limited.

Suspension or Removal from the Program

TSLA makes every effort to support children; however, the safety of all students and staff is our highest priority.

A child **may be temporarily suspended or removed** if:

- Behavior is persistent and poses a safety risk
- The child injures peers or staff repeatedly
- The child requires one-on-one supervision beyond ratio limits
- The child's behavior disrupts classroom learning significantly
- The family is unwilling or unable to participate in required support steps

TSLA will communicate concerns clearly and respectfully and will provide written notice of suspension or dismissal.

Immediate Removal

A child may be removed immediately if:

- They cause or attempt serious physical harm
- They run from the classroom or building
- They engage in behavior requiring emergency intervention
- They threaten safety in a way that cannot be safely managed
- A parent demonstrates unsafe or aggressive behavior toward staff.

Family Responsibilities & Communication Expectations

Family Partnership Overview

TSLA believes strong partnerships with families create the best outcomes for children. We value open, respectful communication and expect families to work collaboratively with staff to support each child's success.

This section outlines parent responsibilities and the communication practices that make our community function smoothly.

Parent Responsibilities

Families are expected to:

- Review and follow all TSLA policies
- Keep contact, pick-up, and medical information **current in Brightwheel**
- Communicate daily needs, changes, or concerns with teachers
- Support consistent attendance and timely arrival
- Provide appropriate clothing, supplies, and documentation
- Participate in conferences and requested meetings
- Maintain respectful, professional interactions with staff

We are partners in your child's learning and well-being.

Communication Channels

TSLA uses **Brightwheel** as the primary method for communication. Families should check the app daily for:

- Messages from teachers

- Announcements
- Incident reports
- Billing updates
- Forms and permissions
- Classroom reminders

Urgent information will be sent via Brightwheel messaging and/or phone call.

Updates may include photos, notes, or activity summaries and are provided at staff discretion and availability and should not be interpreted as continuous or real-time monitoring.

Communication Expectations

To maintain a positive environment for all:

- Staff will respond to messages **within 24 hours** (excluding nights/weekends/holidays).
- For time-sensitive matters (illness, pick-up changes, emergencies), families must **call the front office** in addition to messaging.
- Conferences or concerns should be discussed **in private**, not during busy transitions.
- Staff may request a scheduled meeting when deeper discussion is needed.

TSLA reserves the right to limit communication that becomes disrespectful or disruptive.

Parent Conduct

We expect all adults on campus to model the behavior we teach children:

- Speak respectfully to staff, children, and other families
- Follow all safety procedures
- Address concerns calmly and appropriately
- Never use profanity, threats, or aggressive behavior

- Refrain from cell phone use during drop-off/pick-up
- Follow staff instructions during emergencies and drills

Any inappropriate or unsafe conduct may result in restricted access or dismissal from the program.

Custody, Court Orders & Release Restrictions

TSLA must have **legal documentation** to enforce any custody restrictions, including:

- Court-ordered custody arrangements
- Protective orders
- Visitation restrictions
- Restrictions on who may pick up the child

Without documentation, TSLA is legally required to release a child to any parent listed on the birth certificate.

All documents must be uploaded to Brightwheel and kept current.

Parent Concerns & Problem Resolution

TSLA encourages families to communicate concerns promptly and openly.

We follow a structured process:

1. Classroom Teacher

Most concerns can be resolved through direct conversation.

2. Site Director

For unresolved concerns or administrative questions.

3. Executive Leadership

For issues requiring higher-level review.

Our goal is transparency, responsiveness, and partnership.

Parent Participation & Engagement

Families are invited to engage in:

- Conferences
- Classroom updates and communication
- School events and celebrations
- Volunteer opportunities (when available)
- Surveys and school improvement discussions

Participation strengthens the home: school connection and supports student success.

Attendance, Hours of Operation & Closures

Hours of Operation

TSLA operates Monday through Friday. Exact hours may vary by location and will be communicated to families annually.

Children must be picked up no later than the posted closing time for your site. Late pick-up fees apply as outlined in the Tuition Schedule.

Attendance Expectations

Consistent attendance supports classroom routines and children's learning. Children should arrive by the recommended instructional start time for their age group.

Please notify the school through **Brightwheel** whenever your child will be absent.

GA Pre-K Students

State-funded Pre-K classrooms follow strict attendance requirements. Excessive tardiness or absences may result in withdrawal from the Pre-K program per Bright From the Start guidelines.

Arrival & Departure Safety

To ensure safety:

- All children must be **signed in and out** through Brightwheel daily.
- Only individuals listed as **Authorized Pick-Up** may retrieve a child.
- TSLA may request photo identification at any time.
- Children must be escorted by an adult when entering and exiting the building.
- To minimize classroom disruption and ensure safety, families must follow posted

drop-off procedures during instructional periods.

Staff may refuse release if there is concern for a child's safety (e.g., intoxicated adult, custody issue, emotional disturbance).

Late Arrival Guidelines

We understand mornings can be challenging. To minimize classroom disruption:

- Children should arrive by the recommended program start time.
- Late arrivals may need to wait for an appropriate transition point to enter certain classrooms.
- GA Pre-K students arriving late must follow state attendance rules and sign-in procedures.

If arriving after a classroom has begun a restricted activity (nap time, safety drill, outdoor walk), entry may be delayed.

Late Pick-Up Policy

Children not picked up by closing time will be charged a **late fee** per the Tuition Schedule. Fees must be paid promptly through Brightwheel.

Repeated late pick-ups may result in suspension of care.

School Calendar & Planned Closures

TSLA observes:

- Federal holidays
- Selected teacher planning days
- Professional development days
- Seasonal breaks (site-specific)

A full annual calendar is provided at enrollment and posted in Brightwheel.

Tuition is still due during planned closures as outlined in Section 5.

Inclement Weather & Emergency Closures

Certain TSLA locations follow local school district closure announcements; others may operate independently. Closure decisions for weather and emergencies are made with the safety of children, families, and staff in mind.

Families will be notified through:

- Brightwheel messages
- Email
- Posted alerts
- Television news stations

Tuition is not reduced for emergency closures or events beyond TSLA's control.

Emergency Evacuations or Lockdowns

If an emergency requires evacuation or shelter-in-place:

- Staff will follow TSLA's approved Emergency Response Plan
- Families will be notified through Brightwheel once it is safe to do so
- Children may be relocated to an off-site safe location if necessary

Parents may not pick up during active emergency procedures for safety reasons.

Transportation Policies

Overview of Transportation Services

Some TSLA locations offer transportation for:

- Daily Afterschool pick-up
- Before-school care (site-specific)
- Field trips and special events
- Summer Camp activities

Transportation availability varies by site and is not guaranteed. Families will be notified if their location provides this service.

Only students who are registered for transportation may ride TSLA vehicles.

Safety Standards

TSLA follows Georgia DECAL transportation rules and all applicable state safety requirements.

All vehicles used for transport:

- Are maintained and inspected regularly
- Have appropriate child restraints as required by law
- Are operated by licensed, approved TSLA staff
- Carry emergency contact information for all riders
- Maintain updated rosters for attendance and safety checks

Children must follow all posted safety guidelines.

Pick-Up From Schools

Parents must notify TSLA **before school dismissal** if:

- A child will be absent

- The child will not ride the TSLA vehicle that day
- School transportation arrangements change

If TSLA staff arrive and cannot locate the child, they will:

1. Verify with the school office
2. Attempt to contact the parent
3. Document the incident through Brightwheel

Repeated failure to notify may result in suspension of transportation services.

Riding Rules for Students

To ensure safety during transport, students must:

- Remain seated at all times
- Wear seatbelts when provided
- Use inside voices
- Keep hands and belongings inside the vehicle
- Follow staff instructions immediately
- Treat peers respectfully

Unsafe behavior may result in suspension or removal from transportation.

Physical aggression, running, or seatbelt refusal may result in **immediate removal** for safety.

Field Trips & Special Events

For field trips:

- A signed permission slip is required
- Children must wear the TSLA field trip shirt
- Departure times are firm; late arrivals may not be able to attend
- Children arriving after buses depart will remain at the center in an appropriate classroom

If a child cannot demonstrate safe behavior during transport, TSLA reserves the right to exclude them from future field trips for safety reasons.

Pick-Up & Drop-Off at TSLA

If a site provides morning transportation:

- Children must be ready and waiting at the designated stop or pick-up area
- Drivers cannot wait more than **2 minutes** at each stop
- Parents must escort children to the vehicle when required by age

Afternoon drop-off (if offered):

- A listed authorized adult must be present
- Failure to meet the child at the designated location may result in a return to TSLA and a late fee
- Repeated incidents may result in removal from the service

Suspension or Removal From Transportation

A child may lose transportation privileges if:

- They repeatedly violate safety rules
- A pattern of aggression or disruption occurs
- Parent fails to notify TSLA of attendance/pick-up changes
- Parent does not comply with pick-up expectations
- Behavior threatens the safety of the vehicle

Transportation removal does not affect enrollment in classroom programs unless safety concerns extend to school settings.

GA Pre-K Program Requirements

Overview of the GA Pre-K Program

TSLA participates in Georgia's state-funded **Bright from the Start Pre-K Program**, which provides high-quality early learning for four-year-old children. The program is designed to prepare children for kindergarten success through developmentally appropriate instruction, social-emotional learning, and family engagement.

While GA Pre-K is state-funded, it covers instructional services only. **It does not provide free childcare, extended care, or supervision outside the instructional day.** All families must comply with all state and TSLA policies to maintain enrollment.

Program Hours & Attendance

GA Pre-K operates for a set instructional day as determined by Bright from the Start. TSLA provides before- and after-care options for an additional fee.

Attendance Requirements

The state requires regular attendance. Children must attend the full instructional day unless:

- They are sick
- They have a documented medical appointment
- A family emergency occurs

Bright from the Start may remove children from the program for excessive absences or tardiness.

Excessive Absences

A pattern of repeated absences may result in:

1. A parent conference
2. A written attendance improvement plan
3. Withdrawal from the state-funded program

TSLA must document attendance carefully to maintain compliance with the state.

Arrival & Departure Procedures

- Children should arrive **on time** to avoid disrupting instruction.
- Late arrivals must follow TSLA's standard arrival policy and may require waiting for an appropriate transition.
- Early pick-up should be avoided unless necessary.
- Parents must sign in and out through **Brightwheel** each day.

Before-care and after-care must be arranged separately and are billed through Brightwheel.

Meals & Rest Time

GA Pre-K students receive:

- CACFP-compliant meals
- A short daily rest period
- Children are not required to sleep but must rest quietly.

Classroom Curriculum & Assessments

TSLA uses Georgia-approved curriculum and assessment tools. Teachers regularly assess:

- Early literacy
- Early math
- Social-emotional development
- Cognitive skills
- Motor development

Families receive progress updates at conferences and may view documentation in Brightwheel.

Assessments are used to inform instruction; they do not determine a child's eligibility for the program.

Family Engagement & Conferences

State guidelines require meaningful family engagement. Families must:

- Participate in scheduled conferences
- Review progress updates
- Support attendance and home learning activities
- Provide required documentation promptly

TSLA will provide multiple opportunities for engagement throughout the year.

Required Documentation

Families must provide:

- Proof of Georgia residency
- Birth certificate or age verification
- GA Form 3231 (Immunization Certificate)
- GA Form 3300 (Vision, Hearing, Dental & Nutrition)

Failure to provide required documentation may result in withdrawal per state guidelines.

Enrollment, Withdrawal & Waiting List

Enrollment is determined through a lottery or first-come, first-served basis.

If the class is full, eligible children are placed on a waiting list.

Families choosing to withdraw must notify TSLA immediately so the seat may be offered to another family.

Repeated non-attendance may also result in removal per state rules.

Behavior Expectations

GA Pre-K classrooms follow the same positive behavior guidance approach outlined in Section 7.

However, if behavior significantly disrupts instruction or poses safety concerns, TSLA may:

- Develop a behavior support plan
- Refer families for further evaluation
- Request additional services
- Remove the child from the GA Pre-K program if required to protect classroom safety

All disciplinary decisions aim to support long-term student success.

Administrative Policies & Handbook Acknowledgement

Non-Discrimination Policy

The Success Learning Academy does not discriminate based on race, color, national origin, ethnicity, religion, gender, disability, family structure, or any other protected category. All children and families are treated with respect, dignity, and fairness.

TSLA is committed to creating an inclusive community where all children can learn, grow, and thrive.

Policy Updates & Revisions

TSLA reserves the right to revise or update policies, procedures, tuition rates, and program offerings at any time in order to comply with licensing regulations, meet operational needs, or strengthen program quality.

Families will be notified through **Brightwheel** when updates occur.

Continuing enrollment after a policy change indicates acceptance of the updated terms.

Photo, Video, and Media Release

TSLA may take photos or videos of children for educational documentation, classroom activities, internal communication, and center-approved social media or marketing.

Families may opt out of media use by notifying the administrative team in writing and updating the media release form in Brightwheel.

Children with opt-out status will be excluded from all publicly shared media.

Technology & Electronic Communications

TSLA uses digital systems (Brightwheel, email, secure records systems) to manage communication, billing, attendance, and documentation.

By enrolling, families acknowledge that:

- Communication may occur electronically
- Digital signatures may be used for official documents
- Families must maintain accurate contact information in Brightwheel

TSLA protects parent and student information according to state and federal privacy guidelines.

Mandated Reporting Statement

All TSLA staff are **mandatory reporters** under Georgia law and must report suspected child abuse or neglect to DFCS within 24 hours.

Staff may not inform families when a report is made, per state regulations.

Licensing Information

TSLA facilities operate under Georgia Department of Early Care and Learning (DECAL) rules.

Licensing reports and compliance information are available for review on the DECAL website or at each site upon request.

Families may submit licensing-related concerns directly to DECAL.

Handbook Acknowledgement

Families must sign the **TSLA Parent Handbook Acknowledgment** form through Brightwheel before a child begins attendance.

By signing, families confirm that they:

- Have read and understand the policies
- Agree to follow all guidelines

- Are responsible for staying updated on revisions
- Understand that program participation may be impacted by non-compliance

Failure to sign may delay or prevent enrollment.