



Piece of Our Puzzle Academy
1 Sugarmaple Lane
Levittown, Pa 19055
(p) 215-485-5985
www.thepuzzleacademy.org

Welcome to the Team

Thank you for choosing Piece of Our Puzzle for your child's educational needs. We pride ourselves on providing high-quality care supported by teachers and instructors who are passionate about education. Our number one priority is your child.

At Piece of Our Puzzle, we refer to everyone who interacts with your child as part of your child's team. Depending on your child's needs, there may be multiple team members involved throughout the day. All team members are required to maintain communication with parents regarding your child's time at Piece of Our Puzzle. We strongly encourage email as the primary form of communication, though we understand that other methods may also be used.

HiMama (Lillio) and Pickup-Dropoff Procedure

All parents must complete the health assessment on HiMama prior to their child entering the building. Upon arrival, please check in and sign your child in using the app. A teacher will then come to the pickup area to bring your child inside. Please remain in your vehicle.

At the end of the school day, please check your child out using the HiMama app, and a teacher will bring your child out shortly. Please remain in your vehicle. If you need to walk your child into the school, please message your teacher through HiMama, and we will meet you at the door.

HiMama allows you to check in on your child throughout the day, receive messages and photos, communicate with your child's teachers regarding any questions or concerns, and submit tuition payments.

Inclusion Policy

Please note our inclusion policy. Staff will collaborate with your child's support providers, including but not limited to speech, occupational therapy (OT), physical therapy (PT), and outside ABA providers. Piece of Our Puzzle provides accommodations for students with disabilities.

To individualize our program, staff use a variety of assessment methods, including but not limited to observations, notes, formal programs, and participation in IEP meetings. We also request a copy of your child's IEP, if applicable. Lesson plans include differentiation to support students who need additional assistance.



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When your child begins, we will send home our developmental screening tool, Ages and Stages, to be completed by both parents and staff. In addition, we offer two (2) parent-teacher conferences each school year, held at the beginning and end of the year. Specific meeting times will be shared closer to the scheduled dates.

Program Policies (please initial each line)

- Piece of Our Puzzle employees are not permitted to transport children or family members of the child for any reason. In the same respect, we ask that staff do not travel in the vehicle of the child's family.
- Employees are not permitted in a family's home outside of the normal scheduling hours.
- We ask that parents and staff do not exchange social media information to keep the professional relationship intact.
- Piece of Our Puzzle employees are expected to respect all families and their cultural values, and we expect the same treatment towards our staff.
- Students must be present by 930am so there is no disruption in routine for the other children.
- Although we are primarily a special needs preschool, please understand that we have limitations. If a child engages in aggressive, destructive, and/or tantrum behavior for a duration of one hour and requires more than one staff member, the child will need to be picked up. This situation is not safe for your child, the other children in the classroom, or the staff assisting. If these behaviors continue, a meeting will be scheduled to discuss next steps.

Parental Involvement

Parental involvement is crucial for successful outcomes. We ask that parents remain readily available to answer questions about their child, just as we are committed to being available to answer any questions you may have. We understand that situations may arise, especially with children, and that some sessions may need to end early. However, consistent and excessive lack of active parental involvement may result in termination of services and the working relationship.

Lack of parental involvement may include, but is not limited to:

- Failure to maintain adequate communication, respond to requests for



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- information, or submit required data in a timely manner.
- Crossing ethical boundaries related to dual relationships.
 - Not complying with agreed-upon treatment and behavioral plans.

Holidays and Weather Policies

Please see the attached list of holidays and weather procedures. Piece of Our Puzzle will be closed on the listed holidays. We recommend keeping this sheet in a place where it is easily accessible. For weather-related decisions, our school follows the Bristol School District (BSD). If BSD is closed, we will also be closed. If BSD has a delayed opening or early dismissal, the same will apply to us.

To receive updates on weather delays, closures, and other important notices, please text the word “PUZZLE,” followed by your name in a separate message, to (267) 478-8790.

Required Paperwork Policy

The Department of Human Services has strict regulations regarding documentation for daycare employees and enrolled children. As part of your enrollment packet, you will receive several required forms. On your child’s first day, we must have a completed application for enrollment, fee agreement, emergency contact form, and an up-to-date health assessment. If these documents are not submitted, your child will not be permitted to attend the program.

Enrollment agreements and emergency contact forms must be updated every six (6) months, and health assessments must be updated annually. If you schedule a physical for your child, please request a blank health assessment form from the director to avoid making multiple trips to the doctor. The director will notify you as your child’s expiration date approaches. If updated forms are not submitted by the expiration date, your child will not be permitted to return to the program—no exceptions. This policy is required by state and DHS regulations.

Pennsylvania state law also requires staff to complete a Child Service Report every six (6) months for children who attend the center for 15 hours or more per week. These reports track your child’s progress and are completed by their teacher(s). Once completed, you will receive a copy for your records and be asked to sign the original for



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our files.

Sick Policy

Please note that tuition is due in full regardless of absences due to illness or other reasons. No discounts or fee adjustments will be made for days your child is not in attendance.

Your child must be free of the following conditions and symptoms for at least 24 hours before returning to the program. If your child stays home or is sent home due to illness, please notify your supervisor to cancel the session. If symptoms develop during the day, a parent/guardian will be contacted for immediate pick-up. If we are unable to reach a parent/guardian, we will contact the emergency contacts listed on your child's form. A sick report will be provided upon arrival.

- Conjunctivitis (pink eye) – must be treated with antibiotics for 24 hours
- Fever of 100°F or higher
- Contagious diseases (including but not limited to measles, chickenpox, hand, foot and mouth disease, and mumps) – requires a doctor's note confirming treatment and clearance to return
- Vomiting or diarrhea more than twice within 24 hours
- Impetigo or ringworm – requires a doctor's note confirming treatment and clearance to return
- Lice – requires a doctor's note confirming treatment and clearance to return
- Nasal discharge that is green or yellow
- Bronchitis or strep throat – requires a doctor's note confirming treatment and clearance to return
- Rashes such as scabies – requires a doctor's note confirming treatment and clearance to return

Please note that we will not administer fever-reducing medications (such as Tylenol or Motrin) to manage symptoms while your child remains in care. If your child has a fever, they must be picked up. If your child requires medication during program hours, an Administration of Medication form must be completed and signed by a parent/guardian. Medication cannot be administered without this form. Any daily medication must be provided in its original prescription bottle, along with a doctor's note and a specialized care plan.



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Schedule and Tuition (Checks are made out to Piece of Our Puzzle)

Piece of Our Puzzle operates Monday through Friday from 8:00 AM to 3:00 PM for full-time children and 8:00 AM to 12:00 PM for part-time children. The school day begins at 9:30 AM; all drop-offs must occur before this time to avoid disrupting instruction (please refer to Program Policies). If you anticipate being late, please call the school as soon as possible, as children will not be permitted to enter after 9:30 AM.

Tuition Policies:

- Tuition is due in full every Monday prior to your child’s attendance. Children may not begin the week without full payment. Tuition rates are \$275/week for full-time and \$225/week for part-time.
- A one-time registration fee of \$100 is required at enrollment.
- A late fee of \$5 per day will be applied if tuition is not paid on time.
- All children must be picked up by 3:00 PM. A late pickup fee of \$1 per minute will be charged for each minute past 3:00 PM.
- A \$35 processing fee will be charged for any returned check. If two checks are returned, future payments must be made by cash or money order.
- Tuition is non-refundable for absences due to illness, weather closures, vacations, or holidays. Full weekly tuition is required as long as the child is enrolled.

I would like to enroll my child, _____, into Piece of Our Puzzle Academy. My child’s first day will be/My child has been enrolled since _____. My child’s schedule will be as follows:

Monday	AM	PM
Tuesday	AM	PM
Wednesday	AM	PM
Thursday	AM	PM
Friday	AM	PM



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Withdrawal and Re-Enrollment

Written notice is required at least two (2) weeks prior to withdrawing your child from our program. Additionally, if the director determines that a child is unable to adjust to the center's program, the child may be withdrawn with one week's notice, and this agreement will be terminated. While we will make every effort to work with you before reaching this step, it remains a possibility.

If you wish to re-enroll your child in the future, you will be notified when space becomes available. Please note that spots cannot be held, and previously enrolled children will not be given priority on a waitlist.

Liabilities

Piece of Our Puzzle will not be held responsible or held liable for items brought to the center that are lost, stolen, or damaged. Parents are urged NOT to send in valuables, money, jewelry, or toys to the center.

Release of Child

Staff are permitted to release your child only to individuals designated in writing on the enrollment agreement and emergency contact forms. Please ensure that anyone picking up your child presents a valid ID that matches the name listed on the emergency contact form.

In the event of an emergency, an alternate individual may pick up your child with verbal consent from a parent. The parent must speak directly with a staff member, who will complete a verbal release form to be signed by both the parent and the individual picking up the child.

Please understand that the following policies are in place to ensure the safety of your child at Piece of Our Puzzle:

- Children will be released to either parent unless a court order is on file stating otherwise.
- Children will not be released to an unauthorized individual or to anyone suspected of being under the influence of drugs or alcohol.
- Children must be secured in appropriate seat restraints based on their age and weight.
- Children must be in a car seat or booster seat during drop-off and pick-up.



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The following people have the authority to pick up my child:

<u>Name</u>	<u>Relationship</u>	<u>Number</u>	<u>Notes</u>

Curriculum and Family Support Services

Curriculum

Parents and guardians—Piece of Our Puzzle Preschool implements a theme-based curriculum using Funshine Express and Pocket of Preschool. This curriculum is designed to promote learning through hands-on, teacher- and student-led activities. We provide lessons in language and literacy, math, science, creative arts, as well as gross motor, fine motor, and social skills.

Our curriculum is based on current research and aligns with state and national standards, including Common Core and PA Early Learning Standards for preschool and toddlers. While we aim to cover a wide range of topics throughout the school year (see attached overview), we may not complete every component. We also incorporate social skills programs such as WonderGrove Kids and Everyday Speech, which align with PA Early Learning Standards and enhance our weekly instruction.

Dual Language / Linguistically Diverse Families

For dual language and linguistically diverse families, we can provide communications in your preferred language. We may also use tools such as Google Translate to support clear communication. If a sign language interpreter is needed, please contact 1-866-872-8969, option 7.

Community Resources

Throughout the school year, families will receive information about local community resources that may benefit your child and family. This may include, but is not limited to, ELRC and subsidy programs, food and medical assistance, SSI information, local nonprofit organizations, toy drives, parent trainings, conferences, and more.

Parent Engagement and Feedback

Families will receive a satisfaction survey twice per year. We encourage you to complete these honestly, as your feedback is valuable in helping us grow and improve. If any concerns arise, we are happy to schedule a time to discuss them with you.

Special Medical Needs



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For students with special medical needs, a care plan will be developed in collaboration with the child’s doctor and parent/guardian (form attached). This plan will be updated every six (6) months, regardless of changes. Examples of medical needs may include diabetes, asthma, and food allergies.

Parent Handbook Policies

By signing below, I acknowledge that I have read and understand all policies, including but not limited to tuition, child release procedures, paperwork requirements, parent participation expectations, and HiMama (Lillio) procedures, as well as program and illness policies. This document will remain on file for the duration of your child’s enrollment at Piece of Our Puzzle.

Parent Name, Signature and Date

Staff Name, Signature and Date

