Parent Handbook

2025-2026 School Year

Victory
EARLY LEARNING ACADEMY

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Introduction

Dear Parents,

Welcome to Victory Early Learning Academy. We're ready for the 2025-2026 school year and we're excited that your family is joining us! The teachers at VELA are committed to providing a quality program that is safe, biblically based, educational, child friendly, and fun!

Thank you for entrusting your children to our care during their formative years. We believe that children are a blessing from God, fearfully and wonderfully made as it says in Psalm 139, and that each child possesses unique gifts, talents, interests, and abilities. It's our goal to draw out and inspire the best in our students as we provide them with opportunities to create, explore, and learn.

We strongly believe that at this stage in their lives, children learn best through play and gain self-awareness and self-esteem through child directed activities. Our curriculum is play and center based and will be tailored to meet each child's developmental needs through well planned, age appropriate learning activities. We want to introduce a love of learning to our students and to lay a strong educational foundation in their lives that will prepare them for the elementary years to come.

The staff at VELA want to partner with your family in nurturing your child's relationship to God. It's our hope that the influence we have on your children in their early years will provide them with a clear understanding of who Jesus Christ is as Lord and Savior and that we will give them a solid foundation of faith to build their futures upon.

Please feel free to contact me if you have any questions about the policies and procedures that are outlined in this Parent Handbook. They are in place ensure that Victory Early Learning Academy is a safe and enjoyable place for your family.

Partnering with you in passing on the heritage of faith to the next generation,
Mary Beth Christofis Director
Victory Early Learning Academy

A. Enrolling Your Child

Before enrolling any child, parents or guardians must schedule an appointment with the Director(s) for a tour, and the child(ren) can accompany the parents. We believe this provides both the parent and the Director the opportunity to clearly convey their expectations of Victory Early Learning Academy and go through our enrollment package one-on-one. Upon the decision to enroll your child, parents or guardians will be provided with an application, tuition and financial agreement, all health and emergency forms, as well as a copy of our handbook.

To start the enrollment process, parents must submit a completed application with a $100.00 nonrefundable deposit by using our automated payment system, Lillio. Upon enrollment, it shall be understood that the child will be assigned a starting date and all forms (including the emergency contact forms, health assessment, application, tuition and financial agreement, as well as the child's need assessment) are to be submitted on the first day of attendance. No child shall be permitted to attend VELA without these documents submitted by the first day of attendance. The Pennsylvania Department of Human Services (DHS) strictly mandates that these forms are always to be fully completed and on premises in each child's file.

In the event of a class being at its full capacity, we will place you on the waiting list for up to six months. We are sorry that we cannot always meet the needs of parents or guardians when requested, however you may call us and request a place on the list or submit an application to be placed on a waiting list. You will be called or emailed by the Director when an opening becomes available.

B. Nondiscrimination Policy

Admissions to Victory Early Learning Academy shall be made without regard to race, color, religious creed, ancestry, national origin, disability, age or gender. Please see Attachment A for addresses if you wish to file a complaint of discrimination

C. Inclusion Policy

To the greatest extent possible, children with disabilities will be included in the full range of activities and services normally provided to Victory Early Learning Academy children by making necessary modifications to meet the child's special needs.
**Please refer to page 20 for resources available for your child.
Children with special needs require child care for the same reasons as all children:

- To grow, develop and learn.
- Friendship building and social inclusion.
- Parental employment, training, respite, and support.

Procedures:

Human Resources: All staff of Victory Early Learning Academy understand and agree to support inclusive practices as outlined in the Inclusion Policy.

Training: All staff attend special needs-focused training opportunities on effective inclusive programming whenever possible through PA Keys and other professional development sites.

Programming: The staff adapts the environment and routines as necessary to meet the needs of the children enrolled. The staff develops flexible programming that can be adapted as needed.

Confidentiality: All staff agree to confidentiality. Staff are aware that they will receive and have access to confidential information about children and families, and they agree to keep this information in strict confidence.

Partnerships: VELA will work collaboratively with parents and outside service providers (both private and through the county intermediate unit) to ensure that the needs of the children are met. We will, with the consent of the parents, refer children to outside service providers when we feel, or the parents feel, that a child may require additional support.

Admission/Registration: All families interested in registering their child are dealt with in a fair and equitable manner.

Transitions: Children with special needs may require extra support when transitioning to a new age group. It is preferred that children move to the next

age group as their same-age peers, but we are flexible and work with the family to make best decisions based on developmental needs.

Special Facilities:
VELA is wheelchair accessible and has wheelchair accessible toilet facilities. When a child requires assistance with personal care, it will be done in a private and dignified manner. Where possible, we will adapt resources in our Program Rooms and will move furniture to create a positive safe environment, ensuring all areas are accessible.

D. IEP/IFSP Plan Policy

We will follow any IEP or IFSP a child may have to the best of our ability given our resources. VELA will work collaboratively with parents and outside service providers (both private and through the county intermediate unit) to ensure that the needs of the children are met. It is not a requirement for parents to provide above documentation; but would aide in supplying the highest quality of care.

E. Fee and Payment Policy

Victory Early Learning Academy enforces the following policies and procedures for tuition payments with the backing of Victory Church:

- Part-time and Full-time tuition is automatically deducted on the 1st of the month.
- A $25.00 per month late fee will be charged when a payment is declined.
- There will be a $5.00 charge per child for every five minutes elapsed after you scheduled pick-up time.
- All tuition is due regardless of sickness, behavioral/disciplinary removal, vacations, weather related closings or holidays (including Thanksgiving, Christmas, snow days, and Spring Break), emergency related closings mandated by the state/local government/DHS, like a pandemic.
- Free Vacation Week:
    a. A vacation week will be granted after a full-time or part-time student has been enrolled in the school **for a full year**.
    b. A vacation week MUST be taken in five consecutive days.

c. A vacation week will not be granted if tuition is not current and paid on time on a consistent basis.
d. The school director requires a 2-week written notice prior to month requested from parents who want to use their vacation week.

- If you need to terminate your child's enrollment, a two-week notice is to be given to the school director(s); otherwise you will continue to be charged your monthly tuition. (No reimbursement of tuition will be granted)
- If you decide to take an extended leave of absence, we can only hold your child's spot by paying a 30% per month fee. The extended leave of absence also applies to those who choose to not send their child to school after the reopening from a forced closure, like a pandemic or emergency-related forced closure.
- In order to ensure your child's enrollment, parents must re-register their child(ren) for the following year.
- It is understood that there will be an annual increase each September at the start of the school year.
- There is a 4% convenience charge for any enrolled family using a credit card. There is a .6% convenience charge for any family using an ACH or bank account.

F. Parental Code and Expectations

Victory Early Learning Academy considers the following Parental Code and Expectations to express the appropriate response of each parent or guardian in their support of the Christian education program and environment at VELA:

1. To continually pray for VELA.
2. To cooperate with the functions of VELA, seeking to make Christian education effective in the life of the enrolled child, that they may love and serve God all of their lives.
3. To undertake volunteer positions at VELA as opportunities arise.
4. To attend meetings and parent functions of VELA as regularly as possible.
5. To fulfill all financial obligations to VELA on or before the due date.
6. To resolve conflicts or dissatisfaction on a person-to-person basis, thus honoring the Lord Jesus Christ, Victory Church, and VELA.

7. To never harass any child and/or parent due to a harmful circumstance that occurred within the classroom.
8. To never harass or verbally assault any staff member. All issues and concerns will be addressed through the directors of the school.
9. To understand that when we come to drop off and pick up children, we will be dressed appropriately with no hazards that will have possible harmful effects on children.
10. To understand that VELA has an open-door policy but will be respectful and mindful of interrupting learning time.

G. Parental and Family Engagement Policy

Communication between the home and school is vital for a successful school experience. We believe that the foundation of educational and spiritual success starts at home, and so we are honored to partner with you in that process. Here at VELA, we do several things to ensure this happens on a regular basis:

- Lillio Daily Reports- Any full-time and/or part-time student will receive a electronic log of what your child has done during their time in our facility. This will include food intake, bathroom needs, daily activities, mood, nap schedule, and disciplinary concerns.
- Parent and Teacher conference- Twice a year we hold meeting times for you to see how your child is progressing. These times are based on weekly and monthly assessments/observations that each classroom teacher is responsible to monitor over the school year.
- Getting To Know You- Every year we host a "Back To School Night" where you can come and ask any questions you have about our program, faculty and staff. If you cannot make this date, we will do a private meeting with you within 60 days of your child's enrollment.

H. Health and Medications

Children who are obviously ill with fever, diarrhea, vomiting, green-runny nose, puss/oozing eyes, disease or condition (i.e.- ringworm, head lice, chicken pox, measles, mumps, pink eye, fever over 100.4 degrees, etc.) **will not be admitted** to the program. It is a danger to other children and staff members at our facility. If you have any doubts about your child's health, please call us at (610) 676-9085 to be sure they may attend. If your child appears to be sick or has any of the above while at school, we will notify the parent or guardian immediately,

and it is necessary that the child be picked up within one hour of notification from VELA.

The child will be permitted to return when his/her temperature is normal for 24 hours without the aid of medicine and other signs of the condition are absent for a minimum of 24 hours. Your child must have any medication, such as antibiotics, in his/her system for at least 24 hours before returning.

Permission for a child to be administered medicine in the school must be approved by the Physician and parent utilizing the "Authorization for Administering Medication" form. Medications for maintenance will be administered throughout the day as required. The medication must be given to the Director in its original bottle, which contains the pharmacist's directions. The medication log must be signed by the parent at this time and will be kept on file. Children will be given their medication according to the prescription specifications only.

Sibling Sick Policy:
If you have multiple children enrolled in our center, certain illnesses and diseases may require all children to stay home until symptoms subside. Sicknesses like the stomach bug, Hand, Foot, Mouth or COVID etc. will warrant for all enrolled siblings to remain home until all children in the household are clear of symptoms (24 hours free of symptoms without the aid of medicine). This helps keep the spread of contagious sickness and disease contained to one classroom rather than multiple.

I. Emergencies

- Emergencies with Children- Whenever an emergency occurs with a child, such as a serious injury or illness, parents will be notified by phone as soon as possible. If immediate medical attention is required, the child will be taken to the hospital with his/her medical and insurance information. In the event we will have to call 911, they will transport the child to the nearest hospital. A written report will be filed with the Department of Human Services, and a copy will be kept in the child's records in the event of such an incident occurring.
- Emergency Contact Form- An updated emergency form must be on file at all times in the office. The staff of VELA also carries with them at all times a copy of the Emergency Contact Forms. Please notify VELA immediately

of any changes of address, work and/or home phone number, cell phone or emergency contacts. This will be updated every six months in accordance with DHS regulations.

- Injuries - In the event of a serious injury, every effort will be made to contact the parent before a child is transported to the hospital. An ambulance may be ordered before a parent can be reached. The Director or his/her designee will determine this necessity. If treatment at a hospital or doctor's office is required, the parent/guardian assumes full responsibility for costs incurred. Minor first aid is administered in the school office. A call will be placed to the home and/or workplace to inform parents of the incident. An incident report is filled out by the staff member present when injury took place. Parents are asked to sign the report when picking up children. These are kept on file at the school. Photocopies of reports can be made and sent home at parent's request.
- Emergency/Winter School Closing – When it becomes necessary to close the facility due to inclement weather we will send a message on Lillio and post on all our social media. We ultimately make the decision based on safety for families and for staff.
- In the event of an emergency early dismissal, we will contact all parents or guardians via phone and email if applicable. Parents or guardians are expected to pick up their children within one hour of that call.
- Weather Delay – IF we call a delay, this means that the time of opening is the numbers of hours stated after 7am of delay. Ex. 2 hour delay would be a 9am opening.
- Fire Drills/Emergency Drills – Fire drills/emergency evacuation drills are necessary for the safety of the children and staff. Information is reviewed in the beginning of each year and is posted in each room. Each month we conduct a fire drill and an emergency evacuation drill to ensure familiarity to each child and staff member as to what to do in the case of emergency. To be sure of our abilities, we perform several unannounced drills as well as to give both staff and children practice and preparation for these situations.

J. Arrival and Departure Procedures

Our facility is operational from 7am – 5:30pm, Monday through Friday. Please park in designated parking spots. If you are going to be longer than 10 minutes please park in a non-drop off spot.

We ask that when dropping off your child in his/her classroom, please do not engage the teacher in lengthy conversations as this keeps them from giving their undivided attention to the children and classroom. If you need to have a longer conversation with your child's teacher, please arrange for a meeting or phone call at a more convenient time.

Please inform directors as well as your child's teacher, both verbally and in written form, if someone other than yourself will be picking up your child. If for any reason you have not informed us or we are uncomfortable with the situation, we will not release the child to any person(s) without verbal consent from parent or legal guardian.

Parents should never ask another person to pick up their child from VELA without calling or giving a verbal notice as well as a written note to the office. No child will be released from VELA until this is done. We are obligated to check that person for your authorization and release on a specified form and ask for picture ID with name and address. This procedure often requires additional time but please remember that is for the protection of your child. Please do not leave messages regarding this matter on our voice mail. Report these changes directly to the classroom or directors.

Late Pick-up: Any family picking up late from the contracted time with the school will be charged according to the fee schedule. $1.00 will be charged for every minute you are late after our closing time, 5:30pm. Thank you for understanding that our staff would like to get home to their families at a decent time.

Visitors

All visitors, including parents or guardians delivering messages, lunches, clothing, etc. must sign in at the welcome desk in the lobby. We have special days like "Grand Pals Day" and others like that to allow for family and friends to participate in your child's school day. Guests are asked to come on designated days or to sign up to volunteer with the teacher so as not to disrupt learning time. Guests must be made known on emergency contact forms and have picture ID available.

K. Behavior Policy

To ensure the safety and positive classroom experience for all students, VELA has adopted the following behavior/discipline policy:

STEP 1: **Meet with parents and teacher.**

At classroom teacher's discretion, including but not limited to: multiple classroom disruptions, continual, inappropriate behavior and/or language, and physical violence such as hitting or kicking.

STEP2: **Meet with parents, teacher, and school director and establish a behavior plan.**

Discussion with parents, teacher, and school director about resources and goals for obtaining outside help for child.

STEP 3: **Discussion with parents, teacher, and school director to determine appropriate action plan for child's behavior.**

Removal of child for the remainder of school day, removal of child for set amount of days, removal of child for remainder of week, or plan for obtaining outside help/appointment for evaluation.

L. EXPULSION POLICY

Unfortunately, there are sometimes reasons we have to expel a child from our program either on a short term or permanent basis. We want you to know we will do everything possible to work with the family of the child(ren) in order to prevent this policy from being enforced.

The following are reasons we may have to expel or suspend a child from this center:

Immediate cause for expulsion:

- The child is at risk of causing serious injury to other children or himself/herself.
- Parent threatens physical or intimidating actions toward staff members.
- Parent exhibits verbal abuse to staff in front of enrolled children

Parental actions for child's expulsion:

- Failure to pay/habitual lateness in payments.
- Failure to complete required forms including the child's immunization

records.
- Habitual tardiness when picking up your child.
- Verbal abuse to staff.

Child's actions for expulsion:
- Failure of child to adjust after a reasonable amount of time.
- Uncontrollable tantrums/ angry outbursts.
- Ongoing physical or verbal abuse to staff or other children.
- Excessive biting, when not age or developmentally appropriate. (See biting policy for clarification)

Guidance for prevention of expulsion and suspension:
To prevent expulsion and suspension of children, this agency shall adopt the following, in policy and practice and in a consistent and non – discriminatory manner:

- Use developmentally appropriate practices that provide for stimulating and interactive learning environments, diversity, age appropriate expectations, small group activities, teachable moments and knowledge of research-based evidence and best practices in child development, early learning and education.
- Invest in professional development, training and education to ensure educators have the competencies to support children's social and emotional health.
- Develop and implement classroom schedules that meet the needs of the children.
- Adapt learning environments to promote healthy social interactions with others.
- Develop healthy and nurturing relationships with children.
- Develop strong partnerships and relationships with parents.
- Develop and implement classroom expectations that are developmentally appropriate, clear and consistent.
- Provide family engagement opportunities.
- Ensure fairness and equity.

SCHEDULE OF EXPULSION:
If after the remedial actions above have not worked, the child's parent/guardian will be advised verbally and in writing about the child's or parent's behavior warranting an expulsion. An expulsion action is meant to be a period of time so that the parent/ guardian may work on the child's behavior or to come to an agreement with the center. The parent/guardian will be informed regarding the length of the expulsion period and the expected behavioral changes required in order for the child or parent to return to the center. The parent/guardian will be given a specific expulsion date that allows the parent sufficient time to seek alternate child care

(approximately one to two weeks' notice depending on risk to other children's welfare or safety). Failure of the child/parent to satisfy the terms of the plan may result in permanent expulsion from the center.

A CHILD WILL NOT BE EXPELLED IF A PARENT/GUARDIAN:

- Made a complaint to the Office of Licensing regarding a center's alleged violations of the licensing requirements.
- Reported abuse or neglect occurring at the center.
- Questioned the center regarding policies and procedures.
- Without giving the parent sufficient time to make other child care arrangements.

Proactive actions that can be taken to in order to avoid expulsion:

- Try to redirect child from negative behavior.
- Reassess classroom environment, appropriateness of activities, supervision.
- Always use positive methods and language while disciplining children.
- Praise appropriate behaviors.
- Consistently apply consequences for rules.
- Give the child verbal warnings.
- Give the child time to regain control.
- . Document the child's disruptive behavior and maintain confidentiality.
- Give the parent/guardian written copies of the disruptive behavior that might lead to expulsion.
- Schedule a conference including the director, classroom staff, and parent/guardian to discuss how to promote positive behaviors.
- Give the parent literature of other resources regarding methods of improving behavior.
- Recommend an evaluation by professional consultation on premises.
- Recommend an evaluation by Intermediate Unit.

M. Biting Policy

We understand that when a child is between the ages of infant through 2 ½ years old, biting is developmentally appropriate. At some point, parents should understand that a child may get bitten and/or your child may bite another child. Staff are diligent to try to prevent such actions and will redirect a child if biting occurs. Incident reports are written for parents of the child who was bitten and for the child who bites. Staff must keep the other party anonymous when discussing such incidents with families. We do not have a "three strikes and you're out" policy since all studies show this to be developmentally appropriate.

When needed, we may come up with an individualized behavioral plan for the child who continually bites, but it usually is a phase that goes away once he/she becomes more verbal

N. Field Trips

Classes take trips to interesting and educational places in the area and are part of the instructional program. A notice will be sent out prior to each field trip. Fees will be charged to cover the expenses. If parents decide that their child will not participate in a field trip, the student will then have to stay home for the duration of the field trip. There will be no tuition reimbursement for this missed time.

There will be field trips where the school will be responsible for transportation and/or there will be field trips where all students participating must ride in parent's cars. Advance notification will always be given for these events.

O. Parties and Celebrations

Birthdays- If you wish to celebrate your child's birthday at VELA, please check with your child's teacher at least one week in advance with what your plans will be for that celebration. Children may distribute treats to classmates as long as no class member is left out. The use of candles is prohibited due to safety reasons. Note: All birthday treats must be nut free and from this approved list: mini-cupcakes, munchkins/donut holes, mini-muffins, prepackaged treats, fruit salad.

P. Food

Lunch: Lunches can not be heated up. We do however have a fridge available to keep all food cold when needed.

Snack: A morning and afternoon snack is included in your monthly tuition amount. Snack is provided at 10:00am and 3:00pm daily.

Food Allergy: We are a peanut free facility, so please do not provide lunches that contain peanuts. If your child has an allergy to any foods, please be sure that it has been indicated in your child's paperwork and put in writing. This should be given to the teacher AND director. All allergies will be posted in the

classroom. Depending on the allergy, some rooms may become completely "nut free."

Q. Lost and Found

The Lost and Found for our facility is located behind our welcome center. If your child has misplaced something, inquire at the VELA office. If it is an item of value, notify us immediately. VELA asks that children not bring any objects of value or large sums of money to school. VELA takes no responsibility for lost items. Please be sure to mark all clothing with child's first and last name.

R. Clothing

A child's dress should always be in accordance with the weather conditions of the day. Outdoor play will occur year-round, and children should be dressed in an appropriate manner. Also, keep in mind the types of activities that could occur on any given day such as free play, painting, walks, learning centers, napping, etc. Clothing should be modest, comfortable, and functional.

VELA is not responsible for any clothing that may become stained due to normal, everyday activities within the classrooms. It is the responsibility of the parent to dress the child in appropriate clothing for these activities.

Parents must provide a complete change of seasonally appropriate clothing (skirt, pants, shirt, underwear, socks) which is kept in your child's backpack that is labeled with the child's name and is brought to school every day.

- **Skirts/Dresses-** Please ensure to have underneath each skirt or dress a pair of shorts. This avoids any embarrassment when playing outside or sitting in a circle.
- **Music and Soccer Shots Days-** Please ensure to have sneakers on children's feet for these days. Any children wearing boots or heels will not be permitted to participate due to safety reasons.

S. Transition Policy

There are several transitions that children will encounter within their early years. Change and transitions can be unsettling and upsetting to children when in unfamiliar surroundings, introduced to new caregivers or routines. As children develop from birth throughout childhood they move, or transition, from one learning environment or setting to another.

At VELA, we recognize children learn best when they feel safe, nurtured, and have positive experiences with their caregivers and peers. When your child is assigned to a classroom upon enrollment, we aim to develop a caring, professional, and respectful relationship with our children and families. We feel transitioning takes time, preparation, planning and patience. Adults can help a child by supporting them before, during, and after transitions occur. These transitions occur when starting at a new environment, every day transitions from home to daycare setting, transitioning into a new age group and classroom, with a new provider, and transitioning to school. We are committed to assisting our families and children in making these transitions as seamless and comfortable as possible.

Transitioning into our Center: Parents and staff need to work together, share information they have about the child and what support he or she needs. Transitioning into new care includes a few visits if possible to acclimate the child to the environment, meet their caregiver(s) and peers. Additionally, days may need to be shorter to begin with, to allow children to have a positive experience, and to have as little stress placed upon them as possible. We ask that parents have some flexibility during these first days of transition and attendance.

Transitioning into new age groups and caregivers: The same patience, planning, and care needs to be implemented for transitioning children into new classrooms. When a teacher is preparing for transitioning a child, they will first discuss this with the parents. A formal email is sent with date information and potential "visiting" schedule. Children are transitioned into new classrooms according to space availability, age, as well as physical, social, and emotional development. When preparing to transition your child will then get to visit the other classroom for short times to meet the teacher and other children in the classroom and explore and become familiar with the environment. This also allows teachers to gauge when and if your child is emotionally ready to transition to the older classroom.

Transitioning into Kindergarten: When a student is in our PreK program, the administration will send registration information for surrounding school districts and private schools along with a one-hour webinar explaining Kindergarten readiness. Our Kindergarten screening tool, the GDO-R, will be offered to each graduating student so that a parent can see another tool that shows where their child is developmentally. If the child does not seem ready, parents are given the

option of going to PreK5, our Kindergarten Readiness class. A packet "Kindergarten, Here We Come" along with many other communications is sent to each parent throughout their PreK year.

With transitions, we aim to:

- Talk to parents about their child before they start in the setting, to become familiar with their needs.
- Allow all children to have the opportunity to spend time with the environment and with their caregiver or teacher where possible before starting in the new setting.
- Support children through the transitions. This is also to support staff and parents in getting to know each other as well as children, keeping lines of communication open.
- Ensure all parents know who their child's caregivers are and by providing a confidential area (staff lounge/ office area) where parents can discuss any concerns.
- Provide contact through verbal and written exchanges, as well as the acknowledgement that parents can call VELA to contact the Director and Primary Caregiver/ Teacher.
- Inform parents when children are ready for their transition to another classroom and provide the new caregiver/ teacher with information to support the child, alongside with parents, in as smooth a transition as possible.
- Have parents complete a one-page profile to assist caregivers/ teachers in providing a smooth transition.
- To provide ongoing communications throughout the transition period among staff and parents. Communication is an essential means to aid a smooth transition for each child.

T. Toilet Training

Once children are enrolled in our two-year old program, we will begin the toilet training process. Once the potty-training process has begun within the classroom, we ask that the parents support our efforts and continue the same process at home. The decision to begin this process will be made with parental consent. We also ask that the parents supply each backpack with enough underwear for the entire day. Daily communication will provide you with information on your child's daily progress.

*__It is mandatory that all children three years and older who attend VELA be fully toilet trained. Children are not allowed to be in any type of diaper, including pull-ups, unless medical reasons or IEP states accommodations needed.__

U. Transferring to a New School Policy

VELA will gladly release a child's file for information to be transferred to another facility. To release your child's file, the parent/guardian must submit a request in writing to the school director or ask for a "release of records" form from the welcome center. Requests will be honored once full payment of tuition is paid and is current. Records will be held if there is any outstanding balance of your accounts.

V. Phone Numbers and Addresses

To speak with your child's teacher between 9am-5pm, dial (610) 676-9085. When someone answers, state your name and the teacher's name with whom you'd like to speak.

To speak with your child's teacher before 9am or after 5pm, dial (610) 676-9085. As soon as the voicemail picks up, dial "**4" and the classroom number**. There will be silence for a few seconds while the phone dials the classroom.

Phone numbers and addresses of students will not be given out unless written or verbal permission is given to the office. Phone numbers and addresses of teachers will not be given out. It is up to the individual teacher if he/she would like to give personal contact information out to families. It is recommended that any communication between teacher and parents should be done within the hours that the teacher is working.

W. When Problems Arise

Problems do occur and should be addressed in a Christian manner. If you have a concern about a school related matter, that concern should first be addressed with the classroom teacher. In many cases, the concern may have stemmed from miscommunication. If the problem persists and you feel that your concern has not been addressed, the next step is to contact the director. The director will then investigate the issue and will schedule a time where the teacher and parent can meet with the director to resolve any issue that might exist.

If a question or concern would arise from something that is written on your child's Lillio daily report, please email your child's teacher or the directors. The teacher will contact you that same day to address any questions/concerns that you might have.

Information for Public, Social, and Community Services

- **Early Intervention (EI) or Intermediate Unit (IU):**
  - For families who want their child assessed and evaluated for services like (but not limited to) learning disabilities, behavior therapy, occupational therapy, speech therapy, you can contact the Montgomery County Intermediate Unit (MCIU)
  - Website link for more info: http://mciu.org/office-of-student-services/early-interventionpreschool/
  - Phone number for MCIU: 484-685-1856. Leave a voicemail with name and address to receive application packet.
- **ELRC (Formerly known as Child Care Information Services or CCIS):**
  - For families who are eligible (or to find if you are eligible) for subsidized childcare funding or for other referral services.
  - Website link for more info: http://www.montcopa.org/115/Child-Day-Care-Services
- **Pennsylvania's Promise for Children:**
  - For families who seek more information about best practices, guidelines, what to look for in quality childcare, etc.
  - Website link for more info: http://papromiseforchildren.com
- **Keystone STARS:**
  - Our center is part of the Keystone STARS program, a quality assurance/retention program that helps train and motivate providers to do best practices, obtain resources and trainings as well as receive government funding to enhance the program and facility.
  - Website for more info: http://www.pakeys.org/pages/get.aspx?page=programs_stars
- **Childline Abuse Services:**
  - To report suspected child abuse
  - Website for more info: http://www.dhs.pa.gov/provider/childwelfareservices/childlineandabuseregistry/
  - Phone number to report suspected child abuse: 800-932-0313 (open 24 hours)

If you do not see a service listed that you would like more information on, please ask the director, and we would be happy to find that information for you.

CIVIL RIGHTS COMPLIANCE

Admissions, the provision of services, and referrals of children shall be made without regard to race, color, religious creed, disability, ancestry, age, sex, national origin (including limited English proficiency), age or sex.

Program services shall be made accessible to eligible persons with disabilities through the most practical and economically feasible methods available. These methods include equipment redesign, the provision of aides, and the use of alternative service delivery locations. Structural modifications shall be considered only as a last resort among available methods.

Any parent/guardian who believes he or she has been discriminated agains may file a complaint of discrimination with any of the following:

Complaints of discrimination may be filed with any of the following:

Victory Early Learning Academy

2650 Audubon Road

Audubon, PA 19403

Department of Human Services

Bureau of Equal Opportunity

Room 223 Health and Welfare Building

P.O. Box 2675

Harrisburg, PA. 17105

PA Human Relations Commission

Philadelphia Regional Office

110 N. 8th Street, Suite 501

Philadelphia, Pennsylvania 19107

U. S. Dept of Health and Human Services

Office for Civil Rights

Suite 372, Public Ledger Building

150 S. Independence Mall West

Philadelphia, PA. 19106-9111

Commonwealth of Pennsylvania

DHS Bureau of Equal Opportunity

Southeast Regional Office

801 Market Street, Suite 5034

Philadelphia, PA. 19107

Victory Early Learning Academy

Parent or Guardian Handbook Receipt Form

Parents or Guardians,

Please thoroughly review the Parent Handbook for the 2025-2026 school year, which contains the policies and procedures for Victory Early Learning Academy. After reading the handbook, please complete this form and return it to the school welcome center as soon as possible. This form will be kept in your child's file for the duration of the school year.

Thank you in advance for your cooperation.

Sincerely,

Mary Christofis
Director, Victory Early Learning Academy

I, _____ (print your name), the parent/guardian of _____ (print child's name), hereby acknowledge receipt of Victory Early Learning Academy's Parent Handbook for 205-2026 School Year. I have read and agree to adhere to all of the policies and regulations set forth in this handbook.

Parent/Guardian Signature: _____

Date: _____