



## *Welcome To Oak Village Academy*

We want to welcome you to our Oak Village Academy family.

Every day at Oak Village Academy children will enjoy learning through exploration, make decisions that build social and emotional relationships and reach individual developmental milestones. While creating an exceptional experience for children, we will prepare them for a lifetime of reaching their goals and create ways to instill the love of learning. With a strong foundation in education, values of the community, passion for learning, children and nature, Oak Village Academy immediately creates an environment where children can blossom. The high quality and educational learning environment allows children to learn the natural way, getting back to our roots of learning.

We look forward to sharing the coming years with you and your family as we partner in helping our children build a strong foundation for a bright future. Get involved and please let us know what we can do to help.

Again, welcome, and thank you for choosing Oak Village Academy. We are excited that your family will be exploring with us.

Now, let's go explore!

### **Oak Village Academy Program and The Quality Childcare Purpose**

Oak Village Academy is dedicated to providing you with an environment where children will enjoy learning through exploration, make decisions that build social and emotional relationships and reach individual developmental milestones. While creating an exceptional experience for children, we will prepare them for a lifetime of reaching their goals and create ways to instill the love of learning. With a strong foundation in education, values of the community, passion for learning, children and nature, Oak Village Academy immediately creates an environment where children can blossom. The high quality and educational learning environment allows children to learn the natural way, getting back to our roots of learning. Quality childcare is a topic being discussed every day by caring and concerned parents and Oak Village Academy is here to help you meet those expectations for your child.

### **Equal Opportunity Enrollment**

Children will have every opportunity to grow and learn at Oak Village Academy. Our services are offered to everyone, regardless of race, creed, sex, citizenship, national origin, handicap or disability or any other legally protected status in regard to admissions or in the administration of policies and programs.

At Oak Village Academy, we are committed to providing every possible reasonable accommodation for children and employees with disabilities. We welcome the request for accommodations and services to meet the needs of individuals with disabilities. Oak Village Academy will attempt to provide reasonable accommodations to qualified students to the extent that such a request does not cause fundamental alteration to the school's programs, curriculum or daily enhancements and to the extent that it does not create an undue hardship for the overall environment.

The first step in requesting an accommodation is to provide the center Director with documentation from a qualified professional, such as a physician, psychiatrist, or psychologist. Upon receipt of such documentation and recommendations, we will communicate with the family in an interactive process to obtain additional information or discuss the circumstances related to the request.

### **Mission Statement**

Create an experience of a lifetime for our children and their families through our exceptional Oak Village Academy Team. With each child interaction, our schools will create educational opportunities by immersing the children in natural learning environments developing their social, emotional, cognitive, physical and innovative skills.

### **Vision Statement**

To provide a home away from home in our little village environment with an educational experience like no other.

### **Purpose of this Handbook**

This handbook was developed to answer many of the commonly asked questions that families may have during their time enrolled at Oak Village Academy. The handbook contains information about policies and procedures related to children and families. Therefore, families should review the information that involves children with the child/ren enrolled in order to help with expectations while they are in attendance at Oak Village Academy. Please take the time to become familiar with the handbook and keep it accessible for your use. It can be a valuable reference during your enrollment time period at Oak Village Academy and a means to avoid confusion and misunderstanding when questions arise.

Oak Village Academy reserves the right to modify and / or amend the content of the Family Handbook, including the rules and regulations governing the conduct of students and parents.

Oak Village Academy reserves the right to modify and / or amend the content of this Family Handbook at any time during the year as we deem appropriate.

If you have any questions about the handbook or any of its policies, please contact the Administration at Oak Village Academy.

### **Confidentiality**

Oak Village Academy works with all parents, families and staff members to ensure that the confidentiality of all

children enrolled is maintained. Information pertaining to the children enrolled at the center is considered confidential and may not be released to anyone not on staff at Oak Village Academy without first obtaining written permission signed by the parents, except in an emergency. Furthermore, this means that any and all information regarding your child will only be discussed with you or your family. Oak Village Academy will not and cannot discuss details about children with anyone other than their family members. Oak Village Academy employees are to uphold this policy at all times as well. Thank you in advance for supporting this confidentiality policy and assisting us as we uphold the policy.

We ask that in order to set up play dates or send party invitations, etc. parents collect the personal information necessary without the assistance of Oak Village Academy.

### **Hours of Operation**

Oak Village Academy is open Monday through Friday, 12 months a year; from 7:00 am until 6:00 pm. Children should be dropped off **at or after 7:00 am and picked up prior to 6:00 pm**. Thank you for understanding that Oak Village Academy is licensed for specific hours of operation; therefore, early drop-off or late pick up cannot be allowed.

### **Enrollment Procedures**

Parents and Families are encouraged to have their children with them the first time they visit Oak Village Academy. It is important that each child and family feel comfortable with our staff and Oak Village Academy.

To reserve a space in our program you must submit a completed Child Application, Tuition Agreement as well as the non-refundable deposit and initial registration.)

Upon the child's first day at Oak Village Academy the following forms must be completed, signed and on file:

- Medical Report signed by a physician
- NC Summary of the Law Acknowledgment
- Discipline and Behavior Management Policy
- Immunization Report
- Nutrition Opt Out Form
- Shaken Baby Syndrome/Abusive Head Trauma Policy Acknowledgement
- Parent / Family Handbook Signature Page
- General Health Policy
- Media Permission Form
- Parent Safety Contract
- Nut Free Zone Signature Page
- Other Specific Forms dependent on the age of the child at enrollment

The above information and forms are required by Oak Village Academy and the Division of Child Development of North Carolina and are therefore required for enrollment and attendance. This information and these specific forms are maintained in one location at Oak Village Academy, are updated at least annually and are kept confidential with access available only to administrators or teaching staff who have consent to access the records from the parent, legal guardian or regulatory authorities.

If the information on these forms changes during the child's enrollment, it is the responsibility of the parents/family to notify the administration of the changes, especially any phone numbers, emergency contacts, work locations or child's physician.

Oak Village Academy will not accept a child for enrollment or continue the child's enrollment where the center staff has determined that services necessary to protect the health and safety of the child or other children while at the center cannot be provided.

The administration will conduct a new family orientation during the weeks prior to enrollment. Also, the parents/family will have an opportunity to have a "Getting to Know You Conference" with the classroom teachers so that the parents and teachers can discuss the classroom routine and the child's interests.

**Holidays, Center Closings and Teacher Training Days**

Oak Village Academy will be closed for the following Holidays or Teacher Work Days:

- New Year's Day
- Good Friday
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day and Thanksgiving Friday
- One full week around Christmas Eve and Christmas Day
- Two Teacher Work Days annually

Please refer to the Oak Village Academy Family Calendar for the specific dates that Oak Village Academy is closed each year. Thank you for noting that if the above Holiday or day falls on a Saturday, Oak Village Academy will be closed on the Friday before. If the above Holiday or day falls on a Sunday, Oak Village Academy will be closed on the Monday following. Oak Village Academy does reserve the right to add any additional days for closing as is deemed necessary by the administrative staff and owners.

**Inclement Weather Policy**

Oak Village Academy's priority is to ensure the safety of its families, children and staff. In the event of severe weather, a natural disaster or an event that would jeopardize the safety of any Oak Village Academy family, child or staff member, Oak Village Academy owners and administration will determine if the regular hours of operation need to be adjusted.

Oak Village Academy takes into consideration Wake County Public School System's closing decisions when making the judgment as to what is best for the school staff and families; however, we do not necessarily follow the public-school closing schedule and their decision. We do our own assessment of the conditions including following the recommendations of local authorities, local road conditions and forecasted temperatures. Oak Village Academy then analyzes the overall situation on an individual basis. Our goal is not to inconvenience parents, but to make sound decisions that are in the best interest of all parties involved.

If altered hours of operation are necessary, Oak Village Academy will communicate this information in the following manner:

- A message regarding hours of operations will be on our school's voicemail.
- A text alert / email blast will be sent to all enrolled families.
- Information will be posted on our Facebook Page.
- Information will be posted on a local television channel and their corresponding websites. (WRAL TV and wral.com)

**If a change to the regular hours of operation is made or if a center is closed for inclement weather, tuition rates will not be adjusted.**

**Late Pick Up Fee**

Oak Village Academy closes promptly at 6:00 pm. There will be a late fee charged when a child is picked up late. Please note that if you arrive too late to pick up your child by 6:00 pm, then that is considered late pick up. If you will be late, please call and notify the administration. This notification will allow the Administration to staff accordingly. Thank you for understanding that prior notification **does not** then make the late fee charge null and void. The late fee will be as follows:

Time Frame	Amount to be Charged	Special Notes
6:01- 6:10 pm	\$35.00	All Late Fees are billed per family.
6:11- 6:15 pm	\$40.00	
6:16 - 6:29 pm	\$50.00	
6:30 - 6:44 pm	\$55.00	
6:45 - 7:00 pm	\$75.00	

After 7:00 pm, a late fee will be calculated for you.

The late charge is due at the time of pick up, on the same day the pickup is late. If payment is not made at the time of pickup, it will be billed to your account. If no parent, guardian or authorized contact can be reached within one hour after closing and no word is received from the parents, legal authorities will be contacted.

### **Age Ranges of Children Accepted**

Oak Village Academy accepts children six weeks through five years of age.

All children must be observed by the administration prior to admission to assure that our program can effectively meet their needs.

### **Programs**

Program options available at Oak Village Academy are:

- Infants – Full Time care only
- Toddlers – Full Time care and Part Time Care (Two and Three Days)
- Two Year Olds – Full Time and Part Time Care (Two and Three Days)
- Three Year Olds - Full Time and Part Time Care (Two and Three Days)
- Pre-Kindergarten - Full Time and Part Time Care (Two and Three Days)

Part time programs are contingent upon availability of space within the classroom. Each Part Time enrollment must be paired with another Part Time enrollment in order to then open another Part Time space. Meaning, if a child is enrolled in our program MWF in the age group that is requested, then a TH enrollment must be paired with that Part Time enrollment prior to allowing another child to be enrolled on a Part Time basis.

### **Tuition and Fees**

Tuition includes all educational programs specified in the Lesson Plans per the child's age, our daily Gym/Athletics Program (daily for all children 6 months and older) our daily Spanish Program for children two and older and our LEAP Program for children three years of age and older. If a child misses a scheduled curriculum enhancement or an adjustment is made to our schedule with these programs, no adjustment to tuition will be given. Oak Village Academy has found that most families would like to have their children eat food that they provide from home in order to create a more consistent menu for their child. Therefore, Oak Village Academy asks that families provide all food for their child/ren and send it in daily.

Tuition is based on an annual schedule and is non-refundable. Tuition is consistent and is collected, regardless of center closings (scheduled or unscheduled), holidays, absence from the center, teacher work days, family vacations away from the center, etc.

Tuition is paid weekly, in advance, with no deductions for absence or center closings.

Tuition is due on Monday of the current week. If your fees are not paid in full by Tuesday at noon, for the current week's tuition, a late fee will be added to your account. If a family chooses to pay a weekly charged tuition in advance, for an entire month, the monthly amount would be determined by multiplying the weekly tuition by the number of Monday's in the month.

Parents will be notified of any changes in tuition within four weeks of the change. Oak Village Academy reserves the right to change tuition and /or program fees due to unforeseen increases in expenses.

- Parents are required to pay their Initial Registration fee upon enrolling at Oak Village Academy.
- A late fee of \$50.00 will be assessed on Tuesday, at noon, if tuition is not paid.
- When payment is delinquent for one week, space can no longer be reserved for your child. Your child will not be permitted to attend school as of Wednesday of any week that tuition is not paid in full.
- Payments may be made in the form of check or Tuition Express bank or credit card draft. Tuition Express the most preferred form of payment at Oak Village Academy.
- If a parent chose to pay with a credit card or any type of "card" they will be assessed an additional fee of 3% of their total tuition billed to cover the processing fee.
- If a child is absent or the center is closed for any reason, the parent is responsible for full payment of the child's tuition.
- A penalty of \$35.00 will be charged for all returned checks and bank drafts. This fee will be in

addition to any late charges prior to the beginning of the next week. Parents will be required to pay the balance with a cashier's check or money order.

- Family discount includes a ten percent discount for the oldest sibling. One discount per family.
- Annual tuition increases will be effective on January 1<sup>st</sup> of each year unless otherwise noted by the school owners.
- Parents may receive a receipt for their tuition payments upon request.
- If a parent chooses to prepay their tuition and then adjustments are made to the child's enrollment, tuition is still non-refundable.
- Additional fees such as special occasion fees are due to be paid on the date that services are rendered.

### **Registration and Administrative Fees**

Initial Registration Fees are payable upon each child's registration and are non-refundable. These fees serve to ensure your child's placement at Oak Village Academy in addition to covering the costs of processing the application for admission and other associated costs. The Initial Registration Fee is prorated based off the month that your child will begin enrollment at Oak Village Academy during that calendar year.

Annually, parents are required to complete a new Child Application Form, Emergency Contact Form and submit the Annual Registration Fee. The Annual Registration Fee is billed per child, is non-refundable and is billed January 1<sup>st</sup> of each calendar year. If your family de-enrolls from Oak Village Academy for any reason, any previously paid registration fees are non-refundable.

Family discounts are not applicable to Initial Registration Fees and Annual Registration Fees.

### **Daily Programs at Oak Village Academy**

#### **Infant Program:**

Children ages six weeks to twelve months of age will be enrolled in the Infant Program at Oak Village Academy. The Infants will be in one of two Infant classrooms, Infant 1 or Infant 2. Each Infant classroom will have a maximum group size of eight Infants and a teacher to child ratio of 1:4.

Each Infant enrolled in this program will follow their individual Infant Feeding Schedule that will be completed by the Infant's Family. The Infant Feeding Schedule will specify the schedule that the Infant will eat throughout the day. Further details about the Infant's normal daily schedule will be noted on the Infant Feeding Schedule in order for the Oak Village Academy team to match their routine to the best of their ability. Oak Village Academy has a procedure in place to document feedings for all Infants as they are fed throughout the day as noted on the child's daily report. The Infant Feeding Schedule should be updated regularly as new foods are added or other dietary changes are made and at least every thirty days if necessary.

All bottles should be pre-made prior to being dropped off at Oak Village Academy. Each bottle should be labeled according to the Bottle Labeling Procedures set forth at Oak Village Academy. Labeling each bottle correctly requires including the following:

- First and Last Name
- Date (month/date/year)
- An "F" for Formula IN BLACK INK or a "B" for breastmilk IN RED INK
  - \*All Breastmilk bottles/sippy cups will be further labeled with a red breastmilk band once at Oak Village Academy. \*
  - \*All bottles that have Formula contents should be fully labeled in BLACK ink.\*
  - \*All bottles that have Breastmilk contents should be fully labeled in RED ink.\*

Each bottle cap should also be labeled with the child's name and date as well.

Any bottle that is warmed must be used within one hour of heating or it will be discarded. No unused bottles may be left at the center overnight.

Infants unable to sit are held for bottle feeding and all others sit or are held to be fed. Bottles are not propped at any time.

#### Labeling Helpful Hints:

Using masking tape or painters tape with a Sharpie Marker works well when labeling bottles. If you choose to use a label, please avoid paper labels as they do not hold up to the bottle warmer moisture and then the labels are not readable. You can use name child specific labels that include the "F" or "B" for the contents of the bottle, but you will still need to label the bottle/cup with the current date (month/date/year).

Dry cereal and unopened individual-serving food may be left at Oak Village Academy until consumed. All food items sent in to the classroom must be labeled with the child's first and last name. We are unable to accept any food containers that have already been opened. Please bring in foods that have been tried at least twice at home to protect against food allergies.

Each Infant should also have a labeled, clean, empty bottle and two travel packets of formula powder in their cubby to be used if there is a need or emergency. This is required for all children, even children whom are usually fed breastmilk. This emergency formula will only be used in the event of an emergency and there is no other means to feed the Infant. This formula will sustain the child until the emergency situation has passed and the child and family can be re-united.

Bottle warmers will be provided by Oak Village Academy to be used for all formula bottles. Bottles containing breastmilk need to be heated in a personal, single sized bottle warmer, that will be used solely for that Infant. Since this will be used for individual infants, personal bottle warmers for breastmilk bottles should be provided from home and will be returned when no longer needed at Oak Village Academy.

Oak Village Academy supports the NC Back To Sleep Campaign and places all Infants on their backs to sleep. Oak Village Academy provides safe sleep sacks for children to use while sleeping in a crib. These are considered to be safer than using a blanket and therefore, Oak Village Academy only uses safe sleep sacks in cribs for comfort. Blankets, soft toys or other items are not permitted in cribs per the North Carolina safe sleep recommendations.

Infant classrooms are designed to encourage exploration, play and learning. Several play areas will be available for children to explore daily. Each child will have an assigned crib and cubby for personal belongings. Each Infant will also have a space to keep a supply of personal food items in the Nutrition Area in the classroom. Parents should check their child's cubby and Nutrition Area daily to ensure that items are in good supply.

The Infants will go outside daily and explore in their Outdoor Learning Environment dedicated for their age group. Weather appropriate clothing needs to be available for the children daily.

What each Infant should bring to Oak Village Academy:

- Diapers
- Wipes
- Multiple changes of weather appropriate clothing
- Diaper Cream (if needed)
- Bottles/food necessary for each day
- Bottle Warmer if bottles contain breastmilk
- Pacifier (if applicable)

If a family is interested in sending in cloth diapers for their Infant the following items must be provided by the parent/family:

- Plastic Bin with a Lid (labeled with the child's first and last name)
- 'Wet Bag'— to store the soiled diapers

Thank you for noting that per North Carolina Sanitation Laws we are not permitted to 'dump' contents of a diaper prior to storing the soiled diaper in the 'wet bag'.

#### **Toddler Program:**

Children ages twelve months to twenty-four months of age will be enrolled in the Toddler Program at Oak Village Academy. The Toddlers will be in one of three Toddler classrooms, Toddler 1, Toddler 2 or Toddler 3. Each Toddler classroom will have a maximum group size of 10 or 12 Toddler and a teacher to child ratio of 1:5 or 1:6.

Toddler classrooms are designed to encourage exploration, play and learning. Several play areas will be available

for children to explore daily. Toddler classrooms will be arranged with multiple play areas with designated center areas to encourage play in several ways. Each child will have an assigned cot and cubby for personal belongings.

The Toddlers will go outside daily and explore in their Outdoor Learning Environment dedicated for their age group. Weather appropriate clothing needs to be available for the children daily.

If a family is interested in sending in cloth diapers for their Infant the following items must be provided by the parent/family:

- Plastic Bin with a Lid (labeled with the child's first and last name)
- 'Wet Bag'– to store the soiled diapers

Thank you for noting that per North Carolina Sanitation Laws we are not permitted to 'dump' contents of a diaper prior to storing the soiled diaper in the 'wet bag'.

What each Toddler should bring to Oak Village Academy:

- Diapers
- Wipes
- Multiple changes of weather appropriate clothing
- Diaper Cream (if needed)
- Oak Village Academy lunchbox packed with food necessary for each day (Lunch and three snacks)
- Pacifier (if applicable)
- Rain Jacket and Rain Boots
- A lightweight child size blanket
- Sun Hat and Sunglasses

### **Preschool Prep Program:**

Children ages two to three years of age will be enrolled in the Preschool Prep Program at Oak Village Academy. The Preschool Preppers will be in one of three Preschool Prep classrooms, Preschool Prep 1, Preschool Prep 2 or Preschool Prep 3. Each Preschool Prep classroom will have a maximum group size of 16 Preschool Prep children and a teacher to child ratio of 1:8.

Preschool Prep classrooms are designed to encourage exploration, play and learning. Multiple play areas will be available for children to explore daily. Preschool Prep classrooms will be arranged with multiple play areas with designated center areas to encourage play in several ways. Each child will have an assigned cot and cubby for personal belongings.

The Preschool Prep children will go outside daily and explore in their numerous Outdoor Learning Environments dedicated for their age group. Weather appropriate clothing needs to be available for the children daily.

If a family is interested in sending in cloth diapers for their Infant the following items must be provided by the parent/family:

- Plastic Bin with a Lid (labeled with the child's first and last name)
- 'Wet Bag'– to store the soiled diapers

Thank you for noting that per North Carolina Sanitation Laws we are not permitted to 'dump' contents of a diaper prior to storing the soiled diaper in the 'wet bag'.

What should each Preschool Prep child bring to Oak Village Academy:

- Diapers or undergarments
- Wipes (if necessary)
- Multiple changes of weather appropriate clothing and if potty training, send in at least four or five changes of clothes, including an extra pair of shoes
- Oak Village Academy lunchbox packed with food necessary for each day (Lunch and two snacks)
- Rain Jacket and Rain Boots
- A lightweight child size blanket

- Sun Hat and Sunglasses

### **Preschool Program:**

Children ages three to four years of age will be enrolled in the Preschool Program at Oak Village Academy. The Preschoolers will be in one of three Preschool classrooms, Preschool 1, Preschool 2 or Preschool 3. Each Preschool classroom will have a maximum group size of 18 Preschool children and a teacher to child ratio of 1:9.

Preschool classrooms are designed to encourage exploration, play and learning. Numerous play areas will be available for children to explore daily. Preschool classrooms will be arranged with play areas that are designated center areas to encourage play in several ways. Each child will have an assigned cot and cubby for personal belongings.

The Preschool children will go outside daily and explore in their numerous Outdoor Learning Environments dedicated for their age group. Weather appropriate clothing needs to be available for the children daily.

What each Preschooler should bring to Oak Village Academy:

- Multiple changes of weather appropriate clothing, including undergarments and socks
- Oak Village Academy lunchbox packed with food necessary for each day (Lunch and two snacks)
- Rain Jacket and Rain Boots
- A lightweight child size blanket
- Sun Hat and Sunglasses

### **Pre-Kindergarten/ Junior K Program:**

Children ages four to five years of age will be enrolled in the Pre-Kindergarteners Program at Oak Village Academy. The Pre-Kindergarteners will be in one of two Pre-K classrooms, Pre-K 1 or Junior K. Each Pre-K classroom will have a maximum group size of 24 Preschool children and a teacher to child ratio of 1:12.

Pre-K classrooms are designed to encourage exploration, play and learning. Numerous play areas will be available for children to explore daily. Pre-K classrooms will be arranged with play areas that are designated center areas to encourage play in a number of ways. Each child will have an assigned cot and cubby for personal belongings.

The Pre-K children will go outside daily and explore in their numerous Outdoor Learning Environments dedicated for their age group. Weather appropriate clothing needs to be available for the children daily.

What each Pre-Kindergartener should bring to Oak Village Academy:

- Multiple changes of weather appropriate clothing, including undergarments and socks
- Oak Village Academy lunchbox packed with food necessary for each day (Lunch and two snacks)
- Rain Jacket and Rain Boots
- A lightweight child size blanket
- Sun Hat and Sunglasses

### **Water Play**

During the warmer months (June and July), Oak Village Academy provides water play for each classroom Toddlers and older. Water play will be once per week during the morning Outdoor Adventure's time. Classrooms are not schedules specific times for water play as they will be able to utilize their already scheduled Outdoor Learning Environment times allotted for this event. Children should come to school dressed in their water play attire with a tee shirt or cover up as their top layer. Teachers should always maintain proper supervision and monitor the children and providing name to face supervision while having water play. Teachers and children are to wear appropriate water play attire and shoes.

Proper attire for the children includes:

- Bathing Suit
- Water shoes that provide a skid proof sole and are not sandals
- Optional: Hat and Sunglasses
- Towel
- A **complete** set of dry clothing including undergarments and shoes.

We ask that children come to Oak Village Academy dressed in their water play attire to make the transition to water play in the morning smooth and to enable the children to enjoy their water play time as much as possible.

### **Move Up and Transition Procedures and Policies**

Children's placement and transitions within the Oak Village Academy classrooms will be guided by their age, developmental level, availability and state licensing requirements. The Director will make every effort to move children to the next classroom within the guidelines set by Oak Village Academy and the state of North Carolina. We make every effort to keep teachers consistent to promote continuity and relationships.

When a child is scheduled to transition to a new classroom, the Director will notify the child's parent with a Transition Letter. The Transition Letter will include information such as the dates of the transition, the date of the official 'move up', the new classroom name, the teacher's information, a request for the parent to schedule a "Getting to Know You Conference" (meeting with the teacher, parent and Administrator) and any pertinent information about the new environment.

When children are transitioning to another classroom, there is a transition schedule specified in order to allow the child to visit their new environment in age appropriate fashion. The transition schedule is as follows:

Monday: 9:00-11:00

Tuesday: 9:00-11:00

Wednesday: 9:00-12:30 (or the beginning of rest time)

Thursday: 9:00-3:00

Friday: Entire Day

Children will officially move to their new classroom beginning on the Monday following the week of transitions and tuition rates will be adjusted to reflect the new classroom at that time.

### **Termination of Enrollment**

#### **Parent/Family Withdrawal of a Child:**

Should it become necessary to withdraw your child from Oak Village Academy, for any reason, a **thirty-day written notice** must be given to the administration. In the event that a withdrawal is necessary, parents are asked to complete the Oak Village Academy Withdrawal Notice, which can be picked up at the front desk. There are no refunds on registration or tuition when parents choose to withdraw their child from Oak Village Academy.

#### **Termination of Enrollment by Oak Village Academy:**

Oak Village Academy staff will work with each child to meet their needs and every effort will be made to provide a positive learning experience. However, Oak Village Academy reserves the right to ask families to make alternate arrangements for care if it is determined that a child's needs cannot be met, or the child has not adjusted to group care provided by our school. In the event that behavior becomes disruptive to the program or poses an unsafe situation for the child or other children in the school, alternative arrangements may be required.

A dismissal will only be considered after careful consideration. If Oak Village Academy determines that our program is not a successful match, families will be given referral information to assist in the transition to a program better suited to the family's needs. Written notice of the termination of enrollment will be given to the family. It will include the reason(s) for termination of enrollment and will specify the child's/family's last day at the center.

If the family of a child enrolled is uncooperative in completing and returning forms, fails to pay tuition on time, fails to follow any state or county regulations, or fails to follow Oak Village Academy policies or procedures, it may be necessary to dismiss the family from enrollment in our center. Written notice of the termination of enrollment will be given to the family. It will include the reason(s) for termination of enrollment and will specify the child's/family's last day at the center.

### **Subsidized Child Care**

Oak Village Academy accepts subsidies from several agencies. Subsidized parents must adhere to all policies and procedures regarding Oak Village Academy and the agency that is providing the subsidy.

- Subsidized families are responsible for the balance of their child's fees less the agency's payment or portion to be paid to Oak Village Academy.
- Parents are responsible for notifying Oak Village Academy regarding all absences.

- Parents are responsible for any tuition balance not paid by the agency due to absenteeism from the center.

### **Parent/Family Communication and Parent/Family Involvement**

Oak Village Academy understands that parental involvement is a crucial component to the success of a child's educational achievement. Parents/Family are their child's most important teacher. Research has proven children are better, more successful learners when their parents are more actively involved in their learning at both home and school. To support parents as partners, we encourage families to be involved in their child's educational process.

At Oak Village Academy we welcome and encourage parent/family participation. We have an open door policy welcoming parents/families to visit our program at any time without notice. We ask that during such visits parents/families remain as inconspicuous as possible to avoid disrupting the classroom activities. All visitors need to sign in at the front desk upon entering the center.

Please check the Family Board regularly for notices and information and be sure to read any correspondence that is sent home with your child. Also, be sure to check your child's cubby and folder daily for messages and artwork, etc.

Families will receive a daily report filled out by the classroom teachers to relate the day's events specific to your child. These daily reports are available through email through our Parent Communication Portal.

### **Family Involvement Committee**

Our Family Involvement Committee allows parents to participate in the school by planning events that will benefit the overall quality of the program. Some of the group's initiatives include: Networking with other families, learning opportunities for families such as workshops and trainings, special events, teacher recognition and development, community service projects, center enhancements, classroom volunteering opportunities and more. Become a part of the Family Involvement Committee today!

After enrollment, parent participation is an integral part of our program. We urge parents/families to talk with the teachers and the administration and watch your child interact with his/her friends on a regular basis. We also encourage parent volunteers to offer their time, services and resources to benefit the school and its students. Parent/family volunteers are encouraged to help in classrooms during special events and share their professional backgrounds or their cultural heritage. We ask that parents and families of enrolled children volunteer at least 1 hour per month.

There are daily opportunities to get involved in your child's day. As we do have an open-door policy for families, feel free to come and visit your child or come in and have lunch with your child. Many additional activities will be provided to encourage interaction between parents, teachers and children such as festivals, family picnics, holiday parties and planting days.

Another way to participate in the education of your child is through donations of materials. Please check with your child's teacher for the items of need for specific activities. Some general items used in the classroom are magazines, newspapers, greeting cards, dress up clothes (men's and women's), old wallets and hats, paper, books, wrapping paper, ribbon, plastic measuring cups and bowls, wooden spoons, plastic funnels, placemats, plastic flowers, cookie sheets, baskets and many other household odds and ends. Always check with your child's teacher when you have items that you may want to donate to Oak Village Academy.

### **Referral Program**

Oak Village Academy offers a Referral Program for all enrolled families. If a referred family tours and then enrolls at Oak Village Academy, the referring family will get a referral credit after the referred family is enrolled for ninety days. The referral credit differs depending on the current promotional specials. Without additional promotional specials, the referral credit will be \$100 per family that is referred after they have been in attendance for 90 days.

Each family that is referred to Oak Village Academy should inform the school upon touring or enrolling about the referring family. The referred family will be given a 'Referral Form' and asked to complete this with the necessary information at the time of enrollment. Once complete, the referring family will be contacted that they will be receiving a discount off their oldest child's tuition after a full ninety days of enrollment for the referred family.

Additional referral programs are run at various times throughout the year. Details regarding these additional referral programs will be provided at the center. Please contact the school Director to learn more about any additional referral opportunities being offered.

Thank you, in advance, for telling your co-workers, friends and neighbors just how amazing Oak Village Academy is and how much your family loves the teachers and programs that are provided in the family friendly learning environment.

### **Classroom Schedules**

Each Oak Village Academy classroom has its own daily schedule. Schedules are posted inside of every classroom on the Parent Board.

### **Rest Time**

Rest time is an essential part of a child's day at Oak Village Academy. While no child is forced to sleep, a scheduled daily rest time is provided and scheduled for each classroom. This rest time is designed to allow children some time during the day to relax their minds and allow their bodies to rest.

Rest time follows lunch in the daily schedules for Toddler age children and older. Infants will rest on their own schedules. Preschool age children are generally given a two-hour rest time daily; however, it is not uncommon for some children to rest a bit longer or even for a shorter time. A variance in rest times for each child is expected while the two-hour scheduled rest time is still allotted for those that sleep and rest for the entire time period.

### **Children's Personal Belongings**

Every child enrolled in Oak Village Academy is assigned a "cubby" for his/her personal belongings. All personal belongings should be labeled with the child's first and last name prior to bringing it in to the school.

As required by North Carolina state law, all children will go outside every day, weather permitting. Oak Village Academy has created nine Outdoor Learning Environments for children to have every opportunity to explore and learn. Please make sure your child has adequate clothing for outside play, rain or shine. **A rain jacket and rain boots are required to be provided by the family for each child older than twelve months of age.** These items are to remain at Oak Village Academy for the duration of the child's enrollment. As the child grows, size appropriate items should be brought in to replace the items that may no longer fit.

An Oak Village Academy water bottle will be provided for each child. Water bottles will be filled up throughout the day for children to stay hydrated. Families can choose to use the Oak Village Academy water bottle for their child to have daily or send in a personal water bottle for their use. Water bottles will need to be washed daily and returned to Oak Village Academy for the children to use.

### **Food Service and Nutrition**

#### **Toddlers and Older**

Oak Village Academy has found that most families would like to have their children eat food that they provide in order to create a more consistent menu for their child. Therefore, Oak Village Academy asks that families provide all food for their child/ren and send it in daily. This means that each child will need to bring in their Oak Village Academy lunchbox daily with the following packed from home:

- Morning Snack (Nut-Free grain, dairy or fruit and a drink). Water will be provided.
- Lunch (Nut-Free Protein, Fruit, Veggie or another side, grain and a drink). Water will be provided.
- Afternoon Snack (Nut-Free grain, dairy or fruit and a drink). Water will be provided.
- Oak Village Academy Water Bottle filled with water should be sent in daily.
- Late afternoon second snack for Toddler age group only.
- Infants will need to bring in all of the food and prepared bottles necessary for a day.

All foods and drinks sent in to Oak Village Academy should be properly labeled and dated prior to being sent in. Properly labeling includes the following:

-Child's First and Last Initial (EX: Susan J.) The only exception to this is when there are TWO of the same names

and last initials in the classroom, the we would need first and last name.

-Date (month/date)

-What the food/drink is. (EX: Cheese Cubes)

-When the food/drink is to be served. (EX: PM Snack)

Oak Village Academy will provide one (1) lunch box per child for children in the Toddler Classrooms and older upon enrollment. Parents can purchase a second lunch box for the cost of \$10.00 each. If the provided lunch box is lost or misplaced, the Oak Village Academy family will be responsible for purchasing a replacement lunch box to bring in daily.

Oak Village Academy will provide water throughout the day for the children to stay hydrated and will refill water bottles as needed. The NC Division of Child Development follows specific guidelines regarding meals and snacks, therefore we ask that foods that are sent in are healthy options and that the following is kept in mind:

- Morning and Afternoon Snack should consist of two food components chosen from the food component list below.
- Lunch should consist of four components chosen from the food component list below and a drink.
- Other snacks, like the Toddler Late Afternoon Snack can vary.

#### Food Component List

Food Component	Some Example that are Oak Village Academy Approved:
Dairy	Cheese, Yogurt, Milk or a Milk Substitute
Protein	Sandwich Meat, Soy Butter, Beans or Eggs. Avoid food items that are cut in circles or other foods that could be considered choking hazards.
Grain	Whole Wheat or other types of breads, crackers, pastas, rice or granola/oats
Vegetable	Any Vegetable that is not considered a choking hazard. Avoid raw carrots for children under the age of three or anything similar.
Fruit	Any Fruit that is not considered a choking hazard. Avoid whole grapes or grapes cut in half for all children or anything similar. Grapes can be quartered.

**\*\*Reminder that all food and drinks that are sent in from home must be NUT-FREE and not processed in a facility with nuts.\*\***

#### **Allergies and Special Diets**

Any food allergies must be presented to the administration upon enrollment or as the family becomes aware of the special dietary requirement. All special dietary restrictions and requirements must be communicated to Oak Village Academy in writing and be accompanied by a physician's note.

As we make every effort to provide a **nut free environment**, absolutely **no nut products or foods processed in a facility that processes nuts** may be brought into Oak Village Academy. No food should be brought in for your child or the class without prior notice given to the teachers or the administration.

#### **Special Events, Birthday Treats and Holidays**

##### **Birthday Treats**

Parents may provide a special treat for their child's class in the event of a birthday or special event. Thank you for making prior arrangements with your child's teachers in the event that you will be providing a special treat of any kind. If you are bringing special snacks to the class, please keep in mind that all foods sent in should be nut free and allergies in the classroom must be considered. Parents are reminded that at Oak Village Academy, good health and nutrition is reinforced; therefore, sweets and other "junk food" should be avoided and other nutritious treats should be used whenever possible. As per North Carolina state regulations, food and drinks not provided by Oak Village Academy and given to a group of children must be provided from an approved source and must be store bought with an ingredients label attached and intact. Homemade foods and drinks are not permitted when distributing the foods to children in the classroom. Any and all outside foods should be checked in at the front desk so that proper labeling and approval can be given for each item. Also, to comply with safety regulations, birthday candles should not be lit in the building or on the Outdoor Learning Environments at our school. Also, per North Carolina state regulations, balloons are not allowed at Oak Village Academy. Thank you again for noting that Oak Village Academy makes every effort to be a nut free school; therefore, nut products or foods processed in a facility

with nuts should not be brought in to our school.

### **Special Celebrations and Parties**

Special Celebrations and Parties will take place in the classrooms throughout the year. Generally, a note is posted on the classroom door to notify parents of an upcoming party and many times parents are asked to bring in food or drinks. If, at any time, you object to a party for religious or other reasons, please notify your child's teacher as soon as possible so we can make arrangements to otherwise care for your child during that time. We will assume that all children can participate unless notified to the contrary.

Oak Village Academy organizes school-wide events throughout the year. Each of these events includes age-appropriate activities and games, special visitors and a lot of fun for the entire family. However, when your family attends these events, your child needs to remain with you and under your supervision at all times. This will ensure that safety is put first and that children are always under the supervision of an adult family member and not allowed to roam freely on the Oak Village Academy campus. Please refer to your Parent Calendar of Events for specific dates for these events.

### **Parent-Teacher Conferences**

Parent-teacher conferences are encouraged twice annually at Oak Village Academy. Parents should sign-up for a conference with their child's teacher at the sign in desk. Conferences are scheduled at ½ hour increments on predetermined days. Conference days are announced at the school and parents will have the opportunity to sign up for a convenient time. During the conference, teachers are available to answer any questions or concerns that parents may have, as well as discuss each child's development.

Parents may also request a conference with their child's teacher as they feel it necessary. Parents should schedule conferences with the Director so that proper staffing can be planned for and coverage is available in the classroom.

### **Pre-Kindergarten and Junior K Graduation**

Pre-Kindergarten and Junior K Graduation is scheduled annually, in June, for those children who will be attending Kindergarten during the upcoming school year. The children prepare a special presentation to their family and friends and will receive a diploma as they become an Oak Village Academy graduate. Please check your parent calendar of events for the date of Pre-Kindergarten and Junior K Graduation.

Pre-Kindergarten and Junior K Graduation does not then require the graduate's departure from the Oak Village Academy Program. We suggest continual enrollment at Oak Village Academy during the summer until the graduate enters Kindergarten as this provides consistency for the child. Oak Village Academy provides a well-developed, hands-on, fun and educational curriculum for all enrolled children.

### **Classroom Management**

#### **Safety**

Oak Village Academy considers the safety of the children, staff and families to be of the utmost of importance. Oak Village Academy is designed with safety in mind and has the following safety components:

- Closed Circuit Cameras located throughout the building and on the Outdoor Learning Environments for parents and family members to view their child while at school. These cameras are viewable in the Oak Village Academy lobby.
- All of the teachers and staff are trained in Pediatric CPR, First Aid, Its-SIDS and Health and Safety.
- A front door security system that is shared only with family members of enrolled children.
- All visitors must be given approved access to center and speak with a Director for proper identification procedures to be followed. If a relative or friend picks up a child, a signed release will be required by the parent or guardian and this will be checked against a photo ID of the visitor. The person picking up the child will then be required to show a photo ID prior to being given access to the child that they are at Oak Village Academy to pick up. Without proper prior notification and proper photo ID, the child will remain at Oak Village Academy until proper identification is provided to the Director.
- All outside doors from the classrooms open to a secure, fenced area and the doors remain locked while the children are inside.
- All Outdoor Learning Environments are designed to meet the developmental needs of each age group. Each classroom opens directly or has access to their age groups developmentally appropriate Outdoor Learning Environment. The gates are secured from the parking areas and the teachers and staff are required to continually monitor the Outdoor Learning Environments.

- A pin or fingerprint entry system maintains the security at the entrance of the center.
- A sign in and sig-out computer in the Administration Building monitors which children and parents are in the building at all times.
- Soliciting is not allowed at Oak Village Academy.
- Staff members wear a uniform shirt making each staff member easily identifiable. Also, each staff member is required to maintain a proper criminal background check as a condition of employment.

### **Safe Arrival and Departure**

Safe arrival and departure procedures are posted in Administration Building at Oak Village Academy. These policies and procedures are strictly enforced to maintain security and the safety of each child and staff member. Safe arrival and departure procedures include:

#### **Arrival**

Oak Village Academy suggests that all children arrive at the school by morning snack time as listed on the class schedule. Morning activities usually begin currently, and it is difficult for a child to be a fully participating group member if he or she arrives late.

The following are procedures that we ask that all Oak Village Academy families follow during drop off:

- Vehicles should be parked in a parking spot and the engine turned off for safety purposes.
- No child should be left in the car when dropping off another child.
- An adult must escort each child into a classroom.
- For the safety of all children, only Infant age children are allowed in the Infant classrooms. This includes siblings.
- Each child must have his/her hands washed upon entering the classroom.
- The teacher must acknowledge the child's arrival before the adult leaves the child.
- Anything brought in from home must be clearly labeled and placed in the child's cubby.
- All medications must be given to a Director with a "Permission to Administer" form that is properly completed.
- All children should be signed in daily at the Sign In Computer located in the Administration Building.

#### **Departure**

To pick up a child enrolled at Oak Village Academy, an adult must come into the building, sign the child out and escort the child out of the building. To ensure the children's safety, children should always be escorted when leaving the building and be properly supervised. The parking lot may be congested and is a dangerous place for children, especially if unsupervised.

If someone other than a parent is picking up a child enrolled at Oak Village Academy, the parent is responsible for notifying the office in writing of the change in pick up routine for that day.

The permission for release list is located in each child's enrollment file, on the Application Form. This list specifies the people who are permitted to pick up the child if the parent cannot.

Anyone picking up a child that is not the known parent will be asked for a picture identification, which must match the name listed on the permission for release list. The person picking up the child will then be required to report to the Administration Building to speak with a member of Administration.

The following are procedures we ask all Oak Village Academy families to follow when picking their child up from school:

- Vehicles should be parked in a parking spot and the engine turned off for safety purposes.
- No child should be left in the car when picking up another child inside of an Oak Village Academy location.
- To pick up a child, an adult must come in to the building and escort the child out of the building.
- Children may never leave the building alone and should be supervised at all times. The parking lot may be congested and is a dangerous place for children, especially if unsupervised.
- If someone other than the parent or guardian is picking up the child, the parent is responsible for notifying Oak Village Academy in writing prior to the pick-up. A picture ID will be required and verified before the child can be released. The permission for release list is in each child's enrollment file, on the Application Form. This list specifies the people who are permitted to pick up the child if the parent

cannot. Anyone picking up a child that is not the known parent will be asked for a picture identification, which must match the name listed on the permission for release list. The person picking up the child will then be required to report to the Administration Building to speak with a member of Administration.

- All children should be picked up by 6:00 pm.

### **Supervision**

All children are always supervised by adults. Low child-teacher ratios have been established to aid the supervision of the children.

Upon enrolling, all parents are required to sign a form giving or denying permission for their child to play outside of the fenced playground area. Children may take a nature walk or buggy ride outside of a fenced area, but the amount of time spent outside of a fenced area is limited. Children are accompanied by their teachers and are always under close adult supervision. Children may also be evacuated outside of a fenced area during a fire drill or emergency drill for the school.

### **Discipline and Behavior Management**

Oak Village Academy believes in a Positive Discipline and Positive Reinforcement philosophy. Our discipline policy is to use positive redirection. If a child is engaged in a behavior that is not conducive to safe and happy learning environment, the teacher will redirect the child toward an appropriate behavior. All redirection methods are kind and firm at the same time. Kindness shows dignity and respect for the children and the adult while redirecting the child to a more appropriate activity.

All families that enroll at an Oak Village Academy are required to sign the Behavior Management Policy Form prior to enrolling. The behavior management policy specifically explains the methods that are used for disciplining a child that is enrolled at an Oak Village. The behavior management policy is as follows:

Praise and positive reinforcement are effective methods for behavior management of children. When children receive positive, non-violent and understanding interactions from adults and others, they develop good self-concept. They also develop problem solving abilities and self-discipline. Based on this belief of how children learn and develop values, Oak Village Academy will practice the following discipline and behavior management:

We will:

- Praise, encourage and reward children.
- Reason with and set appropriate limits for children.
- Model appropriate behavior for children.
- Modify the classroom environment to attempt to prevent and or reduce problem behaviors before they occur.
- Actively listen to children.
- Provide alternative for inappropriate behaviors.
- Provide children with natural and logical consequences for their behaviors.
- Require parent participation for effective and successful behavior management.

Oak Village Academy strives to be the best Early Childhood experience for all children. The well-trained and loving teaching staff at Oak Village Academy is focused on promoting pro-social behavior in all children and will work with all parents and children to successfully achieve this goal.

### **Behavior Policy**

Oak Village Academy understands that occasional displays of misbehavior are typical in young children and are a part of normal early childhood development. Repeated incidents of aggression will be evaluated individually and specific guidelines will be used to determine the necessary route to take in order to ensure that Oak Village Academy provides the highest level of safety within our environment.

Specifically, biting is quite common among young children. It happens for different reasons with different children. Biting is an uncomfortable issue for parents, teachers and children alike. Parents and teachers should work together to prevent this behavior from occurring with the following procedures:

In the event that a child shows what is considered to be excessive aggressive tendencies towards another child or teacher the following procedures will be implemented:

- Accident/Incident Report
- Phone Call to Parent
- Conference scheduled with Administration and Teachers with an Action Plan put in place.
- If the action plan does not decrease the behavior further decisions will be made regarding the child's enrollment, keeping in mind that Oak Village Academy will look at what is considered age appropriate behaviors for children and take that all into consideration.

### **Harassment, Bullying or Hazing**

Oak Village Academy is dedicated to fostering an environment that promotes kindness, acceptance and embraces differences among individuals. Therefore, we will not tolerate any type of harassment, bullying or hazing.

Harassment includes, but is not limited to, slurs, jokes, and other verbal, graphic, or offensive conduct relating to race, religion, color, sex, national origin, citizenship or disability.

Bullying includes, but is not limited to, physical or verbal aggression (hitting, kicking, taunting, name-calling, teasing, threatening, ridiculing, etc.) relational aggression (harming or threatening to harm relationships or acceptance, friendship or group inclusion), and emotional aggression (teasing, threatening, intimidating others). Oak Village Academy will also not tolerate any form of cyber-bullying.

Any of these types of offensive conduct can create an uncomfortable learning environment and should be reported immediately to the Administration or Owners.

### **General Health and Safety Policies**

#### **Physical Examination for Children Enrolled**

Your child's physical and mental health plays an important part in the ability to gain full benefit from the program. Therefore, all children will be required to have a physical examination by private physician or clinic within six months prior to entrance. A form will be provided and must be completed by the parent and the child's primary physician for enrollment to continue.

#### **General Health and Sick Policy**

We believe our ultimate goal is to provide a safe and healthy environment where your child can learn, develop and have fun. In doing so, we must consider the health and well-being of the children in attendance every day and set guidelines in relation to a general health and sick policy.

Oak Village Academy is not equipped with the staff or the facilities to care for sick children. We depend on the parents to assume the care for a sick child. The following guidelines for excluding children help us to keep many communicable illnesses out of our facility and, thereby, maintain regular attendance from majority of the children and staff.

Parents should not bring their child to Oak Village Academy when their child is experiencing or has had any of the following symptoms within the last twenty-four hours:

- Fever of 101 degrees or higher
- Diarrhea episodes of three or more in a day
- Skin rashes that are not diagnosed by a doctor's note
- Vomiting episodes of more than one a day
- Nose drainage that is thick and green or excessive for the comfort of the child
- Eye drainage of any type accompanied by red eyes or mucus crusted around the eyes
- Conjunctivitis or symptoms similar to those of 'pink eye'
- Chicken Pox sores are suspected
- Scabies symptoms are suspected
- Respiratory problems including uneven breathing or severe coughing with wheezing or croup
- Sore throat, especially if swollen glands are detected
- Strep throat symptoms are suspected
- Head Lice / Nits
- Appearance or behavior is unusual, and the teachers agree that the child is not feeling well enough to

- participate with the rest of the class including lack of appetite, confused or irritable
- Unusual color is noticed in the child such as jaundiced eyes or skin, pale in the face, stool or urine is an unusual color
- Any childhood illness such as Rosella, Ringworm, Fifth Disease, Hand, Foot and Mouth Disease, Impetigo, Influenza, Pneumonia, Thrush, Tonsillitis, etc. \*Each childhood illness can and will have specific symptoms and incubation periods. Exclusion time periods are based on recommendations made by the North Carolina Division of Child Development, Health and Human Resources and Oak Village Academy policies and procedures. \*

All these conditions will require twenty-four hours of treatment at home and that the child not attend Oak Village Academy. Children must be completely symptom free and/or fever free for twenty-four hours, without the aid of medication, before returning to school. For example, if you are required to pick up your child due to illness on Monday, your child will not be eligible to return to Oak Village Academy on Tuesday. This day at home will allow for the twenty-four-hour symptom free day, as long as the child has no symptoms on Tuesday.

If your child becomes ill at school, we will contact you and we will remove your child from the classroom until your child is picked up from Oak Village Academy. We ask that children are picked up within the hour of the call being received with information of an illness or sickness.

If your child is absent due to illness, please contact Oak Village Academy to inform us of the absence and the reason for the absence. We will need this information to communicate the necessary information to other families and to prevent the spread of contagious illness in the facility. If a child or staff member is diagnosed with an illness, Oak Village Academy will post a sign on your building front door to notify all parents in that classroom and age group. The sign will include the name of the illness, the date it was diagnosed and any symptoms that would alert you to the presence of that illness. Thank you for keeping the lines of communication open so that we can always inform families of important information.

Oak Village Academy does ask that if your child has an illness or fever in the morning, to not administer medicine to mask the symptoms or temperature. This will not stop your child from becoming sick and also contributes to the spread of illnesses at the school.

Also, please do not send your child to school requesting that he or she remain indoors during required outside times. As per North Carolina law, all children in our care must go outside daily, weather permitting. Due to this North Carolina law, it is essential that children are dressed in weather appropriate clothing and have weather appropriate changes of clothes on hand daily.

Tuition is not adjusted for absence due to illness.

## **Medication Policies and Procedures**

### **Prescription Medications**

If a child is prescribed a prescription medication, we ask that parents make every effort to give the child the medication at home, before and after attending Oak Village Academy. Twice a day medication should be requested if possible to allow for medications to be given at home and not at Oak Village Academy. If

that it is necessary for a prescription medication to be administered during a child's enrollment time period of any day, we ask that medications be checked in at the front desk with member of Administration. Parents/Families must provide the proper dosing device along with the medication in the original container with the prescription label visible and readable. It is a North Carolina State Law for all medications to be accompanied by the proper medication permission form which needs to be completed with an Administrator. No medications can be given on an "as needed" basis.

Emergency medications such as breathing treatments, epi-pens or other emergency medications will be stored in appropriate locations in classrooms, while all other medications will be kept in the Administration Building, in their appropriate locations.

Only Administrators are approved to give prescription medications.

If an emergency medication or prescription medication is necessary to be administered while at Oak Village Academy, the following guidelines will be followed:

- Parents/families must complete the proper medication forms which can be obtained in the Administration Building at the sign in desk.
- Prescribed medicine must be in its original container bearing the pharmacist's label. This label must list the child's name, date, name of the medicine, the proper dosage amount and the specific directions as to when to administer the medication.
- Medications cannot be administered after the expiration date has passed; therefore, parents are responsible for ensuring that all medications are within the proper dates.
- All medications are stored in a locked area or as required by North Carolina state guidelines.
- Any medicine not removed from the center after the medication's expiration date will be discarded.
- Parents must supply a clean medication spoon, dropper, cup, etc, daily.

### **Over-the-Counter Medications, Diaper Creams, Sunscreen Application and Bug Spray**

Over-the-counter medications will not be administered to a child at Oak Village Academy. The only exceptions to this rule are diaper rash ointments, sunscreen, bug spray, some topical lotions and lip balm. However, if any over the counter medications require a physician's note for use, Oak Village Academy will require a doctor's note in order to administer that medication. Parents/Families should read the instructions on the back of each medication to determine if a doctor's note is required.

Teachers are approved to apply diaper creams, sunscreen, bug spray, lip balm and topical lotions.

When sending in diaper cream/lotions for children, parents/families should note that per North Carolina State Law specific medication forms must be completed prior to taking the diaper cream/lotions to the classroom. Parents/Families should also take note of the diaper cream's expiration date and supply a new diaper cream/lotion prior to the expiration date. No diaper creams/lotions will be applied past the expiration dates.

Parents/Families should apply sunscreen at home prior to dropping off the child(ren) at Oak Village Academy. We will re-apply sunscreen for afternoon outdoor adventures in the afternoon after rest time. This means that parents/families should apply a sunscreen, prior to drop off, that will last from the child's drop off time until at least the beginning of rest time. Thank you for noting that only non-aerosol sunscreens should be sent in to Oak Village Academy for application.

Parents/Families should apply bug spray at home prior to dropping off the child(ren) at Oak Village Academy. We will re-apply bug-spray for afternoon outdoor adventures in the afternoon after rest time. This means that parents/families should apply a bug-spray, prior to drop off, that will last from the child's drop off time until at least the beginning of rest time. Thank you for noting that only non-aerosol bug-sprays should be sent in to Oak Village Academy for application. Children can wear bug-spray bracelets as well while outside. If these are sent in to Oak Village Academy, then they need to be signed in the same way as any medication or bug spray would be signed in.

Oak Village Academy, the following guidelines will be followed:

- Parents/families must complete the proper medication forms which can be obtained in the Administration Building at the sign in desk.
- Lotions, sunscreens, medicine, etc. must be in its original container bearing the pharmacist's label. This label must list the child's name, date, name of the medicine, the proper dosage amount and the specific directions as to when to administer the medication.
- Lotions, sunscreens, medicine, etc. cannot be administered after the expiration date has passed; therefore, parents are responsible for ensuring that all medications are within the proper dates.
- All lotions, sunscreens, medicine, etc. are stored in a locked area or as required by North Carolina state guidelines.
- Any lotions, sunscreens, medicine, etc. not removed from the center after the medication's expiration date will be discarded.
- Parents must supply a clean medication spoon, dropper, cup, etc, daily.

### **Emergency Medical Care**

Upon enrollment, each child must have emergency care information on file. It is the parent's responsibility to keep this information current. In the case of a medical emergency, a parent or guardian will be notified immediately.

If warranted, emergency services will be contacted to provide transportation to the Emergency Room at Wake Med Cary unless noted on your emergency care information page. If possible, the owners, a member of the administration or the child's teacher will accompany the child.

As a life-saving measure, Oak Village Academy administration or owners may administer fever-reducing medicine with verbal order from a doctor. Acknowledgement of these policies provides guardian consent.

### **General Safety Statement**

All of the policies, rules and regulations presented in this handbook were designed to make the time your child spends at Oak Village Academy safe and rewarding. We have taken a number of steps to promote the safety and protection of your children while they are in our care.

### **Emergency Preparedness and Emergency Procedures**

If an emergency situation develops such as severe weather, fire, physical problems with the building or a power failure, a dangerous situation for the staff and children, the children's safety is our first concern. Evacuation route diagrams are posted throughout the facility in the event that an evacuation is deemed necessary. If an emergency situation develops and it is determined that the building is unsafe, the children may be transported to a safe location.

Oak Village Academy is equipped with a fire alarm system, a sprinkler system, fire extinguishers, flashlights and a weather alert radio.

Proper safety drills are performed regularly so that the staff and the children are familiar with the proper emergency procedures. In the event of a natural disaster such as a hurricane, snow storm, etc., Oak Village Academy will post schedule adjustments on television stations and Social Media sites for Oak Village Academy and parents will be notified as soon as possible, via mass text and emails, to pick up their child. If the parent cannot be reached, the local emergency contact will be contacted and asked to pick up the child.

### **Media / Photo Permission Policy**

Upon enrollment to Oak Village Academy parents will receive a copy of the Media Permission Form to read and sign. Numerous pictures will be taken in your child's class and throughout the school during the time that your child is enrolled at Oak Village Academy. Other parents and teachers may take snapshots of parties and special events within the program. If, for any reason, you do not want your child to be photographed, please let the administration know as soon as possible and indicate this on the Media Permission Form.

### **Alcohol, Drugs and Tobacco**

It is an Oak Village Academy policy that the use of drugs, alcohol and tobacco products is prohibited in the building and anywhere on the grounds. This applies not only to staff but also to parents and visitors.

### **Toys and Personal Items**

The center provides many toys for the children's playtime. We request that parents do not allow their child to bring toys, electronic games, cell phones, candy or chewing gum or personal items from home. Classrooms may schedule show and share days periodically and toys may be brought into the classrooms in the event that show and share items are requested by teachers. However, Oak Village Academy is not responsible for any item brought in from home.

### **General Cleaning Procedures**

The sanitizing solution used in all cleaning at Oak Village Academy is part bleach and part water as designated by the North Carolina Department of Environmental Services.

Each teacher is required to sanitize all food and eating surfaces before and after any food is served to the children.

Teachers who change diapers are required to clean the area after each diaper change according to instructions posted in their classroom.

Toys are sanitized on a daily basis, as needed. Toys and other equipment used by the children are routinely cleaned with soapy water and bleach solution at least once a week. Most toys can also be sanitized through our dishwasher in the kitchen.

Rest cots and cribs are cleaned and sanitized daily or sooner if necessary.

Each classroom's windows, shelving, countertops, etc. are cleaned thoroughly on a scheduled basis. All other daily cleaning duties including removing trash, vacuuming, mopping and cleaning bathrooms are performed by a contracted cleaning service each evening after closing. This same cleaning service cleans all tile floors and carpets regularly.

### **Reporting Abuse and Neglect**

All North Carolina citizens are mandated by law to report suspected child abuse and neglect to the Department of Social Services in the county where the child lives. (Prevent Child Abuse: [www.childabusenc.org](http://www.childabusenc.org))

If a staff member suspects that a child has been abused or neglected that staff member has a responsibility to report his/her suspicion to the administration. At that time the administration will investigate the suspected abuse or neglect without using any invasive measures (i.e. asking the child leading questions or talking to the family). If the abuse or neglect is founded, Oak Village Academy Administration will then contact Child Protective Services to begin a formal investigation. All activity will be documented, including the initial report by the staff member regardless if the staff member chooses to remain anonymous. The center is not under any obligation to notify the family at any point.

### **Accident Reports**

A staff member may apply soap, water or ice to an injury occurring at Oak Village Academy for a minor injury such as minor cuts, abrasions, bruises and insect bites. If any of these occur and simple first aid is administered, an Incident/Accident Report will be completed. This report will state the nature of the injury, the cause and the treatment. The teacher who completed the report, a member of the administration and the parent will sign the report.

In the event that an injury to a child occurs while at Oak Village Academy, and further medical attention is then required, the following steps will be taken:

- The child will be assessed, and proper action taken regarding the wellbeing of the child.
- Proper medical care will be provided with either on site care or the care of an emergency professional.
- Parents will be notified regarding the injury.
- An Accident Report will be completed including the nature of the injury, the cause of the injury and the treatment.
- Parents, teachers witnessing the injury and the Administration will sign the Accident Report.
- The center will log the incident in a notebook.
- The center will send a copy of the Accident Report to the Division of Child Development as required by the state of North Carolina.
- If an accident is caused by or involves another child, the other child's name cannot be given out and will not appear on the report.

### **Hiring an Oak Village Academy Staff Member**

If a parent of an enrolled child hires an Oak Village Academy staff member for any outside employment, including babysitting service, etc., Oak Village Academy assumes no liability for that outside employment agreement.

If a parent of a child enrolled asks a staff member to provide transportation of their child(ren), the Oak Village Academy parent/family must notify Administration immediately and provide proper documentation releasing Oak Village Academy from any liability or connection with the request.

Oak Village Academy assumes no liability if an Oak Village Academy employee is hired by an enrolled parent, as Oak Village Academy is not connected or associated with the independent decision made between parent and staff member.

### **Communication with Administration and Staff**

Ensuring positive, effective, and open communication is an essential component of a professional organization. Oak Village Academy has implemented the following procedures for addressing concerns, questions, and grievances that parents may have:

- All issues that relate to the child should first be addressed with the child's classroom teacher by the parent.
- If the teacher cannot resolve the situation or concern, or does not resolve the situation or concern, the parent should then address the Director.
- In the event that a lengthy conversation is necessary between the parent/family and teacher, we ask that there be a scheduled time to do so. This will allow the teachers to maintain supervision of the classroom.
- In the effort to always provide positive communication, mediation between the child's parent and the child's teacher will be offered in order to maintain the open and healthy dialogue between all parties.
- If the Director cannot or does not resolve the situation or concern, the Owner should then be addressed.

Oak Village Academy welcomes any comments, questions or suggestions. If there are family situations that affect your child, please discuss them with your child's teacher and administration. Remember that any information regarding a personal issue is kept confidential and Oak Village Academy is happy to help whenever possible.

Thank you for the opportunity to care for and teach your children. Please let us know if there is anything we can do to better meet the needs of your family!

**Thank you for choosing  
Oak Village Academy.**

Center License # 92003488