

**JOYFUL CARE CHILDREN’S ACADEMY**

**PARENT HANDBOOK**

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## **Introduction**

Joyful Care Children’s Academy provides a venue for children ages 6 weeks to 4 years of age in terms of childcare development learning and education.

Joyful Care Children’s Academy exists to provide every child the opportunity to learn and play, while building developmental skills: such as social, gross motor, language, cognitive, and fine motor skills needed to enter public/private school.

**Our Philosophy:**

To provide a safe, fun, and educational atmosphere for our children, while allowing our parent(s) to feel a sense of security while away from their children while at work or attending school. Listed below are our extended goals to include reaching the community.

For the Child:

A. Provide opportunities for development of wholesome social relationships.

B. Provide age-appropriate work and play experience to contribute to their developmental needs.

C. Provide important foundations for future reading skills and other academic pursuits.

For the Parent:

A. Provide care for their child while the parent works or engages in other interest.

B. As educators and caregivers, we will keep open communication with the parents to help their child grow academically and socially.

For the Community:

A. Meet the needs for any early childhood facility and childcare.

B. Contribute to the wholesome growth and development of future citizens.

In order to make our relationship as enjoyable as possible, the following are some mutual beneficial requirements that are necessary to assure that there are no misunderstandings between either party that each party is aware of the requirements, and that these requirements are carried out in a businesslike manner. **There is a lot of information enclosed, so please read this in its entirety. If there are any questions, please feel free to address them to the Director or the Owner directly. Once you have read this, it will be understood that you FULLY UNDERSTAND before/after signing your contract with Joyful Care Children’s Academy. AGAIN, PLEASE READ THOROUGHLY.**

The policies listed below are set forth by the Child Care Provider and are in accordance with the Child Care regulations. These policies and accompanying contracts become effective upon acceptance by the parent/guardian and the Child Care Provider.

**Joyful Care Children’s Academy Organization Structure/Administration:**

**As the Owner/Director of Joyful Care Children’s Academy**, all correspondence, monies received, monies paid out, will be given to the Owner/Director or designated person. The Director is overall in charge for policy making, interviewing staff and families, general safety (i.e., food, children safety, playground safety, & medical safety) record keeping, reporting child abuse or neglect, point of contact for family or staff related issues, scheduling, ensuring staff are meeting their training requirements or any emergencies and the overseer of licensing policies enforcement.

 Program directors shall be at least 21 years of age and shall meet one of the following:

1. A graduate degree in a child-related field such as, but not limited to, elementary education, nursing, or recreation from a college or university and six months of programmatic experience.

2. An endorsement or bachelor's degree in a child-related field such as, but not limited to, elementary education, nursing, or recreation from a college or university and one year of programmatic experience.

3. Forty-eight semester hours or 72 quarter hours of college credit from a college or university of which 12 semester hours or 18 quarter hours are in child-related subjects and one year of programmatic experience.

4. Two years of programmatic experience with one year in a staff supervisory capacity.

5. Three years of programmatic experience including one year in a staff supervisory capacity and fulfilled a high school program completion or the equivalent.

B. Program directors without management experience shall have one college course in a business-related field, 10 clock hours of management training, or one childcare management course that satisfactorily covers the management functions of:

1. Planning.

2. Budgeting.

3. Staffing.

4. Monitoring.

\*Note: Management experience is defined as at least six months of on-the-job training in an administrative position that requires supervising, orienting, training, and scheduling staff.

**Director/Assistant Director** in my absence will take on my responsibilities as listed above. Both in my absence and presence he/she will ensure all records (i.e., staff and children) are reviewed twice a month or when new documentation is provided and ensure they are within licensing guidelines. He/she will also be responsible for enforcing policy, recording meeting minutes, reviewing teacher lesson plans, and making the employee schedule for my review/approval. As the assist Director when suspicion of child abuse or neglect has arisen it must be reported immediately. Assistant Director is responsible for meeting and keeping up with his/her required training and ensuring that he/she keeps their office file up to date (i.e. contact information, emergency point of contacts, health forms, shot record up-to-date). Finally, the Assistant Director will be responsible for handling small issues with staff and be responsible in back filling me with the outcome.

The center shall have a qualified program director or a qualified back-up program director who meets one of the director qualifications who shall regularly be on site at least 50% of the center's hours of operation.

**As the Hiring Manager** of Joyful Care Children’s Academy, all hiring correspondence received and after initial interview by the Owner/Director will be set up with an additional interview with the Hiring Manager at which time, will make an additional recommendation for both hiring of new staff employee(s) or dismissal of current employees. The Director is overall in charge for policy making; interviewing staff to ensure incoming staff/current staff are meeting their training requirements or any emergencies and licensing policies enforcement.

**As the Financial Manager** of Joyful Care Children Academy, he or she is responsible for providing financial support and advice to the Director/Assistant Director, colleagues, and clients to enable them to make sound business decisions. His or her typical activities include Interpreting and providing financial information about clients’ accounts, monitoring cash flow, analyzing change and giving advice, supervising staff, managing budgets etc. Additionally, the Financial Manager is also responsible for contacting those families that are delinquent in their payments to include initial notification of family. If initial notification of family does not solve the issue, then the Financial Manger will forward to the appropriate Collection Agencies for recovery.

**Program Leader** in both the Assistant Director and Director absence will take on our responsibilities as listed above. He/she will ensure all records (i.e. staff and children) are reviewed twice a month or when new documentation is provided and ensure they are within licensing guidelines. He/she will also be responsible for enforcing policy, recording meeting minutes, reviewing teacher lesson plans, and making the employee schedule for my review/approval. As the Program Leader when suspicion of child abuse or neglect has arisen it must be reported immediately. Program Leader is responsible for meeting and keeping up with his/her required training and ensuring that he/she keeps their office file up to date (i.e. contact information, emergency point of contacts, health forms, shot record up-to-date). Finally, the assistant will be responsible for handling small issues with staff and be responsible in back filling me with the outcome.

 Program leaders shall be at least 18 years of age, have fulfilled a high school program completion or the equivalent, and meet one of the following:

1. Have one of the program director qualifications in [22VAC40-185-190](https://law.lis.virginia.gov/admincode/title22/agency40/chapter185/section190/);

2. Have an endorsement or bachelor's degree in a child-related field such as, but not limited to, elementary education, nursing, or recreation, from a college or university.

3. Have three months of programmatic experience and at least one of the following education backgrounds:

a. A one-year early childhood certificate from a college or university that consists of at least 30 semester hours.

b. A child development credential by an organization listed in § [63.2-1738](https://law.lis.virginia.gov/vacode/63.2-1738/) of the Code of Virginia.

c. A teaching diploma from an internationally or nationally recognized Montessori organization; or

4. Have six months of supervised programmatic experience.

a. Within six months before being promoted or beginning work or one month after being promoted or beginning work, a minimum of 12 hours of training shall be received related to the care of children

**Lead Teachers** are responsible for making their class schedules, ensuring the safety of the children, enforcing proper hygiene both for themselves and the children, cleaning/keeping the classroom in order, informing the parent for the need of extra clothes or supplies for the child. They are also responsible for teaching, exploring, and promoting wellness for the children in their care. Lead Teachers will document all accidence evolving a child. During an emergency they are responsible for grabbing their evacuation bag, lining up the children, doing head counts and safely evacuating the building. Leads are responsible for meeting and keeping up with required training. Indicating to the Assistant Director or the Director of any supplies needed by filling out the supply form. Following and enforcing licensing and company policies and ensuring that he/she keeps their office file up to date (i.e., contact information, emergency point of contacts, health forms, shot record up to date). Finally, he or she is responsible for reporting child abuse or neglect if suspected immediately to the Program Leader, Assistant Director, or Director. The staff member in addition to informing the Program Leader, Assistant Director, or Director, if they so choose can call the child abuse hotline themselves or the Unit of Child Protective Services.

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| **Degree Level** | High school diploma and early childhood education certification (minimum); Associate degree or bachelor's degree preferred in some settings |
| **Degree Field** | Early childhood education |
| **Licensure/Certification** | National certification, such as the CDA or CCP, is required |
| **Experience** | Work experience with children is usually required to teach preschool |
| **Key Skills** | Flexibility, creativity, nurturing demeanor, patience, and strong verbal communication skills; technical skills with spreadsheet software, data entry software, or educational software and equipment; instructional skills and classroom management techniques |
| **Additional Requirements** | Pass background check, mandatory immunizations, meet minimum training requirements and continuing education credits |

**Assistant Teachers** is responsible for ensuring the safety of the children, enforcing proper hygiene both for themselves and the children, informing the parent for the need of extra clothes or supplies for the child. They are also responsible for assisting cleaning/keeping the classroom in order, in teaching, exploring, and promoting wellness for the children in their care. Assistant teachers will document all accidence evolving a child. During an emergency they are responsible for grabbing their evacuation bag, lining up the children, doing head counts and safely evacuating the building. Assistant teacher is responsible for meeting and keeping up with required training. Indicating to the Lead Teacher of any supplies needed. Following and enforcing licensing and company policies and ensuring that they keep their office file up to date (i.e., contact information, emergency point of contacts, health forms, shot record up to date). Finally, he or she is responsible for reporting child abuse or neglect if suspected immediately to the Program Leader, Assistant Director, or Director. The staff member in addition to informing the Program Leader, Assistant Director, or Director; if they so choose can call the child abuse hotline themselves or Child Protective Services.  
  
**Food Specialist** is responsible for food safety, preparing meals and snacks. He/she is also responsible for following the kitchen standard operating procedures, licensing procedures and centers policies. In addition, he/she is responsible for meeting USDA requirements, licensing requirements and the health department requirements. The food specialist is also responsible for cleaning the kitchen, all its appliances and cafeteria. He/she is responsible for meeting and keeping up with required training and ensuring that they keep their office files up to date (i.e., contact information, emergency point of contacts, health forms, shot record up to date). In addition to the above listed he/she is responsible for making a supply list and food list; in which the list will be turned into the Assistant Director and filter to Director. Finally, he or she is responsible for reporting child abuse or neglect if suspected immediately to the Program Leader, Assistant Director, or Director. The staff member in addition to informing the Program Leader, Assistant Director, or Director; if they so choose can call the child abuse hotline themselves or Child Protective Services.  
  
**Substitute Teachers** have the same responsibility for whatever position they are substituting for. Finally, he or she is responsible for reporting child abuse or neglect if suspected immediately to the Program Leader, Assistant Director, or Director. The staff member in addition to informing the Program Leader, Assistant Director, or Director; if they so choose can call the child abuse hotline themselves or Child Protective Services.  
  
**Volunteers** have the same responsibility as assistant teachers. Finally, he or she is responsible for reporting child abuse or neglect if suspected immediately to the Program Leader, Assistant Director, or Director. The staff member in addition to informing the Program Leader, Assistant Director, or Director, if they so choose can call the child abuse hotline themselves or Child Protective Services.

A. Individuals from independent contractors/Aides shall not be counted in the staff-to-children ratios unless they meet the qualifications for the applicable position.

B. Individuals from independent contractors who do not meet staff qualifications shall, when in the presence of children, be within sight and sound supervision of a staff member.

C. Volunteers who work with children shall be at least 13 years of age.

**Parents** are responsible for following the center's policies (i.e., ensuring their child shots are up to date along with all contact information).  
  
**Children** are responsible for having fun, learning, listening, helping, and following directions, classroom, playground rules and cafeteria rules.

**Chain of Command:**

If there is a problem directly relating to your child, please try discussing it with your child’s Lead Teacher first. If the situation is not resolved, then you may discuss the matter with the Assistant Director, and then the Director. All Lead Teachers are directly responsible for their class and their assigned assistant. Please see chain of command from bottom to top:

Assistant Teacher

Lead Teachers

Program Leader

Assistant Director

Director

Hiring Manager/Financial Manager

**Hours of Operation:**

Our center is open Monday - Friday 6:00a.m. - 6:00p.m.

**Holiday Openings/Closings:**

The center will be closed for the following holidays/breaks throughout the year.

1. New Year’s Day
2. Martin Luther King Jr. Day
3. President’s Day
4. Memorial Day
5. Juneteenth Day
6. Independence Day
7. Labor Day
8. Thanksgiving Day
9. Day after Thanksgiving
10. Christmas Holiday (based on school calander)
11. Staff Development Days

**Inclement Weather:**

We follow Suffolk Public Schools emergency closing/delays schedule. Closing information will be left on the centers Procare as soon as the decision is made. If we need to close early on any given day due to inclement weather or power outages, parents or emergency contacts will be notified immediately to the announcement of closing. **If parents can’t leave work to get to the center prior to the stated closing time it is the parent’s responsibility to make arrangements for someone to pick up their child.**

**Admissions and Enrollment Information and Policies**

**Non-discrimination statement**

We at Joyful Care Children’s Academy adhere to the Nondiscrimination statement set forth by NAEYC which reads as follows:

**NAEYC’s first commitment is to the rights and interests of all children. In that regard, NAEYC believes that individuals in the early childhood field should be hired, employed, promoted, and if necessary, terminated based solely on their competence and qualifications to perform their designated duties, and not on the basis of their gender, race, national origin, religious beliefs, age, marital status, disability, or sexual orientation.**

**Program Information**

**Infants& Waddlers- 1:4 ratio**

Learn Every Day: The Program for Infants is a comprehensive program that optimizes key windows of opportunity to build strong foundations for little one’s ages 0-18 months.

Based on the latest early brain development research, this program offers easy-to-use activities emphasizing all developmental domains (language, cognitive, physical, social, and emotional, approaches toward learning) featuring Dr. Becky Bailey’s Conscious Discipline®.

Infant crib sheets will be sent home for laundering daily. Parent provides 3 changes of clothing, diapers, wipes, and a spare can of formula for emergency purposes. Staff will note when child is low on supplies on thru the Procare App . If a child runs out of supplies needed to care for your child effectively despite prior notice, the child will not be allowed to be dropped off in the morning. If child runs out during the day with prior notice, the parent has 30 minutes upon school notification to provide said items. If a child is not supplied with necessary items within 30 minutes, the child will be sent home for the day.

**Breastfeeding Support Policy**

Because breastfeeding provides the healthiest start for babies, providing ideal nutrition and a multitude of health benefits for both infant and mother, it is important for Joyful Care Children’s Academy to support and encourage breastfeeding.

We will ensure that:

* We provide a breastfeeding-friendly environment. We invite mothers to come to the center and nurse their babies or express breastmilk at any time during the day, and there is a comfortable place for them to do so. We display culturally appropriate posters of mothers nursing their babies.
* All breastfeeding families can properly store and label milk for childcare center use. There is always refrigerator space available for daily storage of breastmilk. We do provide freezer storage for breastmilk. We have written guidelines that we share with our families, and all milk at our center is properly labeled.
* All new staff receives training in storage and handling of human milk, developmentally appropriate infant feeding practices, breastfeeding promotion, and the support of exclusive breastfeeding.
* We inform women and families about the importance of breastfeeding. We provide families with culturally appropriate information about the risks/ benefits of different feeding choices and about the importance of exclusive breastfeeding (no infant formula, water, juice, or solid food is served.) We discuss breastfeeding with potential families and share breastfeeding materials and resources with our families.
* We support breastfeeding employees. Employees have access to a clean, private location to nurse their babies or express milk and can break as needed to do so.
* We develop a feeding plan that supports best feeding practices with each family and share a daily breastfeeding/infant feeding plan with our families. We work with each family to encourage practices that will help maintain breastfeeding. This includes nursing on demand when with their babies, responding to feeding cues rather than feeding on a schedule, and the developmentally appropriate introduction of complementary foods.

**Young Toddler 1- 1:5 ratio**

Learn Every Day: The Program for Toddlers is developed around the latest scientific early brain development research. It is a year-round program that focuses on enhancing the simple joy of childhood while equipping caregivers to nurture curiosity through exploration. The curriculum is organized around five developmental domains (Language Development, Cognitive Development, Physical Development, Social Development, and Emotional Development.)

Parents are to supply a fitted crib sheet and top sheet which will be went home weekly for laundering. Please provide 3 complete changes of clothes for your child along with pull-ups, wipes and/or underwear. Staff will note when child is low on supplies on thru the Procare App. If a child runs out of supplies needed to care for your child effectively despite prior notice, the child will not be allowed to be dropped off in the morning. **If child runs out during the day with prior notice, the parent has 30 minutes upon school notification to provide said items. If a child is not supplied with necessary items within 30 minutes, the child will be sent home for the day.**

**Early Preschool- 1:8 ratio:**

**All About Preschoolers** is a comprehensive curriculum made up of five guiding principles. These principles will help teachers create an early childhood environment in which children can learn important information about their world, develop life skills and a social competence.

The five principles include:

1. Understanding how children learn so that learning can always take place the children are in the program, including routines and play, indoors and outdoors. The goal being that no time that could be used for learning is wasted.
2. Understanding child development so that the teacher knows children need to learn prerequisites before they can meaningfully learn and be able to do what is needed in the future. The goal being that teachers must know not just the simple end results, such as being able to read or write, but rather the complex developmental path that is required to reach the result.
3. Understanding to trust children so that each child will be able to learn what is needed for later success. The goal being that teachers know that *all* children, those either with a disability or typically developing, can learn, and can be interested in doing so, given the right conditions.
4. Understanding to respect children as individuals. The goal being that teachers respect *each* child's needs, preferred interests and learning styles, to determine how, what, where, and when learning will best take place.
5. Understanding how to share knowledge with children. The goal being that a teacher understands the importance of her guidance, in terms of sharing the information she has, to make children's learning broader and more efficient.

Parents are to supply a fitted crib sheet and top sheet which will be went home weekly for laundering. Please provide 3 complete changes of clothes for your child along with pull-ups, wipes and/or underwear. Staff will note when child is low on supplies on thru the Procare App . If a child runs out of supplies needed to care for your child effectively despite prior notice, the child will not be allowed to be dropped off in the morning. **If child runs out during the day with prior notice, the parent has 30 minutes upon school notification to provide said items. If a child is not supplied with necessary items within 30 minutes, the child will be sent home for the day.**

**Preschool – 1:10 ratio**

**My Dig Pre-K Curriculum**

**DIG**develops, inspires, and grows all children toward kindergarten readiness with:

* Intentional, instructional design featuring active, hands-on learning.
* Integrated lessons that teach skills in a variety of authentic contexts and inspire curiosity and exploration.
* Research-based developmental progressions that ensure early concepts and skills are developed appropriately.
* Flexible implementation options with easy-to-use instructional resources featuring point-of-use guidance.

Parents are to supply a fitted crib sheet and top sheet which will be went home weekly for laundering. Please provide 2 complete changes of clothes for your child along with wipes(optional) and underwear. Staff will note when child is low on supplies. IT is parents’ responsibility to check their child’s cubby daily for clothing that needs to be laundered and/or replaced. If a child runs out of supplies needed to care for your child effectively despite prior notice, the child will not be allowed to be dropped off in the morning. **If child runs out during the day with prior notice, the parent has 30 minutes upon school notification to provide said items. If a child is not supplied with necessary items within 30 minutes, the child will be sent home for the day.**

**Admissions and Enrollment Information and policies**

**Admission requirements**

Before we assume responsibility of caring for your child, we **MUST** have the following:

* Signed Policy Handbook Contract
* Completed Child Registration Form
* Signed Photo Release Form
* Signed Video Surveillance release forms
* Up-to-date shot/immunization Record
* Birth certificate number

**Verification of Legal Custody:**

The Center must have a copy of the court order recognizing the parent who has legal custody of the child, as well as visitation schedules. Otherwise, we have no choice except to release the child to his/her parent. Split custody must be discussed with the Director OR Assistant Director in advance to ensure thorough knowledge of the situation. The Center WILL NOT get involved with ongoing custody situations by providing letters to either parent on their behalf to a court or jurisdiction unless presented from the appropriate courts to do so.

**Financial policies**

**Enrollment Fee**

I agree to pay an annual, non-refundable enrollment fee per child to enroll my child(ren).

$165.00 - Single Child

$215.00 – Family

If there is not an immediate space for my child, the fee will be used to secure my child on the waiting list.

**Methods of Payment**

Weekly tuition payments are collected electronically via Automatic Clearing House (ACH).

**Tuition**

I understand that tuition is due every Thursday at 6PM for the following week of school. Debits will be processed every Thursday. (The actual withdrawal date will depend upon your bank). I understand that a late fee of $25 will be assessed if tuition is received after the due date. If my account remains past due after 5 business days, I understand that Joyful Care Children’s Academy reserves the right to terminate my child's enrollment at the school.

I understand that tuition is subject to change with 30 days' notice. I agree to pay $36 for any payment that is returned from the bank for insufficient funds.

To ensure consistent quality programming and high-quality staffing, tuition is due even when children are absent. At times, it might be necessary to close the school due to weather conditions, holidays, staff training or unforeseen circumstances. No portion of tuition is refunded or cancelled in the event of absence, holiday, school closing, withdrawal, or dismissal from the school.

**Subsidy Payments**

We process family subsidy attendance sheet signatures starting the 25th of the month for the same month and no later than the last day of the next month to receive family subsidy payments. To make this process run smoothly please sign your forms within 5 business days after the subsidy form is made available for signatures. If your form is not signed when we process the subsidy requests, you will not receive the subsidy and therefore cannot receive a credit for the subsidy on your account. Joyful Care Children’s Academy will not be responsible for subsidies due to a missing parent signature on the subsidy request form. If payments are missed, you will be charged for the missed day. In addition, if you run out of absences you will be responsible for paying for the days your child(ren) misses.

**Late pick-up policy**

Our valued members of staff value their family time. The school closes at 6:00 PM Monday through Friday. I agree to pay a $15 late pick up fee for pick-ups between 6:0l p.m. - 6:10 p.m. and $5 per minute for any time after 6:10 PM. This fee will be payable during the next tuition withdrawal.

If your child remains at school after normal business hours, a member from our team will attempt to contact you, the parent(s), first. If a member from our team is unable to contact you, he or she will call the listed emergency contacts for pickup. When you leave a child at school after business hours and a member from our team is unable to contact you, a member from our team will contact the appropriate regulatory agency, including, but not limited to, the state family and children’s services authorities.

All questions with regards to late fees, payments collected, payment schedules, or deduction in any fees will be forwarded to the Front Office Staff; in which he or she will contact you for cooperation in payment. If cooperation is not met and cannot be discussed in further detail, your account will be forwarded to collections. We ask you to consider how you would feel if your employer came to you on your expected payday and told you that your paycheck would be delayed?   
  
The success of our center depends upon the prompt payment of tuition/fees to take care of day-to-day expenses that are encountered. Tuition and fees are computed with the following factors in mind:

* Food, health supplies, craft/activity/curriculum supplies, toys, computers, play equipment and books provided for the children
* Top notch security camera in each classroom and outside play equipment
* Employees' Social Security, Medicare, Workers Compensation, Unemployment Compensation, and employee benefits
* Employees' continuing education
* Employee wages and benefits
* Building rent, heat, electricity, telephone, maintenance, and liability insurance
* Additional time spent, each day, on record keeping, parent-provider communication
* clean-up from day care, and shopping trips for food and supplies

**Absences**

Please note that if your child will not be here for the day let the center know as soon as possible. This will aid in staffing, scheduling, and food preparation.

**Extended/Emergency Absences:**

In cases of your potential absence due to maternity leave, summer, or extended leave from your job, in which you have to remove your child from care the following options (1) pay ½ of your weekly tuition to hold the spot, (2) dis-enrollment of your child. If you choose for us to hold your child(ren) space, please note this money is non-refundable even if you decide later not to bring them back.

If you choose to dis-enroll your child and wish to have them return after their absence, then you will be required to pay a $82.50- single registration fee or a $107.50-family registration fee and the current tuition rate.

**Child Custody Absences:**

In cases of child custody where your child is required to be absent from childcare for an extended period of time, you will have the following options (1) pay ½ of your monthly tuition to hold the spot- if you decide not to bring them at any time while paying half of their tuition the money you paid prior is non-refundable, (2) dis-enrollment of your child. If you choose to dis-enroll your child and wish to have them return after their absence, then you will be required to pay a $82.50- single registration fee or a $107.50-family registration fee and the current tuition rate. We must receive at least a two-week written notice that your child will be absent for more than two weeks. If your notification is not within the two weeks required, then an additional fee of $50.00 will be assessed.

**Vacation Tuition Credit**

I understand that full-time students who attend school five days per week for twelve consecutive months are eligible for five days of vacation tuition credit {Part time programs are excluded) The tuition credit may be applied to the five consecutive days of Monday through Friday, falling within a single week.

Single days across several weeks do not qualify for the vacation credit. If you would like to be considered for the vacation credit, you must submit a completed Vacation Credit Form at least one week prior to the vacation date. Verbal requests will not be accepted. Credits do not accrue beyond a single week. Credit will not be eligible during a 2-week withdrawal period.

**Withdrawal Policy**

We appreciate as much advance notice as possible when terminating and will give the same courtesy in return. Parents are required to give two weeks written notice when they decide to terminate childcare. The two weeks will be paid in full, regardless of whether the child is in attendance.   
  
We will give two weeks’ notice of termination for which full tuition is due, whether the child is in attendance. The center reserves the right to give written notice of immediate termination where there are extreme circumstances that affect the well-being of the center or other children in attendance.   
  
Anyone who terminates childcare services and has a balance that is outstanding will need to have the account settled within 5 business day. All accounts not settled within 5 business days will be turned over to the Financial Manager and forwarding to collections regardless of amount owed. All accounts turned over to collections will have a $25 per week late fee plus 42% collections fee added to amount due.

**In addition, your year-end statement will not be provided to you until debt is paid in full.**

**All withdrawals from the center must go through the center’s office. Students having attended any portion of the month will owe the full month’s tuition. The school makes every effort to offer a program to meet the needs of each child. However, when a child is unable to adjust to the program or is disruptive and not able to cope or respond the behavioral strategies of the staff, it may be in the best interest of the child to be removed from the program. It is the policy of the center to help the parents/guardians and child when they must be removed from the center to understand the problem and help parents seek an alternative program/solution for their child when possible.**

**Families who decide to withdraw from Joyful Care Children’s Academy are, required to give a minimum two (2) week notice by filling out a withdrawal form in the Centers Front Office. Those failing to properly notify the center will be charged the full next month’s tuition. Merely doing the following will not be considered proper notification (phone call, text, voicemail or mentioning to a teacher).**

**Refunds on tuition and other center fees will not be issued.**

**Termination of Services**

We reserve the right to terminate a child for the following reasons (but not limited to)

* Failure to pay
* Routinely late picking up your child
* Failure to complete the required forms
* Lack of parental cooperation
* Failure of child to adjust to the center after a reasonable amount of time
* Physical or verbal abuse of any person or property
* Our inability to meet the child's needs
* Lack of compliance with handbook regulations
* Serious illness of child

**Tax Information**

All tax info is viewable on the Procare App.

**Arrival/Drop Off**

**Signing in/out**

**We value education at our facility and want to make sure that our students are here before class instructional time starts.**

All Students must be in class by 9:00am, unless the child has a signed doctor’s note from the child’s doctor, or unless you have notified management of your late arrival.

**If your child does not have a signed doctor’s note, please have your children here before 9:00am and ensure they are fed prior to arrival. We don’t accept children after 12:00pm, even with a doctor’s note.** When children are dropped off during this time this causes a disturbance among the other children who are sleep or trying to go to sleep. No doctor’s note means your child will not be able to come to school during nap time and you will be turned away by the management.

**\*Guidelines for a Smooth Separation:**

When you arrive at the center, plan to spend a few minutes with your child. Seek out a familiar adult or favorite activity. A teacher will be there to greet you, especially if you and your child are new to the center. Sometimes children need to share this time with parents before they can try it on their own. Interestingly, in most cases when children sense their parents’ willingness to spend some time with them, they feel comfortable enough to move out on their own. However, when they think parents are anxious to leave, children sometimes feel they must cling all the more. When you leave, be sure to say good-bye, then follow through and leave. Continually returning makes it more difficult for the child and parent to separate.

When you depart, your child may cry and protest. This protest is what psychologists call separation distress. It is part of the normal developmental process of establishing an independent and autonomous existence, separate and apart from parents. The intensity of a child’s distress seems to depend mainly on the child’s personality and temperament. It also depends on the way teachers handle the anxiety and the way in which parents leave. Children may show this kind of behavior at the initial separation. As they become familiar with the teachers in the classroom their protest will taper off. If you feel a need to insure your child's adjustment, please feel free to observe your child and his/her interactions in the classroom from a distance where your child cannot see you as they integrate with the other children(s) and teacher(s).  If you wish to monitor your child, you must make an appointment and sign an agreement that this purpose is only with regards to your child and not any other operations of the center.  Falsely using the monitor system for this purpose is prosecutable in court.

Additionally, please understand if you wish to visit, please do not visit several times a week as the teachers may feel uncomfortable in trying to complete their tasks while being monitored from someone other than their supervisor.

We will not release a child to any other person unless they are listed on the child authorized pick up form (which is signed by the parent upon enrollment). However, if someone other than the parent or the members listed on the emergency contact form is to pick up your child, please make sure that they know to have a picture ID available and that you call the center to notify the Director, Assistant Director, or the Program leader. Minors’ underage of eighteen are not allowed to pick up a child or take a child out of the building. Our facility has a list of designated people to pick upchildren in the child perspective class.

**Handwashing policy**

Keeping hands clean is one of the most important steps we can take to avoid getting sick and spreading germs to others.

**When to Perform Hand Hygiene**: Adults and children in early education and childcare settings should perform hand hygiene in each of the situations listed in Caring for Our Children and whenever their hands are visibly dirty or soiled.

**Situations that Require Hand Hygiene**: All staff, volunteers, and children should follow the procedure for hand hygiene at the following times: **a)** **Upon arrival for the day, after breaks, or when moving from one child care group to another; b) Before and after**: 1) Preparing food or beverages; 2) Eating, handling food, or feeding a child; 3) Giving medication or applying a medical ointment or cream in which a break in the skin (e.g., sores, cuts, or scrapes) may be encountered; 4) Playing in water (including swimming) that is used by more than one person; 5) Diapering**; c) After**: 1) Using the toilet or helping a child use a toilet; 2) Handling bodily fluid (mucus, blood, vomit), from sneezing, wiping and blowing noses, from mouths, or from sores; 3) Handling animals or cleaning up animal waste; 4) Playing in sand, on wooden play sets, and outdoors; 5) Cleaning or handling the garbage. Situations or times that children and staff should perform and hygiene should be posted in all food preparation, hand hygiene, diapering, and toileting areas.

**Mealtimes**

Joyful Care Children’s Academy takes preparation seriously, thus we do our meal count preparation an hour and a half prior to a scheduled meal. Meaning that if you don’t call and inform us that your child will be running late, we will have not counted your child and he or she will risk the chance of not receiving a meal.

**Breakfast:** 8:00am-8:30am

**Lunch:** 11:00am-11:30am

**PM Snack:** 2:30pm-3:00pm

**Center Security**

**Security:**

We are equipped with a video surveillance system which monitors and records all classrooms/kitchen, around the building, and the playground area twenty-four hours a day for the safety of the staff and children in care. All parents or legal guardians are given a unique code to get in the building. We ask all parents/legal guardians to help keep our center safe by not piggyback off each other when entering the building. In addition, we have plans in place for intruders, fire, and natural disasters.

**Assessments/Class Transitions**

Children will initially be assigned to their classroom based on their age group bracket per the standards set by the Virginia Department of Social Service. Children may later be grouped according to their individual needs. Depending on enrollment, children may be bumped if needed during the summer months to their next classroom. The decision is made by the Center Administrators using the assessment/milestone checklist that corresponds with your child’s class curriculum. Class size shall be based on the standards by the Virginia Department of Social Services. In addition to regular assessments, report cards will be sent home quarterly to keep parents informed of their child’s progress.

Prior to your child transitioning to their next class, an assessment will be performed by your child’s teacher. The front office will review the findings and sign off on the transition. Transitions will take place over a 2-week time. The first week the child will spend the morning in their new class; the 2nd week the child will spend the afternoon in their new class. During this 2-week period your child’s new teacher will schedule a meeting with you to discuss their expectations (and yours) for the new experience.

**Parent assessment concerns/Parent-teacher conferences**

Children’s assessments are conducted twice a year (November and April) to provide parents with an overview of their child’s developmental progress. Throughout the year, we conduct portfolio assessments, which involve the collection of multiple samples and repeated observations of the child’s performance in naturally occurring situations. We also evaluate the child’s developmental progress through notation during group as well as one-on-one interactions between the teacher and individual students. Parent-teacher conferences are also held biannually and are mandatory. During these conferences, we take the time to answer any questions or concerns parents may have regarding their child’s experience at the center. These conferences also enable parents and staff to work closely to meet each child’s specific needs. Parents and teachers are also free to request additional conferences any time they wish. We utilize the information gathered during children’s assessments and parent-teacher conferences to improve and to update individualized curriculum for each child.

If you are not in agreement with your child’s teacher about the assessment findings, you may schedule a conference with the teacher. The teacher will go over how they reached their findings and you and the teacher can create a plan to help the child better transition. If an agreement cannot be reached the front office will step in and take in all data and decide. The decision of the administration is final.

Upon signing the handbook acknowledgement form you, the parent, agree to attend a parent/teacher conference twice a year to discuss your child’s progress.

**Consistent Care Procedures**

Joyful Care Academy like to ensure that all children receive consistent care. The steps taken to ensure all children maintain a consistent routine are as follows:

All Lead Infant and Assistant teachers will work in the infant classroom (0-9 months) during their care. In the event one of the teachers are not present a floater will be used in their absence.

All Lead Waddler and Assistant teachers will work in the infant classroom (0-16 months) during their care. In the event one of the teachers are not present a floater will be used in their absence.

All Young Toddler Lead and Assistant teachers will work in the one-year-old classroom (16-24 months). In the event one of the teachers are not present a floater will be used in their absence.

All Early Preschool Lead and Assistant teachers will work in the two-year old classroom (2-3yrs). In the event one of the teachers are not present a floater will be used in their absence.

All Preschool Lead and Assistant teachers will work in the two-year old classroom (3-4yrs). In the event one of the teachers are not present a floater will be used in their absence.

If there are multiple teachers out and all floaters have been used the Assistant Director and or Director will assist in any classroom.

**Immunizations/Illness/Medication/Accident & Injuries**

**Immunization Policy**

A health form is to be completed by your physician and submitted to the center on your first day.  It must include all shot records, Chicken Pox vaccine, vision and hearing screening and a doctor's signature and date. Medical records are kept locked and only the administrator and any pertinent teacher can see these records.  We will not give out this medical information to other individuals unless specified by the parent with a signature on the correct form.  If there are any abnormal results, we require follow up information as it is attained. If there are any instructions or medications for health needs, we will require a doctor's guidance and signature.  If your records are overdue, we will need evidence of an appointment for those services needed as a condition of entry or continuing enrollment**.  If a child is under-immunized, there is a possibility of exclusion or non-entry from the program as well as if a vaccine preventable disease occurs within the center**.  We would then collaborate with health consultants to determine the appropriate course of action

**Religious exemption**

Religious and medical exemptions. No certificate of immunization shall be required of any student for admission to school if:

1. The student or his parent or guardian submits a notarized Certificate of Religious Exemption (Form CRE 1), to the admitting official of the school to which the student is seeking admission. or

2. The school has written certification on either of the documents specified under "documentary proof" in [12VAC5-110-10](https://law.lis.virginia.gov/admincode/title12/agency5/chapter110/section10/) from a physician, registered nurse, or a local health department that one or more of the required immunizations may be detrimental to the student's health.

3. Upon the identification of an outbreak, potential epidemic, or epidemic of a vaccine-preventable disease in a public or private school, the commissioner has the authority to require the exclusion from such school of all children who are not immunized against that disease.

Demonstration of existing immunity. The demonstration in a student of antibodies against mumps, measles, rubella, or varicella in sufficient quantity to ensure protection of that student against that disease, shall render that student exempt from the immunization requirements contained in [12VAC5-110-70](https://law.lis.virginia.gov/admincode/title12/agency5/chapter110/section70/) for the disease in question. or verified by a health care provider shall render students exempt from varicella requirements.

1. HPV vaccine. Because the human papillomavirus is not communicable in a school setting, a parent or guardian, at the parent's or guardian's sole discretion, may elect for the parent's or guardian's child not to receive the HPV vaccine, after having reviewed materials describing the link between the human papillomavirus and cervical cancer approved for such use by the board.

**Illness Policy**

Under no circumstances should you bring your child to care sick (fever of 100.4°f or higher, vomiting, diarrhea not contained in a diaper, sore throat, continuous coughing, runny nose other than clear, draining eyes or ears, unexplained rash, lice, etc.), it is inconsiderate to all families involved. A sick child should be allowed to recuperate fully at home after an illness so that the other children and the provider do not risk unnecessary exposure. If your child is out ill regular fees still apply. The Health Department regulations prohibit the admittance of any child into childcare that exhibits any of the following symptoms:

• Fever (100.4°f or higher) – child needs to be fever free for 24 hours without the aid of medication

• Diarrhea – child must be symptom free for 24 hours without the aid of medication

(Our policy is if a child has 2-3 loose bowl movements, we will send them home and they may return to care 24 hours AFTER symptoms of illness end.)

• Vomiting – child must be symptom free for 24 hours without the aid of medication

• Runny nose with colored discharge –check with doctor

• Rash – check with doctor

• Discharge from eyes or ears

• Lice – child needs to be treated and nits removed before return

• Communicable diseases – chicken pox, measles, mumps, conjunctivitis (pink eye), influenza etc.

The child may return when the incubation and contagious period is passed, and the child is well enough to resume normal childcare activities. **We have the right to refuse to care for a sick child.** If your child develops any of the above symptoms while in care, you or your alternate will be required to pick up your child immediately. If the center has to call a parent to pick up a child that has been dropped off for care too ill to participate in the day, the child will also be required to stay at home the following day. Your child may return to care 24 hours AFTER symptoms of illness end. Which means if your child is sent home with a fever, diarrhea, or vomiting they cannot return until they have been symptom free for 24 hours without the aid of medications. Joyful Care Children’s Academy is responsible for the health and well-being of many children so we will closely follow health department regulations when it comes to illness.

In compliance with the Code of Virginia State Standard (22VAC15-30-110-A-3), I agree to inform the administration of Joyful Care Children’s Academy within 24 hours or the next business day if my child(ren) or any member of the immediate household has developed any reportable communicable disease, as defined by the State Board of

Health, except for life threatening diseases which must be reported immediately.

Once a student is diagnosed with a contagious disease they cannot return until they are no longer contagious, accompanied with a Dr. note. A few of the childhood diseases that are most questioned regarding returning back to school are:

1. Hand Foot and Mouth Disease - The fluid within the blisters that arise from this virus are contagious. Blisters must be dried up and no longer oozing fluid to be able to return to school.

2. Pink Eye -The child must be treated with appropriate prescription eye drops for a minimum of 24 hours

before returning to school.

3. Strep Throat- Child must be fever free, reasonably comfortable, and able to swallow.

Students MUST be fever or symptoms free for 24 hours before returning.

Example - if a child is picked up at 10am with a fever or other illness that and is given fever medication at 11am and the fever breaks and they get no further fevers then they may return by 11am the following day. If however the fever requires another dose of medication at 3pm and then the fever does not re-occur it would be 24 hours from the second dose. Fever reducers/medications must have time work, which is typically 3-4 hours.

Every Fall we discuss and provide education to parents, students, and staff about how to stay healthy during the Flu and Cold Season. The discussion focuses on stopping the spread of germs that will make them and others sick. In a group setting, severe coughing causes the rapid spread of germs. Your child may be asked to put on a Face Mask to protect others.

**COVID-19**

COVID-19 is**caused by infection with a new coronavirus (called SARS-CoV-2), and flu is caused by infection with influenza viruses.** People with these symptoms may have COVID-19:

* Fever or chills
* Cough
* Shortness of breath or difficulty breathing
* Fatigue
* Muscle or body aches
* Headache
* New loss of taste or smell
* Sore throat
* Congestion or runny nose
* Nausea or vomiting
* Diarrhea

This list does not include all possible symptoms.

If COVID-19 is suspected or confirmed, VDH recommends (center requires) that all others in the household stay home in quarantine for 14 days after their last exposure, unless they meet criteria for not requiring quarantine.

This is the safest option. People who are not able to stay home for 14 days and do not have symptoms may leave home earlier:

o Counting the date of last exposure as Day 0, quarantine can end after Day 10 without testing, OR

o Quarantine can end after Day 7 with a negative PCR or antigen test performed on or after Day 5. Household and other close contacts should monitor for symptoms for 14 days after their last exposure

Upon 14 days quarantine they must have a note from a health care provider clearing them *(tuition will not be charged during quarantine).*

If a known or suspected case of COVID-19 infection occurs in one classroom within the facility, the ill person will be sent home as soon as possible. The classroom that the child was in will be shut down for 14 days and the staff and children who had close contact with the ill person will be quarantined in their homes for 14 days after their last exposure to that person.

Children/Staff that do not have symptoms may leave home earlier:

o Counting date of last exposure as Day 0, quarantine can end after Day 10 without testing, OR

o Quarantine can end after Day 7 with a negative PCR or antigen test performed on or after Day

**Ill-child pick-up fee**

Our staff understands and respects your need to be at work, but your cooperation is extremely important on this. If more than an hour goes by after notification and the child(ren) are not picked up due to illness, **you will be charged and $35.00 fee that will be due the morning of the day the child returns.**

**Medication Policies**

The Center’s Medication Administration Policy states that we will give:

1. **Doctor prescribed Tylenol/ Ibuprofen** if bottle is **fully labeled and the parent(s) or legal guardians has completed the medical authorization form**, to children with a fever of 100.4 degrees F. If Tylenol / Ibuprofen are given the parent(s) or legal guardian will be notified. Parent(s) or legal guardians will be notified again if the fever does not break within the last 30-45 minutes or the child’s fever spikes for a second time. At that time the child will have to be picked up. **(For Infants Only)**

2. **Asthmatic prescribed medication** as long as the **medicine is fully labeled, and the parent(s) or legal guardian has completed the medical authorization form. An asthma action plan MUST be on file.**

**For the administration of nonprescription over the counter:**

• Sunscreen

• Diaper ointment or cream

• Insect repellent

**The parent must fill out and sign the Authorization Form for Non-prescription Over-the-Counter Skin Products. All products can be authorized for 1 year, contingent upon the expiration date. All over the counter products must:**

o Be in the original container and, if provided by the parent, labeled with the child's name

o Be used according to manufacturer's recommendation and instructions for application

o Not be used beyond the expiration date of the product

**For the administration of Prescription and Non-prescription other than Sunscreen, Diaper Ointment/Cream or Insect Repellent noted above:**

You must fully complete and sign the Parental Authorization for Medication form before any medication is administered. This form is available at the front desk. Regulations require parents to:

• Provide a signed authorization, including administration and dosage procedures of each medication staff will administer

• List any potential adverse reaction to the medication on the authorization so the staff can properly

monitor your child and notify you accordingly

• List the specific date(s) and times staff should administer the medication

• Complete and sign a new authorization form at the beginning of each calendar week.

Medications will be administered only if the prescription is in its original container specifically labeled with the doctor1s name, child's name, and dosage procedures outlined on the bottle. Medications are administered only by a MAT Trained Team member.

We will not administer over-the-counter medications (other than Sunscreen, Diaper Ointment/Cream, or Insect Repellent) of any kind without a written prescription from a licensed medical physician. The staff will not share medications with multiple family members unless each person's name appears on the label.

All medication must be logged in and out at the front desk. This practice ensures parental control of medication. During the day, medications are stored in a locked cabinet in the front office. You may not take medication to the classroom, and medicine should not be placed in your child's school bag or cubby (this includes diaper cream or any other topical cream).

You should discuss special circumstances requiring the administration of more than one medication or multiple doses (more than once per day) with a member of leadership. Unless a physician provides written instruction to administer more frequently, medication will be administered only once per day.

**Medical Emergencies**

In case of a medical emergency, 911 will be called immediately. If CPR or air obstruction clearance is needed, a staff member will begin this process. We are always required to have at least one staff on site who are trained and certified in CPR and First Aid. Each classroom shall have a notebook in the room containing the child’s emergency information, including parent/legal guardian/emergency contact names and phone numbers. **It is imperative that you ensure any changes of information is or are updated in this notebook.** If unable to reach one of the child’s parents or guardians, emergency contacts will be contacted. We are required to have on file at least two emergency contacts for each child. Contacts should be within reasonable driving distance from the center and have transportation available if needed to pick up the child. We will continue to try all the numbers until someone has been reached.

If the child needs to be taken to the hospital in an emergency, staff will make arrangements for an ambulance to transport them.

**Medical Emergencies:**

Minor bumps and scrapes are inevitable, but our staff makes every effort to keep your children safe through supervision and childproofing. Minor injuries will receive appropriate first aid, and if an emergency injury or illness occurs, you will be contacted immediately. **If the Assistant Director, Director, or program leader is unable contact either parent, we will call the emergency contact numbers supplied to make the medical decisions for the child. If necessary, your child will be transported by ambulance to the nearest hospital. Parents are responsible for costs involved in emergency medical treatment, including transportation if required.** Parents are required to complete an Emergency Medical Authorization Form upon enrollment for this type of situation.

**Accident/Injuries**

If a child has a minor injury during care, it will be addressed by a qualified CPR staff member immediately. The staff member will fill out the accident/injury form as soon as the situation is under control and notify the Program Leader, Assistant Director, or the Director via walkie talkie. Either of the two will then call the parent upon first report. If the injury is major, first aid and CPR will be administered immediately along with a calling 911 and parent will be notified immediately.

**Health and Nutrition Policies**

**Allergy information**

Food allergies are becoming more common among infants and young children. Allergic reactions can range from mild skin rashes to severe, life-threatening reactions with breathing difficulties. It is important to reduce the likelihood that these reactions will take place while the child is at childcare. If your child has an allergy an allergy form/action plan must be filled out and kept on file.

**Toileting/Diapering**

Children who are not toilet trained will be checked at least every two hours in compliance with the Department of Social Services regulations. Parents need to provide disposable diapers and wipes. **Parents MUST check their children’s cubbies daily to know if more clothes, diapers, or wipes are needed. If not enough diapers or wipes are not present when you drop off your child, we will decline services for your child that day, due to the inability to properly care for your child personal hygiene.** Cloth diapers may be used if the child has an allergy to disposable diapers. Diaper rash ointments may be used at the parent’s request if a Medication Authorization Form has been completed and is on file. All diapers changes will be documented daily for the parents on a daily information sheet which will be sent home with the child. Please label your child’s individual diapers or pull-ups with their name to prevent them from being mixed up with someone else’s.

Parents request for toilet training procedures will be honored in compliance with Joyful Care Children’s Academy policy. It is our policy to have a two-week trial period engaging the child, parent, and provider to see how the child potty training experience is going. If at the end of the trial period the child is not showing signs of grasping the concept, the teacher will sit down with the parent to discuss if as a team we shall proceed or wait. Parents should talk with their child’s Lead Teacher about their wishes and the classroom procedures for potty training. Social Services regulations state that children who are potty trained should be given the opportunity once an hour to go potty. We cannot force a child to go potty or attempt to go potty if they refuse to do so. Children should have several complete changes of clothing available for toileting accidents. We recommend at least three sets of clothes to include 4 pairs of underwear. Parents will be contacted to pick up their child or bring clothing if there are no extra in his or her cubby. **Soiled clothing will not be rinsed out but** bagged and sent home at the end of the day with the child for laundering. Joyful Care Children’s Academy will not provide wipes, extra clothing, or diapers. We **WILL** deny services if you do not have these items. Additionally, parents who are familiar with each other are not allowed to share wipes, diapers, or any other clothing per licensing.

**Clothing and Personal Items/Toy Policy**

Washable play clothes are best suited for preschoolers. Children will be participating in outside activities daily as well as arts and crafts activities. Infant, toddler, and pre-toddler parents need to supply 3 sets of change of clothes (i.e., underwear, pants, and shirts).

Parents please be aware of your child’s daily needs. If your child doesn’t come to school with the needed supplies, your child will not be able to attend that day unless items are supplied upon arrival. If your child runs out of diapers, pull-ups, wipes, extra clothes, underwear, or any other needed items, you have 30 minutes after being called to come and supply the needed items or your child will not be able to attend the next day.

We all know that weather is unpredictable at times so make sure to change clothes as the season changes. All clothes should be kept in the child’s cubby. During the winter, we are still required by social services to take children outside daily, it is the parent’s responsibility to make sure their child has a coat, gloves, or hat available daily to wear outside.

For the safety of the children, we ask that flip-flops, shoes with no backs, or open toe shoes not be worn to school. Wearing these could result in injury when running outside on the playground. We suggest that girls wearing dresses to school wear shorts underneath for their comfort.

During the winter we are still required by social services to take children outside daily, it is the parent’s responsibility to make sure their child has a coat, gloves, or hat available daily to wear outside.

**Accepting Children’s Personal Items:**

Each child shall be designated a cubby to store his/her own personal belongings. We do not allow children to bring in toys from home except on specified days per the events calendar. The center is not responsible for toys brought from home.

Any personal items brought from home (hat, coat, gloves, changes of clothes, etc.) must be labeled with the child’s name before being brought into the center. Additionally, please ensure that you check your child(rens’) items before departure.

**Outside Toy Policy**

Outside toys are not permitted in the center. \*

**Nap and Rest Time**

Children are provided a time for rest and or sleeping each day. Cribs, cots or mats will be assigned for each child’s use in all classes, and cots/mats will be sanitized weekly on Friday. Infant cribs will be sanitized daily. Parents need to provide 2 fitted crib sheets and 1 blanket for their child; if you chose to bring a pillow it must have a case. **Infant parents**- used bedding will be sent home daily to be washed. **Toddler Parents**- used bedding will be sent home on Friday to be washed and returned on Monday with child.

If not returned on Monday, your child(ren) cannot attend that day per licensing standard. Children who choose not to nap must remain quiet on their cots/mats during the designated rest time, however, they will be provided with some type of quiet activity to keep them occupied until the other children wake from nap. Additionally, please be reminded not to drop your child off during nap time as this causes a disruption to the children that are already asleep, and our staff must then find an activity for your child to do until naptime is over. **Students may not be dropped off after 12 noon, with or without a doctor’s note.**

**Breakfast/Lunch/Snack**

Breakfast, Lunch and PM Snack will be provided for children. Foods and drinks are included in the tuition cost for each child. If your child requires a special diet due to allergies, medications, and age and/or cultural or religious beliefs, it will be the responsibility of the parent to notify the center. If there is no substitute currently on hand with what the center is providing that day, then the parent will be responsible for bring in their child’s meal in a ready to eat status. Note, the mean that is provided must be nut free. **If a child has an allergic reaction to any foods, the qualified MAT Certified staff member will immediately respond; while another staff member calls 911 along with the parents by phone and document what happen and what was done.**

All Infant bottles must be premade.

A monthly/weekly menu will be posted in the lobby, classroom, as well as additional copies made available to parent(s) or legal guardians, so that parents/legal guardians are aware of what will be served each day. Any changes to the menu will be made on the main copy posted in the lobby. We follow USDA requirements when choosing the menu to ensure that the children are receiving a well-balanced diet while in our care. We use USDA recommended serving amounts as well, which depend on the age of the child.

**Outside Food**

Students may not bring or consume food products brought from home during regular business hours. An exception will be made with documentation of allergies by a physician or due to reasons i.e., religious. **For Birthdays: Parents may bring store bought pre-packaged items CLEARLY MARKED ''PEANUT & TREE NUT FREE'' ONLY! Any items not clearly marked will be returned unused**.

**Any food brought into the classroom will be immediately discarded.** Please do not leave snacks in children’s backpacks as they are often tempted to go in their bags and get the snacks. Also, food left in cubbies/bags attracts ants and other pests.

**Safety**

**Building Access**

While your child is in our care, you can always be assured that the door is open to you. Open Doors do not mean that we keep our doors unlocked. For the safety of the staff and the children’s doors are kept locked. All persons entering the building must use their unique code and be identified visually in person or through security cameras before entering the building. Family members not on a child’s emergency pick up list will NOT be permitted to enter the building or pick up your child. You will be given a call from the front office should an undocumented visitor arrive at the center. Additionally, please understand if you wish to visit, please do not visit several times a week as the teachers may feel uncomfortable in trying to complete their tasks while being monitored from someone other than their supervisor.

**Center/Parent Responsibility during pick up/drop off**

Our staff become responsible for your child after you sign them in and walk them to their classrooms. **Dropping children off at the front, even if signed in at the kiosk, is not a proper drop off and the center is not responsible until you have made contact with your child’s teacher.** Also, once you arrive to pick your child up, you are responsible for your child. Please do not permit your child to run into offices or to play in other rooms, as we are not responsible for your child during this time.

**Car Idling/Loud Music**

**Please do not leave your care idling in the parking lot. According to Virginia State code:** In commercial or residential urban areas, propulsion engines of motor vehicles licensed for commercial or public service use shall not be left running for more than three minutes when the vehicle is parked, unless the propulsion engine is providing auxiliary power for heating or air conditioning.

Also, please keep stereo volume down, as there are often small children in the parking lots throughout the day and loud music may prevent a driver from hearing a child or nearby car.

**Authorized Pick ups**

Authorized pick up persons must be current. An authorized pick up is someone who can pick your child up in the event of an emergency. Please do not list people out of state as emergency pickups. If we are somehow unable to reach you and cannot reach a pick-up person, we are required to contact the local DSS office. We are not responsible for your child after DSS picks up your child.

**Supervision Policies**

Children will always be supervised to include on the playground, using the bathrooms, during lunch, naptime, during playtime, and in the sickbay. Classrooms will have a staff ratio record posted in the classrooms near the entrance door.

As a note for parent awareness: Staff will update the form each time a child comes into their care. If ratio is not met staff member will immediately notify either the program leader, Assistant Director, or the Director. Once notified, the program leader, Assistant Director, or Director will ensure that another staff is provided for the ratio to be met as mentioned in the Standards for Licensing Procedures.

**Procedures for supervising a child who may arrive after scheduled classes or activities**

* Staff must greet/acknowledge the child and ensure that a child who has arrived late is properly escorted to his/her class or with another class until the child’s class returns to the area.
* The student must be engaged in an age-appropriate activity until his\her class returns.
* A child arriving late must be signed in on the Attendance Sheet/Procare for inclusion in meals and head counts.

**Procedures for identifying where attending children are at all times,**

* Children who attend the program are accounted for by teachers taking attendance every morning.
* Teachers take visual head counts of children in care throughout the day, including when outdoors.
* Teachers escort the children to the restroom as a group throughout the day to maintain visual contact with the students. If a child under 4 years old needs to use the restroom before the teacher takes the group, another staff member will have to escort them to the bathroom and monitor them until they are finished. (Staff member doesn’t have to stand inside of the bathroom with the child)
* All students must be signed out of the facility on the Attendance Log/Procare once the parent picks the child up. If children are outdoors when the parent arrives, the parent may take the child from the play area. However, they **MUST** sign the child out according to normal procedure.
* If someone other than a parent picks a child up, they must provide picture identification and must be authorized by the parent in writing or via telephone.
* If a child wanders into another area of the facility, an adult should immediately re-direct the child and inform the staff member responsible for that child to prevent such action.

**Missing Children/Fire Drills and Other Emergency Procedures**

**Procedures for action in case of lost or missing children, ill or injured children, medical emergencies and general emergencies**

**If a child is at the center and is deemed missing, we will:**

* Inform the Director
* Search the building and immediate area
* Call police
* Call parents
* Document the incident on an incident report

**If a child is deemed missing while on an outing, we will:**

* Check with buddy assigned at the beginning of outing
* Call the police and facility (facility administration will notify parents)
* Notify authorities on field trip site
* Continue searching if more than one staff member is present
* Document incident on an incident report

**If a child becomes sick or injured, we will make every attempt to comfort them until parents or emergency assistance ARRIVES IF a major illness or injury occurs, Rising Sun will**

* Provide First Aid/CPR until help arrives
* Contact paramedics (911)
* Contact parent
* Accompany child to hospital with medical consent form and pertinent information
* Provide facility’s accident insurance policy when necessary
* Notify parents of the hospital that child is being transported to
* Complete an incident report documenting events leading up to the accident
* Quality assurance team will meet to determine necessary action to be taken by the facility to prevent such illness or accidents when applicable.

**If a minor injury occurs, the parent will be notified at the end of the day and will be required to sign the Injury Report acknowledging the action taken by Joyful Care Children’s Academy staff**

* If a child becomes ill while at Joyful Care Children’s Academy, the teacher should notify the Director or Assistant Director.
* The Director will isolate the child and contact the parent for immediate pick-up.
* If the parent cannot be reached, the emergency contacts will be called to pick the child up or attempt to contact the parent for pick-up.
* The sick child will be comforted until an authorized adult arrives.
* If the sick child becomes progressively ill and medical attention is necessary, we will utilize the consent for medical treatment authorized by the parent to either transport to the hospital or call the paramedics if necessary. Child Protective Services (CPS) will be contacted for intervention if a parent cannot be contacted.
* The Director will notify the parent to pick the child up. If a parent cannot be reached, the Director will follow normal procedure for handling illness, including transporting to the hospital, if necessary, until the parent intervenes.

**Fire Drills**

* The center will conduct one fire drill per month throughout the year. This is a requirement by the Department of Social Services. Staff is trained on the appropriate procedures to follow during drills and in the event of a real emergency. Emergency Evacuation Plans are posted in each classroom throughout the building. Our designated meeting spot is in the courtyard. In the event of inclement weather, such as tornadoes, the children will be gathered in the inner most rooms or hallways. Teachers will make certain to have all emergency information on hand for each child and the Assistant Director, Director or Program Leader will notify the children’s Parents. Information such as how your child is doing, where we are at in relation to picking up the child if able and what number we can be reached at will be discussed. **If the Assistant Director, Director, or Program Leader is unable contact either parent, we will call the emergency contact numbers supplied to us. If any child becomes seriously injured, 911 will be called by any staff member. If able your child will be transported by ambulance to the nearest hospital. Parents are responsible for costs involved in emergency medical treatment, including transportation if required.**

**Intruders**

The center regularly practices drills in case we are approached by an intruder. The children are taught to go to their secured areas within the building while authorities are contacted. Parents will be notified after authorities with further information and instructions/updates.

**Behavior Policies**

**Positive reinforcement**

While in care only positive encouragement is enforced. Children will NOT be subject to spanking, hitting, kicking, restraint, or to, verbal, emotional, or physical punishment.

**We believe the most effective ways of enforcing positive behaviors are:**

**Praise**

**Respect**

**Re-Direction**

**Positive Reinforcement**

During conflict it is important for children to feel respected, secure, loved, important and special. They need to know the staff is always available to listen and help, not to judge. Our goal is to coach the children so they can negotiate compromise, brainstorm, and work it out together. If something of a more serious nature or a persistent behavior should occur that is of concern to the child’s teacher or a threat to the safety of others, the Assistant Director or Director will need to discuss it with you so that we can jointly decide on a course of action that is followed at home and in my care. If the problem cannot be resolved arrangements must be made for the child to receive care elsewhere.

**Prohibited behavior**

**Students**

**Early childhood is a time when children are first learning about their emotions and what to do -or not to do-with them. During this time of rapid change, children are going to make good and bad choices in behavior. It is important for parents and caregivers to work as a team to help young learners better manage their ever-changing emotions.**

* Children usually misbehave because they: ¬ Feel rejected.
* ¬ Lack knowledge and experience.
* ¬ Are upset and insecure.
* ¬ Are discouraged.
* ¬ Feel unloved.
* ¬ Lack confidence.
* ¬ Want attention
* . ¬ Do not feel well.
* ¬ Are upset by changes
* ¬ Are testing limits.

Once you understand why they misbehave, it is easier to know what to do about it. Ask yourself, "Why are they acting this way? What are they trying to gain by misbehaving?"

The following are a list of behaviors that cause concern in a child care setting: [self-injurious behavior](https://en.wikipedia.org/wiki/Self-injurious_behaviour) (such as hitting, headbutting, biting, scratching), **bullying in ANY FORM**, [aggressive behavior](https://en.wikipedia.org/wiki/Aggressive_behaviour) (such as hitting others, headbutting, shouting, swearing, screaming, scratching others, spitting, biting, punching, kicking), inappropriate [sexualized behavior](https://en.wikipedia.org/wiki/Human_sexual_behavior) (such as [public masturbation](https://en.wikipedia.org/wiki/Public_masturbation) or groping), behavior directed at [property](https://en.wikipedia.org/wiki/Property_damage) (such as throwing objects and stealing).

When these types of behaviors are seen:

* Teachers will address the situation appropriately and document it. The parents will be informed of the situation.
* If the behavior is repeated, teachers and parents shall come together to find the root cause of the behavior and implement a positive reinforcement plan that both parents and teachers can utilize to improve the behavior(s).
* If the behavior continues, the center may refer the child to the BITSE team, who are trained to find the cause of inappropriate behavior and give parents and teachers resources on how to best manage the situation.
* Should that fail, the student may be sent home for the day; 3 days, 1 week.
* The next violation after a week suspension will result in termination of services, as we are no longer able to meet the needs of the child. **No tuition monies will be refunded.**

**\*Extreme bouts of aggressive behavior that involve injury to property or another person will result in a child being sent home for the day. This is for the safety of the child, other children and staff. We have a 0 tolerance for bullying and any child determined to be bullying will be removed from the program.**

**Staff**

**The following behaviors are prohibited in Joyful Care Children’s Academy:**

1. Physical punishment, striking a child, roughly handling, or shaking a child, restricting movement through binding, or tying, forcing a child to assume an uncomfortable position, or exercise as punishment

2. Enclosure in a small, confined space or any space that the child cannot freely exit himself; however, this does not apply to the use of equipment such as cribs, play yards, highchairs, and safety gates when used with children preschool age or younger for their intended purpose

3. Punishment by another child

4. Separation from the group so that the child is away from the hearing and vision of a staff member

5. Withholding or forcing of food or rest

6. Verbal remarks which are demeaning to the child

7. Punishment for toileting accidents

8. Punishment by applying unpleasant or harmful substances.

**These behaviors will result in disciplinary action and/or termination.**

**Conduct/ Disciplinary Policy**

At JCCA we see our role as owners, teachers, and leadership staff with our families as a partnership. Therefore, we encourage parents to share with us any changes in the child's physical or emotional state that might impact them. Positive behavior is always encouraged. During daily activities there may be times that a child's behavior is not conducive to the classroom environment and is therefore unacceptable. The teacher will re-direct the child to the appropriate behavior. The teacher will then discuss and model the acceptable behavior and encourage the child to behave that way in the future. If the negative behavior continues without improvement or worsens, a parent conference will be requested to discuss solutions.

Parents will be enlisted to help the child to improve classroom behavior by incorporating techniques used at home and at school simultaneously to ensure consistency. If we do not see improvement in a child's behavior, and that child continues to be a serious disruption, the child may be dismissed from the school. The school will give parents one (1) week written notice whenever possible. If a child is extremely aggressive or dangerous to other children (biting, scratching, hitting, pinching, cursing or throwing of toys or furniture) it may be necessary to remove the child on shorter notice.

**Biting Policy**

As we know, biting is a common occurrence among children who do not have language to express their feelings. We understand that biting is normal, but it is not an acceptable means of resolving issues. At Joyful Care Children’s Academy, we will take immediate action in the classroom as well as with the family regarding any biting incidents. Immediate action includes, but is not limited to, documenting the biting incident with an incident report for both parties involved, in addition to observing, shadowing, or separating the children. If a specific biting incident continuously occurs, and if we do not receive appropriate cooperation from the family, we will withdraw the child from our facility.

If your child bites another child, both the parents should be notified immediately.  The parent of the child that was bit shall not be informed of whom the child was for both personal and safety reasons.  Our strict policy to be adhered to is, on the **first incident** both families are notified.  After a child has a **second biting incident**, the child will have to be picked up immediately and must be out the next day. Please be aware if the biting causes a break in the other child’s skin, we may extend the day and a half to 2-3 full days. After the **third biting incident**, the child will be removed for one week. If a child bites the **fourth time,** he/she will be removed indefinitely.  If the incident happens a few days after tuition is paid, you will receive a prorated refund. Please understand that this policy is in place to protect all concerned.

Having a biting policy in place lets parents know that long term biting that goes unaddressed will not be tolerated.

**Child Abuse/Neglect:**

Childcare workers are required by law to report suspicion of child abuse or neglect to the department of Social Services immediately. A child is considered being abused or neglected when their parent(s) or guardian:

A. Causes or threatens to cause physical or mental injury

B. Neglects or refuses to provide adequate food, clothing, shelter, emotional nurturing, or health care

C. Abandons the child

D. Neglects or refuses to provide adequate supervision for the child

E. Commits or allows any illegal sexual act (incest, rape, indecent exposure, prostitution, or the use of children in explicit visual material)

If an employee suspects a child is being abused or neglected, they will inform the Director immediately; in which the Director will call the child abuse hotline and or the Protective Services Unit of the Department of Social Services. All staff members are mandated reports thus they can also call immediately anonymously through the Protective Services Unit of the Department of Social Services 1(800) 552-7096.

**Marketing/social media**

**You may view our Facebook page at:**

[**https://www.facebook.com/JoyfulCareChildrensAcademy/**](https://www.facebook.com/JoyfulCareChildrensAcademy/)

**Our center’s website can be found here:**

[**https://www.joyfulacademy.us/**](https://www.joyfulacademy.us/)

Parents will be asked to sign a waiver allowing their child’s photo to be used on our website/Facebook page upon enrollment.

**Social Media Policy**

Parents are encouraged NOT to send ''Friend Request'' to teachers. For professional, ethical and privacy concerns, page that we encourage our Joyful Care Children’s Academy Owners and school staff, are encouraged to refrain from accepting ''Friend Request'' from parents and students through personal accounts. Joyful Care Children’s Academy has a school Facebook family to visit and Like. Please follow this link: www.facebook.com/JoyfulCareChildrensAcademy/

**Solicitation or Hiring of Employees**

Staff members are prohibited from providing any off campus babysitting services, tutoring services, and transportation of students to or from school (in a personal vehicle) for any family affiliated with Joyful Care Children’s Academy.

I understand that I may not solicit for employment or hire an employee of Joyful Care Children’s Academy. This applies to the following:

• A current member of the Joyful Care Children’s Academy Staff.

• A teacher that has been employed by Joyful Care Children’s Academy within the past three months.

• While my child is enrolled at Joyful Care Children’s Academy.

I understand that I am bound by this clause of Joyful Care Children’s Academy Enrollment Application and Agreement for a three-month period after my child has withdrawn from the school. In the event of a breach of these conditions, I agree that I will pay Joyful Care Children’s Academy a finder's fee of $2,000 and any reasonable attorney's fees or expenses incurred in collecting this fee.

**Photography**

**Photos taken in our center are strictly for classroom, administration/security, and marketing purposes. We discourage photos of children outside of your family being taken without parent’s permission.**

**Community/Parent Involvement**

Several times a year Joyful Care Children’s Academy will have events for parents and our community. These may include but are not limited to: Parent’s night out, Holiday Luncheons/Dinners, Annual Summer Cookouts, Selling Lemonade for St. Jude’s Hospital, etc.

**Parent Involvement**

We always welcome parents to volunteer in our classrooms. It’s a great experience for us and you and the children love it! If you wish to chaperone/volunteer your time, simply let your management know