

Dear Parents:

We appreciate your choosing Happy Campers Academy for your child. We are most interested in making an impact in your child's life by providing a wide range of developmentally appropriate activities, as well as a nurturing place to grow. These are crucial years in your child's life, and we would like for you to consider us as an extension of your family.

We hope that this book will provide you with important information about our programs, as well as what to expect from us. We always have an open door policy, and encourage you to communicate with us often.

We look forward to watching your child grow and learn with us. Please feel free to become as involved as your schedule will allow. Our purpose is to assist you as much as we can for the development of your child.

Sincerely,

Cindy Alonso

Earl Minter

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## **Education and the Classroom**

### **Mission Statement**

At Happy Campers Academy, our mission is to provide each child a positive, enriching environment in which to grow and learn. We are committed to providing a safe, well-planned, and nurturing learning environment for young children based on developmental play activities. We believe that children are active learners and therefore our curriculum is student-centered, and focuses on cognitive, language, and social/emotional development, with plenty of creative expression.

### **Non-Discrimination Policy**

It is our policy to provide an environment that is free from unlawful discrimination of any type, including discrimination based on race, color, religion, sex, national origin, age, disability, veteran status, or any other characteristic protected by law.

### **Classrooms**

Your child's classroom is arranged into learning centers that encourage exploration within a predictable daily routine, including small and large group times. In each of our classes, you will see children working and playing together in small groups, in self-directed activities, and in teacher initiated instruction.

### **Home to School Transition**

Some children have a small adjustment period to new surroundings. It is not an indication that there is a problem or your child doesn't like his new school. Here are a few ideas to help with the transition:

- \* bring your child by Happy Campers to meet the teacher and to see her classroom

- \* discuss with your child that this will be a new place,

but it will be fun meeting new friends, and that you will be back to get them at the end of the day

\* always talk positively about the transition, and don't lead on that you, too are nervous

\* **Most Important:** establish a routine that you do the same time each morning, for instance, maybe you sit down with your child to engage her in an activity, and then after a couple minutes say, "Mommy is going to go now. I will see you after nap. I love you!" and quickly make your exit. Linger around because your child is upset only teaches your child that if he cries, you will stay. You may always call us as soon as you leave to see if your child has settled into the routine.

### **Lesson Plans**

Teachers in each classroom will post weekly lesson plans that provide you with information on the week's activities and the skills to be developed through the activities.

### **Spanish Lessons**

Our 2 year old, 3 year old, and PreK classes have a Spanish lesson 4 days per week included as a part of our Happy Campers curriculum. These lessons are provided each week throughout the regular school year (September through May). If you ever have a question about our Spanish curriculum, we will be happy to put you in touch with our Spanish teacher.

### **Music**

Music is a part of our creative curriculum at our center. We also offer an additional Music Class for \$25 per month which incorporates additional musical development, allowing for the exploration of musical equipment, and to engage in plenty of diverse, stimulating musical activities. Our music class also performs at least twice per year outside of our center, usually

at Promenade Mall Sounds of the Season, and Mayfest Kidzone.

### **Television**

We limit the use of television in our school because we focus on interactive learning experiences. However, classes do have the opportunities to experience an occasional program during inclement weather days, or if a specific show has relevance to the thematic unit being studied. Children are not required to view a program, as other activities are always made available.

### **Outdoor Activities**

Research shows that children benefit greatly from playtime outdoors. We will take the children outside often, so please plan to dress your child appropriately and bring additional layers when necessary. While we may not stay outside as long if the weather is not ideal, we will still try to go out for a shorter period of time, so it is important that our students are dressed for the weather.

During the warmer summer months, our classes will have “water days” where the children play in sprinklers and water toys on the front playground. Your teacher will let you know of your classes scheduled “water day”. If your child will be participating in water activities, you will be asked to send your child to school with sunscreen, a swimsuit, water shoes, and a towel. Additionally, we require a signed authorization for the application of sunscreen or insect repellent.

## **Enrollment and Tuition**

### **Enrollment**

When enrolling your child with us, you are required to complete an **Enrollment form, emergency card**, and provide the center with a **copy of immunizations**. A \$55 application fee per child, as well as a \$45 supply fee is due upon enrollment, and annually during re-enrollment in March. These fees are non-refundable.

### **Billing Fees**

**Tuition:** Fees are based on a yearly tuition, with HCA's scheduled days closed factored out, and divided into monthly payments for the school year. When your child's birthday occurs, the new rate will be applied the following month (the month after the birthday occurs).

**Late Fees:** A late charge of \$30 will be assessed 5 days after the due date. There will be a \$30 charge for all returned checks due to insufficient funds or declined credit cards.

**Billing and Payment:** Tuition is payable in advance and is non-refundable. Payment is due on the first day of every month, regardless if your child is present or not. We regret that we cannot credit your account in the event of a family vacation. In a Pre-school setting, you are actually paying for the **spot**. You will be billed for tuition until you notify HCA in writing that you are withdrawing your child. **HCA requires a 30 day notice before withdrawing your child.**

**Early and Late Fees:** Hours are from 7:30am to 5:30pm. If you know that you are running late, please call the school as soon as possible so that we can reassure your child. A late fee of \$1 per minute will be imposed upon late arrival of your pick up time for repeated disregard of this policy.

**Summer Policy:** Since we are a year round school, we cannot permit a family to take the summer off and still be guaranteed a spot for the fall. If you choose to take your child out for summer, you will lose your spot and be placed on the waiting list for fall.

**Extra Day:** If you are a part time customer, and discover you occasionally need an extra day, please call the Director or Assistant Director to see if there is space available. All extra time must be cleared through the Director's Office. There is a \$40 charge for attending an extra day.

**Parent Referral Bonus:** If you refer another family to the school and they enroll their child with us, you may be eligible to receive a \$100 tuition credit. The referred family must remain enrolled with us for 30 days and both their account and your account must be current before a credit can be applied to your account.

**Multiple Child Discounts:** When multiple children from the same family attend the school on a full-time basis, you are eligible for a significant discount in tuition. This discount is in effect until the oldest child graduates to Kindergarten, and then the younger sibling's tuition returns to the standard tuition rate. See the current tuition rate sheet for details.

**Withdrawal:** If you decide to withdraw your child from our care, you are required to give us a **30 day notice**. If notification is not provided, you will still be responsible for all tuition and fees for the 30 days, whether or not your child is in attendance. After you have withdrawn your child, he or she will only be eligible for readmission based upon space availability and if all other enrollment criteria are met.

**Disenrollment:** In certain circumstances it may be necessary to discontinue a child's enrollment. This decision is based on the best interest of the child concerned, other children in the class, and the well being of everyone at the school. Every

effort will be made to correct a situation before a final decision is made (ie. Moving a child to another class, redirecting behaviors, providing choices, separating children who are not getting along, or other interventions.)

Disenrollment may be a result of the following:

- + Abuse of other children, staff, or property by child or parent
- + Continued violation of policies by child or parent
- + Disruptive or dangerous behavior by child or parent
- + The school's inability to meet the child's need or parent's expectations
- + Non-payment of tuition.

This is a partial list and we reserve the right to end the enrollment of a child at any time for any reason deemed appropriate.



## **Operational Policies**

Happy Campers Academy will be closed the following days:

Spring Break  
Memorial Day  
Independence Day  
Labor Day  
Thanksgiving (Wed., Thurs., and Fri.)  
From Christmas Eve to New Year's Day

### **Emergency Closing and Inclement Weather Information**

It is our intention to be open and provide child care services every weekday of the year, excluding the holidays mentioned above. However, situations out of our control such as inclement weather, natural/national disasters, or major building issues may disrupt service from time to time.

In the event of inclement weather, the School will make a decision on each individual storm as to how to safely meet the needs of our children and parents. If the School decides to open late or close after students have been dropped off, such as in the case of extreme weather or unsafe conditions such as no electricity or water, parents and/or emergency contacts will be notified and we will announce the closure on the local television stations.

### **Personal Items**

**Appropriate dress for school:** Please dress your child in comfortable, washable play clothes when coming to school. Please keep in mind that the children will be going to the playground, and possibly doing art and other activities that could dirty their clothes. We feel that this is a part of a young person's day! Also, during seasons where the weather is changing, your child may need to bring additional layers that will allow for outside play. Items such as hats, gloves, coats,

and or raincoats may be stored in their cubby, but it is still imperative that these items be labeled with your child's name.

Tennis shoes or other closed-toed shoes are best for school. Shoes such as flip-flops, sandals, boots and open back shoes could cause a problem in climbing the stairs and/or playing on the playground, so we ask you to leave these types of shoes at home.

**Personal Items to BRING to school:**

Infants: Your baby will need enough clean bottles for an entire day, formula or breast milk, several changes of clothes, diapers and wipes, a blanket, and a pacifier (if baby uses one).

Toddlers and older: Your older child will need at least one change of clothes, a pacifier if they use one, a blanket for nap time, diapers and wipes if still using, and a snuggly to sleep with if they prefer to have one. If your child has specific dietary needs, you will also need to bring a lunch for your child.

**Personal Items to LEAVE AT HOME:** Please refrain from bringing valuables or family treasures to school, such as favorite books, jewelry, toys, or expensive baby dolls. Please help your child understand that it is not wise to bring such items that they may not wish to share with the class. We cannot be responsible for lost or damaged items.

**Lost and Found:** If your child is missing anything, please inquire at the school as soon as possible. It is much easier to return a lost item if it is labeled with the child's first and last name, so please label everything, but the best option is to leave personal items at home.

**Nutrition**

HCA provides a balanced nutritional lunch which contains 1/3 of the daily nutritional requirements for young children. Our

menu is planned with a wide variety of foods, including some of your child's favorites. Lunch is served in the classrooms and is considered a learning experience for the children. **If your child has special dietary needs or restrictions, we ask that you provide a substitution for your child's meal.**

Each child will have a morning and afternoon snack. If you would like to bring a special snack for your child's birthday, please notify your child's teacher. Any outside food brought in to share with the class must be store bought. This is a requirement set forth by the Tulsa County Health Department.

Monthly menus are posted on our website, and on the bulletin board. Feel free to visit with the Director if you have any questions or comments.

### **Injuries**

All of our teachers are certified in pediatric first aid. If your child is injured at school, the child's teacher will call you and explain the injury, how it was sustained, and first aid given. An injury report will be filled out and kept in your child's file.

### **Illnesses**

If your child becomes ill while at school, we will phone parents to come and pick up your child if any of the following symptoms are observed:

- a fever of 100 degrees or above
- two loose stools\*
- vomiting
- an undiagnosed rash
- head lice or nits
- chicken pox
- any illness causing the child to be severely uncomfortable ie. Lethargy, persistent crying, difficulty breathing, etc.

\*Loose stools may be caused by medication. If this is the case, please discuss with management, and we may require a doctor's note.

If a student has been sent home due to an illness, that child may not return to school until the child has gone **24 hours symptom free**. This means that if your child goes home with a fever on Monday, the soonest we can accept them back to school is Wednesday, presuming that the fever dissipated on Tuesday.

This policy has been put in place as a safeguard to try to keep illness-causing germs to a minimum at the center. If parents are giving their children Tylenol or an anti-diarrheic to mask the symptoms of the illness, the germ will still be passed from one child to another. We reserve the right to remind you of this policy if you bring your child the day following the illness. We appreciate your cooperation in observing this policy.

### **Medication**

Medication will be administered under the following conditions:

- Medicine must be in its original container with the product information label
- No medication will be added to formula or juice in a bottle
- Medicine must be labeled with the child's full name
- Specific dosage instructions concerning amount and time must be provided in writing
- The medication log must be signed by a parent for each medication
- No medication may be administered that would mask the symptoms of an illness, reduce fever, or control diarrhea.
- All medication must be stored in the medication box (meds may not be left in your child's bag)

## **Safety**

The safety of our students is of greatest importance to us. To help ensure the safety of each child, we have set forth a few guidelines. Both doors to the preschool have codes to enter. These codes will be changed periodically.

Every child must be taken to his classroom. Children are not permitted to enter the building unattended. Please make sure you sign in your child in the morning, and sign out your child in the evening.

If you are going to have someone else pick up your child from school, please notify the school. Children will only be permitted to leave with those persons authorized to pick up the child as indicated on the emergency card. It is our policy that we ask for identification (photo ID) from individuals other than parents, until we become familiar with those persons.

Please let the school know if there is a situation where someone is NOT authorized to pick up a child. In the instance where this may be one of the parents, we must have legal documentation from the courts on file.

## **Behavior Management**

Discipline and guidance shall be consistent and based on an understanding of the individual needs and development of the child. We ask for the parents' help and support in this issue. The staff shall direct discipline to the goal of maximizing the growth and development of the children and for protecting the group and individuals within it.

The staff will interact with each child in a positive, respectful manner. Positive behavior will be praised. The discipline approach shall always be gentle, but firm. Redirecting the child to another activity shall always be the first method of discipline. Time out is used as a last resort. No child will be

subjected to physical or psychological punishment.

### **Toilet Training**

Learning to use a toilet is a gradual process that takes place over a period of time as a child's body matures. Successful toilet learning depends upon the physical, cognitive, and language development of the child. For example, for a child to be ready for toilet training he or she must:

- Be aware of bowel and bladder fullness.
- Have the muscle development to control elimination.
- Have the language and locomotor skills to signal the need to the caregivers.
- Have the gross and fine motor skills to get to the toilet on time, remove clothing, and then to actually use the toilet.

A child shows his readiness to begin toilet training when he recognizes his diaper needs to be changed. At this point, a child may be ready to learn and be able to control his bowels and bladder. Beginning the toilet learning process too early will cause frustration for children. Toilet training is recommended for children between the ages of 2 and 3 years old.

Our staff will be sensitive to this learning process by assisting the parents in establishing a routine at school which would be similar to the routine established at home. However, a child in a group setting will react differently at school than at home. We fully expect children who are toilet training to have accidents, and you too, should expect even the most careful child to have an accident or two while at school. There is a lot of activities going on at school, and learning to tune in to the feeling of a full bladder and being able to stop what they are doing to use the restroom takes time and patience. All toileting accidents will be treated discretely and respectfully. We ask that parents bring at least 3 full changes of clothes while your child is learning to use the toilet. For health and safety

reasons, we are not able to wash or rinse soiled clothing. All soiled clothing will be placed in a sealed plastic bag and returned to you for pick-up at the end of the day.

Children will be assisted, as needed, when using the bathroom. Children will flush the toilet and be assisted with washing their hands with soap and water. All efforts by the child will be positively acknowledged and encouraged.

### **Biting**

If you are the parent of an older infant or toddler, we know it is distressing to learn that your child has been bitten or has bitten a friend. Experts in the field of child development agree that biting is within a range of expected behaviors among toddlers 13 months to 3 years of age. Common reasons cited for biting are: need for autonomy and control, explorations, teething, attention getting, frustration (frequently due to lack of language or unmet needs), anxiety, mimicking, self defense, and lack of experience interacting with children in a group.

At the first sign of biting, we evaluate the environment and activities at the time of the bite. If warranted, adjustments in the environment, routines, or the transitions in the classroom may be made. If a bite occurs, the teacher will first tend to the bitten child by comforting the child and gently cleaning the bitten area with soap and water. Staff will complete an incident report for the bitten child.

The child who has bitten will be removed from the immediate area and closely supervised for a period of time after the incident. We will complete an incident report for the child who has bitten and discuss the incident with the child's parents. It is important to remember that biting is a developmentally appropriate behavior. For children who continue to bite, more specific intervention will be initiated, including a plan set forth by the staff, in hopes that the biting will cease. Disenrollment of a child for biting rarely happens,

but is a possibility if the biting persists over a long period of time.

Due to confidentiality, staff cannot discuss with either parent the identity of the other child involved in the incident.

### **Policy for Suspected Child Abuse**

Oklahoma State Law requires every person having reason to believe that a child has sustained non-accidental physical injury resulting from physical or sexual abuse or neglect to report the situation promptly to the local office of the Department of Human Services. It is a misdemeanor for a person to knowingly and willfully fail to promptly report suspected child abuse. A person who acts in good faith and with the exercise of due care in reporting child abuse has immunity under Oklahoma law from civil and criminal liability for making the child abuse report.

Child abuse situations involve educators in sensitive judgmental decisions. The fundamental legal, ethical, and moral principle is protection for the child. It must be recognized that parents also have right which must be respected. What may appear to be child abuse may have a perfectly innocent explanation. But teachers and administrators must be mindful that the fundamental policy underlying the child abuse reporting requirement is the protection of the child. Teachers and administrators should not hesitate to make a report when the collective judgment is that child abuse is likely to have occurred. Finally, the Oklahoma law standards of good faith and due care for immunity necessitate a careful and prudent approach to suspected child abuse.

If any child in our care shows any signs of abuse or neglect, we will report the situation to law enforcement officials or the Department of Human Services representatives.



### **Birthdays**

Birthdays are treated as a special day for your child. You may bring a special treat to school on this day to be served at snack time. All items must be store bought, per the Department of Health. Please notify your child's teacher in advance of your plans.

### **Late Arrival/ Nap Time**

It is important for children to have continuity in their Pre-School routines. We are fairly flexible with schedules, however, teachers plan your child's day with consideration for the way one activity leads to another, making for smooth transitions for your child. These routines add security to your child's day. It is important that your child be in his or her classroom by 9:30 to begin the day with the group. We understand that occasionally this will not be possible. Please let us know if your child will be late and we can plan for his or her arrival. Arriving at school between the hours of 11:00 and 2:00 will not be permitted except in infrequent circumstances. It is too disruptive to lunch and nap schedules and tends to upset the schedules of the entire class.

### **Parent Teacher Conferences**

Conferences with your child's teacher(s) will be held twice a year. These scheduled conferences are optional but are highly recommended. They are simply a chance for you to check on your child's progress. HCA has developed age appropriate outcomes for each of our classes. This is a great way to see what your child has learned and the things that they are currently working on in class.

You may arrange a time to meet with your child's teacher at any time in which you feel necessary. Please let the teacher know that you would like a conference, so that she may set some time aside for you other than arrival and departure time.

### **Parent Involvement**

HCA has an open door policy. Please feel free to come and visit to see first hand what your child is doing during the day. We believe it is important for parents to be involved in their child's preschool experiences, just as it is important in grade school, middle school, and high school. Many opportunities will be presented throughout the year.

The Parent Board is a great way to become involved in our school. The primary function of the Board is to enhance and assist the school in as many ways as possible. This group meets once a month, and all parents are invited to attend. Our Parent Board conducts fund raisers (participation is optional), pizza nights, and other social events such as an Easter Egg Hunt and a Fall Festival. This is a great opportunity for you to get to know other parents and children within the HCA community. Please watch for more information on our parent board.

### **Nursing**

Feel free to come up to HCA to nurse if you are a breastfeeding mom. Your child's teacher will help to coordinate a schedule that will be good for you and your baby.

### **Parent Resources**

Our front entryway has a table which we have dedicated to parent pamphlets, and information pertinent to community events for the family. We are in the process of building a parent library. If you are interested in more information on a specific topic of child development, please contact the director. Also, if you are interested in donating parent books for our library, we would greatly appreciate it.

### **Field Trips**

Happy Campers Academy does NOT transport children whatsoever. All “field trips” are brought in house, for our children to learn and enjoy on our campus. If you have an idea for a fun and educational guest for our children, please talk with the Director.

### **Policy on Calling Parents**

We ask that you call your child’s teacher and/or the center, when you are not going to be in attendance for the day, or the days you are planning to be on vacation. If we have not heard from you, we will be calling you to make sure that your child is safe. This policy is being implemented as a safeguard, so that we can all avoid an accident of leaving your child in the car.

### **Open Door Policy**

Happy Campers Academy always has an open door policy if you ever have a question, concern, or compliment. We welcome constructive dialogue regarding the center. We would much rather talk out an issue than lose you as a customer, and subsequently cause your child to have to adjust to a new Pre-school. We are extremely passionate about our center, our children, and our programs, and we strive to be the best Pre-school that Tulsa has to offer.

### **Conflict Resolution**

In the event that a dispute arises out of or relates in any way to our services, we encourage you to attempt to resolve such matters in good faith directly with management. In the event that the conflict is not resolved with management, HCA will then conduct a review of the dispute in a meeting with both owners, Director, and upstairs and downstairs management personnel to discuss the issue and alternative action that may be taken.

## **Family Expectations**

Just as we set guidelines for appropriate behavior for the children in our care, we also must ensure that parents and other adults who come into our school know what our expectations are in terms of their interactions with our staff, other children, and parents.

**Appropriate language:** Parents and guardians and their guests must use appropriate language while on school property. Foul language of any type is not permitted on school grounds, which includes our parking lot and playgrounds.

**Smoking:** Smoking is not permitted on any school property, including parking lot or playground.

**Physical and Verbal Punishment:** We do not allow parents or their guests to use any type of corporal punishment on any child, whether enrolled in our program or not, while on school property. This includes our parking lots, playgrounds, and bathrooms. Further, while verbal reprimands may be appropriate, it is not appropriate to do so on school property. Doing so can cause undue embarrassment and emotional distress to a child.

Parents and their guests are also prohibited from addressing or disciplining a child that is not their own. If you have a concern about the behavior of another child at our school, please bring your concern to a member of our management team, who will address your concern and resolve the issue.

**Threats and Threatening Behavior:** We have a responsibility to provide a safe environment for our employees, the children we serve, and other adults. Therefore, we have a zero tolerance policy regarding threats or threatening behavior in our school, whether the threat comes from a child or an adult, and regardless of who is the target of the threat. This includes,

but is not limited to, threats to do physical harm to someone or threats to retaliate in any way. This type of behavior will result in immediate disenrollment from our program.

**Firearms and Weapons:** At no time is any person permitted to possess firearms, ammunition, or other weapons on school property, or at events sponsored by the school. For persons authorized to carry concealed weapons, we respectfully request that any/all weapons be left in your vehicle during the period of time when you are in the school.

**Custody and Visitation Issues:** It is our policy to not interfere with the custody relationship of a child's parents. As such, we assume that both parents/guardians have equal rights to pick-up/drop-off, visit, or request documents about their child. If that is not the case, it is the parent's responsibility to provide court documentation and/or legally binding parental agreements to clarify the rights and responsibilities of the parents and /or guardian. We ask that parents keep the school, our staff, and other children out of any legal entanglements or other custodial issues and resolve these issues in another forum. Failure to adhere to this request may result in disenrollment.

**Staff Hired by Parents:** We strongly discourage our employees from making independent child care arrangements with families at the school. However, in the event that you enter into an agreement with a Company employee to baby sit for your family outside of the employee's normal working hours and/or outside of the school hours, it must be done away from the school and with full knowledge and understanding that the sitter enters into such an agreement as a private citizen and not as a Company employee. We cannot be responsible for our employees away from the school, outside their working hours, and will not be liable for their acts or omissions when not on our property. You may be required to sign an acknowledgement and waiver to this effect. If you hire a staff member to work for you and that employee resigns their

position with us in order to accept your employment offer, you will be required to pay the Company a \$1500 finder's fee.

In addition, staff is absolutely prohibited from transporting any children to or from the school in their personal vehicles without a signed Release of Liability form from the parent or guardian.

**Persons Appearing to be impaired by Drugs or Alcohol:**

If a parent or other adult enters the school to pick up a child and appears to be intoxicated, smells of alcohol, or his or her actions appear to be impaired, we may refuse to release the child to them and call another contact on the emergency contact list to pick up the child. If the intoxicated individual becomes aggressive or unruly, the management may notify the local authorities.