



# **Parent Handbook & Biting Policy 2023–2024**

Chapel Hill United Methodist Church  
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(405) 751-1292  
[www.mychapelhill.org](http://www.mychapelhill.org)

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# Welcome Chapel Hill Families

Thank you for choosing Chapel Hill Mother's Day Out and Preschool. Leaving your child in someone else's care is not an easy decision. When you enrolled your child, we appreciate the trust you have put in us caring for and educating your child. As working moms, we get all the feelings that come with this.

At Chapel Hill, everything we do, from play to flexible curriculums to setting up the environment, is intentional to ensure we provide opportunities for each child to practice and learn all the things they need to be lifelong learners.

As employers, we ensure we offer competitive wages that support our amazing teaching team mentally, physically, and financially.

This handbook will provide an overview of policies and procedures to make you comfortable with our program. The program is staffed with a Program Director and an Assistant Director who are here to assist you with everything you and your child need to get comfortable and engage with our school.

Our teaching staff will create many opportunities throughout the day for your child to show success in their development. Your involvement in your child's classroom and suggestions are always welcome. We look forward to watching your child develop into a competent learner!

Again, thank you for trusting Chapel Hill to care for and educate your child. We have so many things planned to assist your child in the transition and a fun daily life full of friendships, learning, and a whole lot of fun!

If we can assist you, please do not hesitate to call the office at 751-1292.

## General Information

### Ages

Our Mother's Day Out and Preschool program serves children ages 6 weeks through 5 years. Children enrolling in Preschool should be 3 or 4 years by September 1<sup>st</sup>.

### Day and Hours

Our program is open Monday through Thursday. Our school hours are 9:30 – 3:00. **Our program follows local school calendars, with some exceptions, observing similar holiday breaks and weather closings.** Each family will receive a school calendar with all scheduled school closings.

We are a year-round program that continues through the summer. Summer is optional, and families must re-enroll if they continue through the summer. We take multiple breaks during the summer months to allow our teachers some vacation time.

### Early Care

Chapel Hill MDO offers Early Care, which is an hour of extra care, starting at 8:30 am. The cost is \$10 per child per day that the child is here. This is an automatic charge to your account if you are enrolled in Early Care and arrive before 9:25 am. Please notify the Director or Assistant Director if you wish to be enrolled. Space is limited in each classroom.

### Releasing The Child From The Center

If your child departs with someone other than the usual authorized person, please notify the Classroom Teacher and Program Director/Assistant Director. The person picking up the child must be listed on the Child Release - Authorized Person list and have a government-issued photo id. For the safety of the children, we will not release any child to an unauthorized person.

### Guidelines for Enrollment

Enrollment is offered first to MDO/Preschool staff children and children already enrolled in the program and begins in February for the following school year and our summer program. Enrollment fees will be due at the time of enrollment and are non-refundable.

During this time, parents of enrolled children can also reserve their *upcoming baby's arrival* space in the program.

After the first enrollment period (usually about two weeks), enrollment is opened to the families on our waitlist. Spaces are filled on a first-come, first-served basis.

We accept enrollment forms and fill spaces throughout the year as they become available according to these guidelines.

## Tuition and Fees

### Registration Fees

- \$125.00/per child- Due upon enrollment (one-time fee)
- \$25.00/per child - Summer Session

### Tuition Rates

- Mother's Day Out & Preschool 3's: 2 days: \$260 / month
  - Mother's Day Out & Preschool 3's: 4 days: \$520 / month
  - Preschool 4's and Pre-K \$520 / month
- This is a 4-day program. 2 days are not an option. Must be 3 1/2 or 4 before September 1<sup>st</sup>.

### Early Care

- \$10 per day if the child arrives before 9:25 (billed to your account)

## Other Charges

### Tuition Payments

Tuition will be paid on the first day of the month your child attends. Please be prompt with your payment, or let the Director know if special arrangements need to be made. Tuition is past due after the 15<sup>th</sup> of the month. A \$25.00 late fee will be automatically added to your account for any payments made after the 15<sup>th</sup> of the month.

If payment is not received, your child may not return to our program until the balance is paid. If a balance exceeds \$50 by the 20<sup>th</sup> day of the month, your child will not be allowed to return, and enrollment will be terminated. **There are no refunds, credits, or make-up days for absences due to illness, vacations, inclement weather, or closures/quarantine due to COVID-19.**

Chapel Hill accepts personal checks and cash. Any checks returned for non-payment will be assessed a \$35 returned check fee.

We offer an automatic withdrawal for your tuition payment through Tuition Express using your banking information. We encourage families to sign up using this as a convenient way to pay their tuition. Please ask for more information and the form if you want to sign up.

### Late Pick-up Fees

Thank you for being considerate of our teachers' time. We ask that families be on time to pick up children in the afternoon. **A late pick-up fee of \$15.00 will automatically be added to your invoice by 3:05 pm in addition to one dollar for every minute after 3:05 pm.** If you are running late, please call us immediately at (405)751-1292.

If this pattern becomes a habit of picking the child up after our closing hours, we will terminate services.

## Food Day Fees

Food Days generally take **place two times per month**. We order pizza from a local restaurant for the children and teachers. The cost for this is \$4.00 per child/ meal. You will be invoiced monthly if you choose to participate in food days.

NOTE: *You are welcome to pack your child's cold lunch on Food Days. Food Days are offered as a choice, not an obligation.*

## Attendance

### Absences

If your child will be absent due to illness or a personal reason, please notify the program as early as possible but no later than 10:00 am. There are no rate reductions due to absences.

### Drop-Ins

Drop-ins are welcome as space permits. Please call the office after 9:50 am. Monday through Thursday to inquire about openings for that day. Drop-ins must pay on the day of attendance or add the amount to your monthly statement. **(\$35.00 per child)**.

### Termination

If you choose to withdraw your child from Chapel Hill, we require a two (2) week notice in writing to the program. If a two-week notice is not possible, you will still be charged for the 2 weeks, and payment will be due for the 2 week notice period, or you can pay in full before leaving.

Our goal is to do everything possible to assist your child in being successful in our classrooms. But there are situations where it may not be possible. Chapel Hill reserves the right to terminate or suspend services, through written notice and verbally, for reasons including but not limited to:

- We are unable to provide the child with the appropriate environment they require for their development or behavioral needs
- A person, child, or parent is disruptive, abusive, aggressive, or causes situations that may put themselves, other children, and or Employees in harm physically or emotionally
- Failure to make tuition payments or carry a balance
- Habit of picking up late
- Repeat violations of the illness policy

## Illness Policy

Chapel Hill Mother's Day Out and Preschool appreciate families keeping their children home if they show any sign of illness. This is not only for the protection of your child but also for protecting the other children and the teachers. We will attempt to contact you if your child should become ill during the day. If the parents and/or legal guardian cannot be reached, we will call the emergency contacts listed on your enrollment form. NOTE: *Please inform the Director or Assistant Director of phone number changes as soon as possible to ensure we can contact you in these cases.*

## Guidelines for a Sick Child

Please do not bring your child if they show signs of the following:

- Fever of 100.5 or more (must be fever free without medication for 24 hours)
- Nausea, vomiting, diarrhea (must be free of vomiting and/or diarrhea for 24 hours)
- Any symptoms of childhood diseases, such as measles, chickenpox, strep throat, flu, etc.
- Hand-foot-mouth– all sores must be completely scabbed over and dry underneath
- Heavy nasal discharge (green)
- Any unexplained rash
- Any skin infection (boils, ringworm, impetigo, thrush, hand-foot-mouth disease, fifth disease)
- Sore throat or constant cough
- Inflammation or discharge from eyes (all eye infections are contagious, must be on medication for 24 hours before returning)
- Head lice (must be free for at least 24 hours before returning)

If your child contracts hand-foot-mouth or another contagious illness, please notify the office so other parents may be informed.

**When in doubt about any of these things, please apply the Golden Rule!**

**NOTE: If your child is brought to school displaying any of these symptoms, you will be contacted immediately and asked to pick up your child. Should this happen repeatedly based on the Director's discretion, your child will be terminated from the program. We must remember that our first priority is the children's health and safety in our care.**

## Medication

Medication will only be administered by Chapel Hill Mother's Day Out/Preschool staff and only with written consent from a parent or legal guardian. Medication forms are available at the front desk. Medication must be stored appropriately, sealed, and out of the reach of children.

## Food Policy

### Breakfast: Donuts, Candy, & Specialty Foods

We do not allow children to bring in breakfast food (i.e., donuts, munchkins, breakfast sandwiches, or pastries) for themselves. When a child brings in one for themselves for breakfast, the other children often request the same thing for breakfast, and they become upset when we tell them we do not have them. Foods like these should be eaten before the child is dropped off at school.

### Lunch:

**PLEASE DO NOT BRING ITEMS WITH PEANUT BUTTER IN THEM!**

Please send your child a lunch and drink each day. **Due to the number of children with peanut allergies, please do not send your child lunch with peanut butter in it (peanut butter sandwiches, peanut butter crackers, peanuts, etc.).** Please pack an ice or cold pack in your child's lunch to remain cold until lunchtime. Due to the number of children teachers must care for during lunch, we ask that

you do not send your child with items that must be heated. If your child has special dietary needs, please see the Director to make accommodations.

## Holidays and Celebrations

Please speak to your child's teacher to coordinate celebrations in the classroom. If possible, please give a week's notice if you plan to bring snacks to the classroom. This will give the teacher plenty of time to inform other families (in case of allergies, etc.).

## **Additional Information**

### Rest Time

Toddlers through 3-year-olds participate in quiet/rest time in the afternoons. Cots or mats are provided. You may bring a nap mat to cover the cot/mat, or we will provide a sheet. You may also want to send a blanket for comfort. Small stuffed animals can also be brought to relax children and remind them of home. We ask that you take home any sheets, blankets/nap mats weekly for washing. Please label all items used for napping.

The Infant room is equipped with individual cribs and sheets. You may send in an approved sleep sack but no other blankets or comforting items. The sleep sack will be sent home each week to be washed.

Per the policy set forth by DHS and in best practice to prevent SIDS, Infants must be placed on their backs when sleeping in a crib. Infants may not sleep in a swing or a bouncy chair or held by a teacher. Any child needing to sleep against the policy standards for health reasons needs a specific procedure and explanation authorized by a pediatrician in writing.

### Play Appropriate Clothing

Children must have a weather-appropriate extra set of clothes if they need to change. Parents are responsible for taking soiled clothing home at the end of their child's day. All the items must be clearly labeled with their child's full name. Chapel Hill is not responsible for lost or misplaced articles.

All jackets, sweaters, or sweatshirts should be clearly labeled with the child's name.

All children should wear comfortable clothes which do not inhibit physical activity or messy art projects. Shorts are requested under dresses and skirts.

Children should wear sneakers or rubber-soled shoes which are safe for climbing or running. Flip flops, rainboots, etc., are highly discouraged as they can be a tripping hazard for the children and lead to accidents.

We only purchase washable art supplies and wash the children throughout the day, and as you know, we can't guarantee everything will come out in the wash. If you have a special outfit, you may not want to send your child to school in it.

For children being toilet trained, we ask that you send in extra clothes and an adequate supply of underwear. All soiled clothes will be placed in a plastic bag to take home. Chapel Hill is not responsible for lost, stolen, or damaged clothing.



## Outdoor Play

When the weather permits, children will play outside during the day. Children will play outside if the temperature is under 95 degrees or over 40 degrees. All children assigned to the classroom must go outside and be prepared with the proper clothing. Children who cannot play outdoors due to illness or as directed by the parent should not attend school that day. Please ensure your children's clothing and footwear are appropriate for the weather. Children's outerwear should be labeled.

When we do not go outside, children will play in the gym, requiring appropriate clothing and comfortable shoes. Shorts are requested under dresses.

## Personal Items

Please label **everything** you send with your child. This includes bottles, pacifiers, lunch boxes, blankets, jackets, sleep mats, and anything else that might come from your child's bag. Chapel Hill Mother's Day Out and Preschool cannot be responsible for items lost that are not adequately labeled.

## Toys

Children cannot bring their toys to school unless we have a show-and-tell activity. If your child brings in a toy, you must take it with you when you leave. Toys are not to be brought in and left in the cubbies.

## Toilet Training Policy

BEFORE sending the child in underwear to school, we ask that parents meet with their classroom teachers to let us know their plan. We will do everything we can to support your child in success! Any child potty training should be in clothes they can take on and off themselves. Please, no onesies or other snapping type of clothing that secures the underwear/pull-up inside clothing. Sometimes they tell us with little time to spare, so it helps with accidents if they can easily get out of their clothes.

Some children may not be ready for potty training, but they will give you the signs they are. If the child begins potty training and has a lot of accidents, we may have to go back to pull-ups. Accidents are expected, but excessive accidents can spread human waste in the classroom, making it difficult to keep the environment healthy.

## Hallways

For your child's safety, when you are dropping off or picking up your child(ren), please ensure they always stay with you. Children should always walk through the hallways and not run.

## Parking Lot

We have a lot of children in the parking lot during the day being dropped off, picked up, and enjoying the outdoors. You are expected to drive cautiously and at a slow speed of 5 mp. It is also expected that you will not be on your cell phone, driving distracted through our parking lot. (Funny policy, but we address it frequently). Families violating this policy will not be allowed to park on the property or terminated from the center.

Please do not move or drive around the orange cones in the parking lot. They are there for the safety of the children.

You cannot park in the Accessible Parking spots unless you have a designated tag. There are 4 of those spots along the building.

## Gossip

When you see our employees out of work, we ask that you do not try to get information from them about things you are curious about at the program. Their time out of work is for them and not giving you the inside scoop. If you want the inside scoop, our directors are here all day to answer any questions or concerns you have.

Employees caught gossiping are terminated immediately. We want your child to be in a respectful environment.

We also expect our families to refrain from spending time at gatherings with classmates discussing your issues and concerns with families, employees, policies, or other students. We had a birthday party gathering, and most families stood around speaking about a child they had huge issues with. Imagine being that parent? Imagine being that child? Any problems or concerns you have with anyone should be directed to one of our directors. If gossip becomes an issue with a family, we will present one warning and then terminate enrollment.

## Custody Agreements

Life happens, and things change. We understand that custody agreements may need to be established from divorce or separation. Please know we deal with this frequently, and while it's hard to discuss, we will assist you through this process and keep it confidential. If you have a custody agreement in place, we must have a copy of it. Unless a copy of a Court Order granting custody to only one Parent is on file at the program, the Employees do not have the legal authority to refuse a child to the legal parents. If a Parent who does not have legal custody arrives to pick up the child, we will refuse to let the child leave the program by citing that we are obeying the Court Order in the files. If a custody situation occurs, please advise the Director immediately. If a child lives between two households, please provide us with the contact information of both households. We will send home any communication to both households.

## Closings

Please observe the calendar handed out at the beginning of the semester with the closings for the school year. You will also receive a monthly calendar listing any closings for the month.

NOTE: **Credit is not given for dates when Mother's Day Out / Preschool is closed.** *The monthly rate is the same throughout the school year unless otherwise reported.*

## Inclement Weather Closing

When Oklahoma City Public Schools are closed due to the weather, Chapel Hill MDO and Preschool will also be closed.

## Community Outbreaks/Infectious Diseases Closings

In case of extreme or unusual circumstances, such as COVID-19 or other highly infectious community outbreaks, Chapel Hill MDO/Preschool will follow the recommendations of local and/or state authorities and CDC guidelines when deciding to close down the program and/or quarantine individual classrooms (students and teachers). **Please check the Chapel Hill website ([www.mychapelhill.org](http://www.mychapelhill.org)) and our Facebook page for notices should this occur. Parents will also be sent an immediate message via email and our Remind App for text messaging.**

## Child Guidance

To create a supportive learning environment, teachers will arrange the environment, including furniture and learning activities, to encourage active learning and independence. We are committed to providing your child with a clean, safe, fun, and exciting atmosphere with positive well-trained teachers that will support your child's success in early education. The teams will deliver a stimulating, creative, nurturing, and creative curriculum that is age appropriate and meets all key learning experiences for each individual program. We will provide a consistent schedule and class rules/consequences and work with your child at every chance to avoid disciplinary issues.

If a behavior continues that is disruptive to the student, the classroom, or the staff; we will work with the child by offering a break in or outside the classroom. We will partner with you on what works best for your child when they need support.

If a child becomes aggressive, we will immediately call you for a behavior meeting. Here we will come up with a plan to support the child and keep them and the others safe. If we cannot do this, we will seek your assistance in getting resources for the center or sending the child home. If this becomes a pattern and we do not have the tools to help the child in a large group and keep everyone safe, it could lead to termination. This is our LAST option.

Chapel Hill has a zero-tolerance policy against the following behaviors against a child:

- Spanking or other corporal punishment of children
- Subjecting children to cruel or severe punishment such as humiliation, verbal or physical abuse, neglect, or abusive treatment
- Depriving children of meals or snacks
- Subjecting children to cruel or any type of physical hitting inflicted in any manner upon the body, shaking, threats, or derogatory remarks
- Force-feeding children
- Depriving children of outdoor time or in any way using food as a consequence
- Confining children to a swing, high chair, crib, playpen, or any other piece of equipment for an extended period of time in place of supervision
- Disciplining a child for soiling, wetting, or not using the toilet, forcing a child to remain in soiled clothing, forcing a child to stay on the toilet, or using any other unusual or excessive practices for toileting.

It is completely unacceptable for an employee of the center to exhibit any of the above actions against a child.

## **Reporting Child Abuse**

Any person with reason to believe a child has been abused or neglected per 10 OS 1-1-105 must report the matter promptly to the DHS Child Abuse and Neglect Hotline at 1-800-522-3511. Failure to report is a misdemeanor offense and, upon conviction, is punishable by law. Failure to report with prolonged knowledge, six months or more, of ongoing abuse or neglect is a felony offense. Per 21 OS 870, every person having reason to believe that a person or child-placing agency is engaging in the crime of trafficking in children, as described in 21 OS 866, reports the matter promptly to the Oklahoma Bureau of Narcotics and Dangerous Drugs Control. All MDO staff are aware of these laws and will report suspected abuse.

## **Policy Changes & Feedback**

We reserve the right to update, change or amend any policies and procedures, permanently or temporarily, due to licensing or program direction. We will provide the changes to you via email and a proper notice period that we feel is acceptable. If you have any suggestions, feedback, or ideas, we welcome those.

# Chapel Hill MDO & Preschool Biting Policy

## Is it normal for a child to bite?

Most children younger than age 3 bite someone else at least once. Most children stop biting on their own; biting that persists past age 3 or occurs frequently at any age may need treatment. Biting is not always intentional and rarely causes serious injury to another person or poses any health risks.

## Why do children bite?

Children bite for different reasons, depending on their age.

- **Between 5 and 7 months of age**, children usually bite other people when they feel discomfort around their mouths or when they are in pain caused by teething. Most often, they bite their caregivers. Sometimes young babies bite their mother while breastfeeding. Children of this age learn not to bite as they see and hear the reaction of the person they have bitten.
- **Between 8 and 14 months of age**, children usually bite other people when they are excited. Most often, they bite a caregiver or another child close to them. A firm "no" usually stops these children from biting again.
- **Between 15 and 36 months of age**, children may bite other people when they are frustrated or want power or control over another person. Usually, they bite other children; less frequently, they bite their caregivers. Children of this age usually stop biting as they learn that biting is not an acceptable behavior.

## When Biting Does Occur:

Our staff strongly disapproves of biting. The staff's job is to keep the children safe and help a child that bites learn different, more appropriate behavior. We do not use techniques to alarm, hurt, or frighten children.

### *For the child that was bitten:*

1. The teacher will comfort the child. First aid is given to the bite. Ice will be provided, and the area will be cleaned with soap and water and covered with a bandage if needed.
2. The teacher will immediately notify office staff, at which time parents are notified.
3. An Biting Report will be completed, documenting the incident.
4. Parents may request a conference with the Director to discuss any concerns/questions.

### For the child that bit:

1. The teacher will address the child in a firm, calm tone using phrases such as "You may not hurt your friends" and "We use gentle hands," and the child will be redirected to another activity.
2. The child may be placed in time-out for no longer than the child's age (one-year-old, one minute) or removed from the situation.
3. The Biting Report is filled out, documenting the incident.
4. Parent's signature is acquired at pick up, and the document is placed in the child's file.

### When Biting Continues:

1. If personnel are available, the child will be shadowed to help prevent biting incidents.
2. The classroom staff will observe the child to determine what is causing the child to bite (teething, communication, frustration, etc.) The administrative staff may also observe the child if the classroom staff cannot determine the cause.
3. The child will be given positive attention and approval for positive behavior.
4. The child will be provided a teething ring or other appropriate teething toy.
5. The Director will ensure the teacher has adequate resources and training to keep the children engaged in supervised activities.
6. The Director will evaluate the biting log to determine the cause of the biting and make suggestions to the parent and teacher to stop the biting. The Director will provide the parent literature and determine whether the teacher needs additional training. The Director will document all information.
7. The Director will schedule a conference with the child's parents to develop a plan for the home and the center to stop the biting.

### When Biting Becomes Excessive:

1. After the staff members have tried all preventative steps, if the child continues to bite routinely, the Director will call the parent to pick up the child for the remainder of the day. Chronic biting may require that a child be suspended from enrollment for a period of time. If a child is suspended, the parent will be informed that the child may return to the center as soon as the biting has stopped.
2. If the child returns to the center, continues to bite, and is endangering the other children, the child may be terminated from the program.

**PARENT/GUARDIAN ACKNOWLEDGEMENT  
2023-2024**

Please sign and return this form for us to keep on file. We must have one copy per family enrolled in the program. If you have any questions, please feel free to call the office.

I, \_\_\_\_\_, parent and/or legal guardian of

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Understand that the policies and procedures explained in this handbook are for my child's safety and well-being and the other children in the Chapel Hill Preschool and Mother's Day Out program. I will adhere to these guidelines to ensure that my child maintains their place in the program.

**Signed** \_\_\_\_\_ **Date** \_\_\_\_\_

**Signed** \_\_\_\_\_ **Date** \_\_\_\_\_

**Chapel Hill UMC Mother's Day Out & Preschool  
FINANCIAL RESPONSIBILITY FORM**

I agree to pay all fees and charges for services regardless of my child's attendance. Tuition is past due after the 15<sup>th</sup> of the month. A \$25.00 late fee will be automatically added to your account for any payments made after the 15<sup>th</sup> of the month. Your child may not return to our program until the balance is paid. If a balance exceeds \$50 by the 20<sup>th</sup> day of the month, your child will not be allowed to return, and enrollment will be terminated. **There are no refunds, credits, or make-up days for absences due to illness, vacations, inclement weather, or closures/quarantine due to COVID-19.**

We accept the following payment methods: Cash or Check, in-office, and auto-withdrawal from your checking/saving account if enrolled for it. If you pay by auto-withdrawal, a \$1.00 fee is added to your account.

**Signed** \_\_\_\_\_ **Date** \_\_\_\_\_

**Signed** \_\_\_\_\_ **Date** \_\_\_\_\_