



Parent Handbook & Biting Policy

Chapel Hill United Methodist Church
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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 placed in us to care for and educate 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 that we offer competitive wages that support our amazing teaching team, both mentally and financially.

This handbook provides an overview of policies and procedures to help you feel comfortable with our program. The program is staffed with a Program Director and an Assistant Director who are here to assist you and your child with everything they 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!

Once again, thank you for entrusting Chapel Hill to care for and educate your child. We have many things planned to support your child's transition and a fun daily life full of friendships, learning, and a whole lot of enjoyment!

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 old by September 1st.

Day and Hours

Our program is open Monday through Thursday. Our school hours are 9:25 am – 3:00 pm. **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 and other important dates.

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, 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. It 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 space for their upcoming baby's arrival 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: \$280 / month
 - Mother's Day Out & Preschool 3's: 4 days: \$560 / month
 - Preschool 4's and Pre-K \$560 / month
- This is a 4-day program. 2 days are not an option. Must be 3 1/2 or 4 before September 1st.

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 notify the Director if special arrangements are required. Tuition is past due after the 15th of the month. A \$25.00 late fee will be automatically added to your account for any payments made after the 15th of the month.

If payment is not received, your child may not be able to return to our program until the balance is settled. If a balance exceeds \$50 by the 20th 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 school closures.**

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

We offer automatic tuition payment through Tuition Express, utilizing 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 Pickup Fees

Thank you for considering our teachers' time. We kindly request that families arrive on time to pick up their children in the afternoon. **A late pickup fee of \$15.00 will automatically be added to your invoice by 3:05 pm, in addition to \$1 for every minute after 3:05 pm.** If you run late, please call us immediately at (405)751-1292.

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

Food Day Fees

Food Days typically occur **twice a 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 personal reasons, please notify the program as early as possible by email or by calling the MDO desk. There are no rate reductions due to absences.

Late Arrival

Our school day starts at 9:25, and we will lock our doors at 9:50. We strongly encourage students to arrive no later than 9:45, as arriving late can distract their classmates and disrupt the morning routine. It also helps with our rest and nap times.

Please let us know if you will be late due to an appointment. We will not allow students to attend anytime after 10:30 if they come from an appointment.

If you arrive after 9:45, a late arrival fee of \$10 per 5 minutes will be added.

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-in fees will be added 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 two weeks, and payment will be due for the two-week notice period. Alternatively, you can pay in full before leaving.

Our goal is to do everything possible to support your child's success 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 protecting 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 primary concern is the health and safety of the children 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 high number of children with peanut allergies, please refrain from sending your child lunch with peanut butter (such as peanut butter sandwiches, peanut butter crackers, or peanuts) to avoid potential reactions.** Please pack an ice pack or cold pack in your child's lunch to keep it cold until lunchtime. Due to the large number of children teachers must care for during lunch, we kindly request that you refrain from sending your child with items that require heating. If your child has special dietary needs, please consult with the Director to arrange accommodations.

Holidays and Celebrations

Please speak with your child's teacher to coordinate classroom celebrations. 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 kindly request that you take home any sheets, blankets, or nap mats every week 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 for washing.

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 should have a weather-appropriate extra set of clothes in case they need to change. Parents are responsible for taking their child's soiled clothing home at the end of the 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 that do not restrict physical activity or get messy during art projects. Shorts are requested to be worn under dresses and skirts.

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

We only purchase washable art supplies and wash the children throughout the day. As you know, we cannot guarantee that 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 who are being toilet-trained, we kindly request 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 are unable to play outdoors due to illness or as directed by their parents 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 to school in underwear, we kindly request that parents meet with their classroom teacher to inform us of their plan. We will do everything we can to support your child in success! Any child undergoing potty training should wear clothes that they can take on and off themselves. Please, no onesies or other types of clothing that secure the underwear or pull-up inside clothing. Sometimes, they tell us with little time to spare, so it helps with accidents if they can easily remove 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 experiences a high number of accidents, we may need to revert to using pull-ups. Accidents are expected, but excessive accidents can spread human waste in the classroom, making it difficult to maintain a healthy environment.

Hallways

For your child's safety, when dropping off or picking up your child(ren), please ensure they stay with you at all times. 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 who are being dropped off, picked up, and enjoying the outdoors. You are expected to drive cautiously and at a slow speed of 5 mp. You are also expected not to use your cell phone while driving through our parking lot, as this may cause a distraction. (Funny policy, but we address it frequently). Families violating this policy will not be permitted to park on the property and may be subject to termination 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 kindly request that you refrain from asking them questions about the program or any other topics you may be curious about. Their time out of work is for them and not giving you the inside scoop. For the inside scoop, our directors are available all day to address any questions or concerns you may 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 discussing a child they had significant issues with. Imagine being that parent? Imagine being that child? If you have any problems or concerns regarding anyone, please direct them 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 be aware that we frequently encounter this issue, and although it may be difficult to discuss, we will assist you through this process and keep it confidential. If you have a custody agreement in place, please provide a copy of it. Unless a copy of a court order granting custody to only one parent is on file in 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 families. We will send home any communication to both households.

Closings

Please refer to the calendar distributed at the beginning of the school year for the year's closings. You will also receive a monthly calendar listing any closings for the month.

NOTE: No credit is given for dates when Mother's Day Out/Preschool is closed. *The monthly rate remains the same throughout the school year unless otherwise specified.*

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 the event 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 the program and/or quarantine individual classrooms (students and teachers). **Please check the Chapel Hill website (www.mychapelhill.org) and our Facebook page for updates in case this occurs. 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 featuring positive, well-trained teachers who will support your child's success in early education. The teams will deliver a stimulating, creative, and nurturing curriculum that is age-appropriate and meets all key learning experiences for each individual program. We will provide a consistent schedule and clearly defined class rules and consequences and work with your child at every opportunity to prevent disciplinary issues.

If disruptive behavior persists with the student in the classroom or with staff, we will work with the child by offering a break, either 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 develop a plan to support the child and keep them and others safe. If we are unable to do this, we will seek your assistance in obtaining resources for the center or in 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, it 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 are required to report any suspected abuse.

Policy Changes & Feedback

We reserve the right to update, change, or amend any policies and procedures, either permanently or temporarily, due to changes in licensing or program direction. We will provide the changes to you via email, along with a proper notice period that we believe 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 3 years old 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, nor does it pose any health risks.

Why do children bite?

Children bite for different reasons, depending on their age.

- **Between 5 and 7 months of age**, children often bite others when they experience discomfort around their mouths or are in pain due to teething. Most often, they bite their caregivers. Sometimes, young babies bite their mothers 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 typically bite others 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 typically 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 who 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. A biting report will be completed, documenting the incident.
4. Parents may request a conference with the Director to discuss any concerns or questions they may have.

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 their age (e.g., a one-year-old for one minute) or removed from the situation.
3. The Biting Report is filled out, documenting the incident.
4. The parent's signature is obtained at pickup, 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 the cause of the biting behavior (e.g., teething, communication, frustration, etc.). The administrative staff may also observe the child if the classroom staff are unable to determine the cause.
3. The child will receive positive attention and approval for exhibiting 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 review the biting log to determine the cause of the biting and provide suggestions to the parent and teacher to prevent it from happening again. 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 both the home and the center to address the biting behavior.

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 necessitate a child's temporary suspension from enrollment. 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

Please sign and return this form so we can keep it on file. We must have one copy per family enrolled in the program. If you have any questions, please don't hesitate to contact the office.

I, _____, parent and/or legal guardian of

Please note that the policies and procedures outlined in this handbook are in place for the safety and well-being of your child 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 15th of the month. A \$25.00 late fee will be automatically added to your account for any payments made after the 15th of the month. Your child may not return to our program until the balance is paid. If a balance exceeds \$50 by the 20th 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 school closures.**

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

Signed _____ Date _____

Signed _____ Date _____