



Parent Handbook and OLC Policies

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General Enrollment Information

OLC operates Monday-Friday, from 7:00am – 6:00pm. Oaks Learning Center welcomes children ages 6 weeks to 5 years. We provide structured curriculum and sessions to promote social and physical growth in each child entrusted into our care. You can request a sample of our daily schedule from our Director or office staff to see if our structure meets the needs of your family.

Upon your initial registration, you will receive an email verifying your place on the waiting list. You will be kept as updated as possible on the progress of your enrollment. Once a spot opens for your child in our classroom, we will verify your interest in our program and enroll them into OLC. You will receive an email reminding you of the necessary items to bring and verifying the date your child's enrollment begins.

Nursery

Oaks Learning Center Nursery welcomes children ages 6 weeks to 3 years. We separate our classrooms by age group and learning capacities, to ensure that each child is in the best possible company to grow mentally, physically, socially, emotionally, and spiritually.

We use age-appropriate curriculum and sessions to promote motor skills, mental, social and physical growth in each child entrusted into our care.

PreK-3 and PreK-4 Information

Oaks Preschool welcomes children ages 3 to 5 years provided your child is fully potty-trained and has not yet started Kindergarten. We separate our classrooms by age group and learning capacities, to ensure that each child is in the best possible company to grow mentally, physically, socially, emotionally, and spiritually.

We use A'Beka's structured, age-appropriate curriculum and sessions to promote mental, social, and physical growth in each child entrusted into our care. For our Bible curriculum, we use Grow, which provides effective teaching, games, discipleship activities, and family resources to encourage parent engagement with our families. You can request a sample of our daily schedule from our Director or office staff to see if our structure meets the needs of your family.

Fees and Tuition

Registration Fee: \$100 per child (one-time fee due at enrollment and every September after)

Child Supply Fee: \$75 per child (annual fee applied at enrollment and every January and August after)

Registration and Supply fees are non-refundable.

Should you choose to withdraw your child from the program and re-enroll at a later date, you will be charged a re-registration fee of \$50 per child.

Tuition per week: Nursery (6 weeks - 35 months) \$225

Preschool (3 yrs. - 5 yrs.) \$210 / week

Sibling Discount - 10% off per child

Tuition Payment

Payment is due by Friday for the week prior. Refunds will not be given, nor will there be credit for days missed. When your child is enrolled in OLC, you are obligated to pay weekly, even if your child is absent. This will hold your child's spot in his/ her classroom. Any situation in which a parent does not pay the weekly tuition will result in the child being dropped from the OLC program. This will require the child to re-enroll and pay a new enrollment fee and be put on the waiting list.

Tuition can be paid with the following method:

- Your private parent portal will be activated within 3 days of confirmed enrollment. All payments to OLC are made via your parent portal (debit/credit card).

Late Tuition Fee

A late fee of \$10.00 per child will be charged if tuition payments are not made by the Monday of that week. If payment has not been made by Monday morning, your child will be withdrawn from the program to open a slot for a family in waiting.

Late Pick Up Fee

After 6:00 pm a late pick-up fee of \$10.00 will be added to your account balance.

Withdrawal

We ask that you provide us with a one-week written notice should you wish to withdraw your child from the OLC program. Until proper notice is given, you are responsible for all tuition fees. **NO refunds will be given.**

End of Year Tax Statements

End of Year Tax Statements will be emailed to you by the OLC Director. You can expect to receive these at the end of each January, **upon your request.**

Procure

Procure is the secure software we use to keep track of our OLC enrollments and waiting list. Upon your child's enrollment into our program, you will receive a link to activate your parent portal. This will be important, as all our communication to you throughout the program days will take place in Procure. This also allows you to see your child's newsfeed, where you will get updates on the activities (food intake, nap times, etc.) your child participates in throughout the day.

In your Procure portal, you can update your child's information and the people allowed to drop off and pick up them. **Anyone who drops off or picks up your child *must* be listed in your Procure account.** You must list emergency contacts - who are not the parents or primary guardians - in case of an emergency. In addition, anyone who is paying the tuition must be listed as a primary guardian, as they will need to log into their portal to pay the account balance.

Inclement Weather

Should Oaks Church close entirely or open late due to inclement weather conditions, OLC will do the same. You will be notified if we are closed for any reason. Discounts on tuition are NOT given for bad weather days. OLC is not required to provide bad weather make-up days.

Holidays and Closures

We follow Oaks Church's observed holidays. We will notify you via email of any upcoming closures. We also have a OLC School Calendar that can be found in our website: www.oakslearningcenter.com

**Please note that Oaks Learning Center has the right to close the program for additional days in the event of additional Church and/or Life School events. Proper notification will be provided to parents.

Personal Items

Each child is to bring:

1. A morning and afternoon snack, a cold lunch, non-carbonated drink, and utensils if needed. Please bring enough water/drink for both snack times and lunch. If more water is needed, OLC teachers will refill water bottles with tap water. Please note that we will have animal crackers on hand in case a student does not have lunch, but we ask that you provide all food your child will be consuming.
2. A blanket/pillow or nap mat for nap/rest time for any child over 12 months. When a child turns 1 year old, we ask that OLC and you, the guardian, work in partnership to transition them to a nap mat so our crib can be reassigned to an infant. Nap mat should be washable (Preferably vinyl). Parents will bring nap mats on Monday, OLC staff will wipe / clean each nap mat after nap time and children will take nap mat home on Friday.** If you prefer to provide your child with a cloth padding material nap mat, it will be sent some each day for parent to clean.
3. At least ONE change of clothing in case of accidents.
4. For children in diapers/pull-ups, please provide enough for the day, along with baby wipes and ointment if needed.

With the exception of necessary food, diaper bag necessities, and comfort items (blanket, stuffed animal for nap time, pacifier, etc.), no personal items/toys will be allowed in the classroom.

Please have all personal items clearly marked with your child's name on it. This includes: bottles, sippy cups, lunches, blankets, clothing, and pacifiers.

Nursing

OLC has a Mother's Room that is located in between classrooms 401 and 402. Nursing moms are required to sign in and out with the Director.

Potty Training

OLC will assist in the training process of a child in the program if the parents are working on potty training at home. Please understand that we cannot train your child alone, you must be working on it at home as well. We will take your child to the bathroom regularly, but more often if you notify us that you are potty training. A child should wear a Pull-up until he/she is able to tell the teacher he/she needs to go to the bathroom. Pull-ups are required until the child is consistently staying dry.

Rest Period

Your child will have a rest period each day at OLC. Although not all children go to sleep, all children are expected to lay on their nap mat quietly for a period of time to allow their growing bodies a chance to recharge and so that those that do nap have the opportunity to fall asleep. After an appropriate period of time, the teacher may allow those not asleep to have a quiet activity time in the classroom. OLC does not provide a separate play area for non-nappers.

Indoor vs. Outdoor Play

OLC implements indoor and outdoor play throughout the school year. When the outside temperature reads from 66-100 degrees, children will be taken outside and will remain for the full recess time as set in the class schedule. When the temperature reaches anywhere from 50-65 degrees or above 100 degrees, the children will be taken outside (with jackets if applicable) for a period of 10-15 minutes. Anytime outdoor play is not feasible due to weather conditions or weather advisories, children will have active playtime indoors in the designated indoor play space (i.e., activity rooms, etc.)

Parents are responsible to administer sunscreen and insect repellent each day, as there will be outdoor activity each program day.

Medication

If your child requires prescription medication, please notify the OLC Director and complete a medication dispensing form and a how to administer the medication form (this includes diaper rash cream). The OLC director can provide you with both forms. **Please do not place any medicine in a child's sippy cup or bottle.** Medicine will always be kept locked away until administered, and **you must bring any prescriptions in the original bottle, with your child's name clearly printed on it. These may not be left at the OLC program after pick-up.**

Health Policy

Current immunization records are required of all children in the program prior to the first day of class. If you have chosen not to vaccinate, we will need a copy of the notarized waiver from the State of Texas to keep in your child's file. It is the parent or guardian's responsibility to update these records every year or after your child's birthday, annual wellness checks, or any other time they receive a new immunization. If you have chosen to not vaccinate, it is your responsibility to provide us with an updated waiver each time it is renewed. For the safety of your child and the other children in our care, we cannot allow your child into our program until we have their immunization records or a notarized waiver.

Please let us know and do not bring your child to OLC if they have any of the following signs of illness:

- Forehead temperature of 100.4 degrees or higher
- Armpit temperature of 99.4 degrees or higher
- Lethargy
- Abnormal Breathing
- Diarrhea
- Two or more vomiting episodes in 24-hour period
- Rash with fever
- Mouth sores with drooling
- Severe behavior changes

Please inform the Director prior to bringing your child to school if they have any of the following:

- Coughing
- Sneezing
- Runny nose
- Red or matted eyes

Should your child have any of the above symptoms or be sent home from our program due to sickness, they must be symptom-free for 24 hours before returning to OLC. **This means they must be symptom-free without any means of medication for a 24-hour period.**

If lice are detected, your child may not return to school until appropriate treatment has been administered and lice are gone.

At times, we have children with serious food allergies in our program. It is possible that your child may be sent home with a note, requesting that certain foods not be brought to the program. It is our goal to keep each and every child safe, while still getting all the nutrients they need. Should this be the case, we will give you as much advance notice as we can, so that you can make other arrangements for your child's lunches and snacks.

Communicable Diseases

In the event of any type of communicable outbreak parents will be notified right away, and we will notify Texas Health and Human Services. We use KaiSan to regularly sanitize spaces and toys. In the event of communicable disease outbreak, we will increase our sanitization methods. We will ensure our staff uses appropriate medical gear, if necessary. You can view a full list of CDC communicable diseases upon request or by visiting the Texas Health and Human Services website.

Biting

While biting is a very serious matter, it is anticipated with children. The Director and staff will always work with the children and the family to stop this behavior by explaining that it hurts their friends. Time outs will be utilized, and the child will be kept apart from the other children after the biting incident occurs. If biting continues, a child may be subject to temporary suspension of the program. Should biting continue upon returning to the program, your child may be subject to dismissal from the OLC program.

Fighting/Inappropriate Behavior or Language

If a child is caught fighting or hitting others, he/she will be sent to the OLC Director and the parent/guardian will be notified. If a child hits, kicks or becomes uncontrollable, the parents/guardian will be notified and will be asked to pick up the child immediately. Continued occurrences will result in suspension or dismissal from the OLC program.

Suspension/Expulsion

The above incidents are grounds for temporary or immediate suspension or expulsion, as well as anything else deemed appropriate by the OLC Leadership Team.

Discipline

Discipline consists of positive encouragement. Physical punishment is never allowed. OLC uses time out and redirection/guidance in the classroom. If your child continues their actions after time out, you will receive a behavioral incident report at the time of pick up.

Emergency/Injury

Parents will be contacted immediately in the event of an injury or illness. If the parents cannot be reached, the person(s) listed as the emergency contact in Procure will be contacted. **For this reason, the emergency contact listed in Procure cannot be the parents or primary guardians; it must be someone else who can be contacted in case of an emergency where you are not available.** In the event of a severe injury, medical attention will be summoned via ambulance.

Child Abuse Reporting OLC is a state-licensed facility and is required by our Minimum Standards to report suspected child abuse and neglect. Our staff is trained yearly on how to recognize child abuse, neglect, and maltreatment.

Parent Code of Conduct Please understand, young children are present in our building. Some adult language is not appropriate for young children. OLC prohibits swearing or cursing on our property.

Threatening staff, children, or other parents will not be tolerated per OLC standards and the Texas Department of Family and Protective Services. OLC has the right to terminate care and/or call proper authorities in the event of disruptive behavior from a parent or guardian.

OLC must follow rules on discipline and guidance as outlined in the Texas Minimum Standards for Child Care Centers. All adults, including parents, must follow these rules while on our property. Please feel free to ask your Site Director for access to Texas Minimum Standards if you wish to read through it yourself.

Safety Procedures

In the event that Life School experience a lockdown, the police officers will also lockdown the nursery doors of OLC. Each classroom will close their doors and students will remain low to the ground until the area is cleared. Parents will be notified immediately.

In the event of a tornado, teachers will escort students to room 401 and to room 406. They will remind there until the area is clear. Neither room has windows. Parents will be contacted immediately.

Safe Sleep

Here at OLC, we practice safe sleep. An infant must sleep in a designated crib, cot, bed, or mat. An infant may remain in the crib for up to 30 minutes after awakening, as long as the infant is content and responsive.

Sign In/Sign Out Procedures

Drop off time is between 7:00am – 9:00a. Please do not bring your child before 7:00am, as we are preparing our classrooms for your children. Please sign in using the QR code at our Director station or using the Kiosk available. Ask the Director if you need assistance. Please note, doors to OLC will be locked from 9:01am-2:59pm. Children will not be able to attend our program if they are not dropped off during the drop off window (7:00-8:00am) unless arrangements have been made with the Director 24 hours in advance. Each OLC classroom follows an age-appropriate schedule. Late drop offs disrupt the classroom schedule and can cause other children distress.

Thank you for helping us build a great daily structure for you and your child. Pick-up occurs from 3:00pm-6:00pm, but can be arranged at any time by notifying our Director. Please ring the doorbell for entry if doors are closed.

Sign out and Returned Midday

OLC does not allow children to be signed out midday and returned to finish out the day. This disrupts the schedule of the classroom and makes it difficult for the children to build trust and relationships with our teachers. **The only exception to this rule is a scheduled doctor's appointment, and only if the Director has been notified 24 hours in advance.**

Release of Children

Please notify the Director if anyone other than the parents will be picking up your child. Children will only be released to persons who have drop off/pick up codes in your child's Procure portal. You may add to this list at your convenience. We reserve the right to request a photo ID when releasing a child to a person we do not recognize. If the photo ID does not match the information given in Procure, your child will not be released.

Open Door Policy

Parents may visit OLC at any time during your hours of operation to observe their child, the program activities, the building, the premises, and the equipment without having to secure prior approval. We require that if you do plan to visit, you must check in with the receptionist for a daily badge.

Special Circumstances

OLC recognizes that we serve a community with many different backgrounds, including divorced parents, single parents, and foster parents. We are happy to come alongside you as your child grows. According to OLC policy, we will not withhold a child from their birth parents (assuming they are listed in Proca), unless we have court documentation stating otherwise. We ask that you please provide us with any necessary documents upon your enrollment or as the need arises.

If your child has a therapist that visits them regularly for any reason and they will be making visitations during program hours, you are required to give company and personal contact information for the therapist to our OLC Director, as well as any times and days the therapist will visit our program.

Photo Release

OLC and Oaks Church use photos in our promotions, website, and social media. If you have a special situation (i.e., a foster child) and would prefer that we not use pictures of your child, please turn in a letter stating this to our Director, and we would be happy to comply with your desires. Please note that we will not tag you or use names in any photos that do get uploaded.

Complaint/Concerns Procedure

If you have a complaint:

1. Pray about it. Ask that God will help you make the complaint in such a way that it will result in the betterment of the OLC program.
2. Express your concern promptly and clearly.

Please submit your complaint to the Director via Procure or email. If you feel that the results were not satisfactory, and cannot be resolved please contact our Pastor at connie.kohel@oaks.church

Contact Information

We try to keep all our communication over Procure during our program. Should you be unable to access your account or get in contact with our Director, you can contact our office staff at learningcenter@oaks.church

If you are unable to contact someone for any reason, please call the Oaks Church receptionist at 214-376-8208 for immediate attention. Please note that the Oaks Church offices are closed Saturday-Sunday, and as such, any calls or emails over the weekend may not be returned until the following Monday.

Parent Handbook Acknowledgment Form

By initialing each of the following and then signing below, I am acknowledging that I have read and understand as well as agree to adhere to the following and have received a copy of the handbook to keep in my possession.

_____ I understand the policies and procedure presented to me in the handbook by OLC. I, _____, (parent/guardian), agree to place my child(ren), in the care of OLC under these policies. I have read the Parent Handbook and will follow the guidelines set forth. I will retain this manual for my records, if any further questions arise. I also know that a digital copy of the Parent Handbook may be found at oakslearningcenter.com

_____ I certify that the information provided OLC in my child's registration forms contains no willful misrepresentation or falsification and that it is true and complete to the best of my knowledge and belief.

_____ I understand that I must provide a current copy of my child's immunizations prior to their first day of program, and that OLC reserves the right to not admit my child until these records have been submitted.

_____ I understand that Oaks Learning Center reserves the right to close the program for additional days in the event of additional Church and/or Life School events. Proper notification will be provided to parents.

Parent/Guardian Printed Name

Parent/Guardian Signature

Date