

# E.F.C.C.A.



**Ezion Fair Christian Community Academy**

## **Parent Handbook**

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## WELCOME

Dear Parents,

On behalf of the Board of Directors, Staff, Administration, and Community Volunteers of the Ezion Fair Christian Community Academy, we welcome you and your entire family. Each of the named individual groups is available and receptive to providing you and your most prized possession with the best quality of Child Care as possible. We know that you are entrusting us with your most fine possession; and therefore, we will assure you that your child's experience here will be most rewarding. Watching your child grow and acquire physical, social, cognitive, and emotional skills will be exciting for all of us.

As we seek to provide you with a quality service, we want to express our support towards good communication. With good communication, we will be able to correct any mistakes and maximize your child's progress. We hope that you will take full advantage of the many vehicles of information which will be provided to you to maintain a mutually supportive community/family atmosphere. The entire team from the Academy is open and ready to assist any way feasible.

We encourage you to look over this parent handbook and then keep it at home for future reference. The purpose of this parent handbook is to provide an organized source of detailed information specifically related to ways that families can partner with the Academy to ensure a high-quality experience for all. The Academy has established several policies concerning programming and classroom practices. These guidelines have been developed to comply with state licensing standards.

Once again, we Thank You for choosing the Ezion Fair Christian Community Academy for your Child Care needs, and we look forward to a successful, rewarding, and yet challenging academic year.

Sincerely,

***Ezion Fair Community Development Corporation's  
Board of Directors***

## PHILOSOPHY:

At Ezion Fair Christian Community Academy, a primary goal we have is for children to feel safe, secure and academically challenged. Additionally, we believe each child is special and holds the future in their hands. We offer the opportunity for each child to develop physically, socially, and cognitively according to their individual learning style. Young children's developmental tasks are to build trust, learn social skills, begin mastery of academic skills and develop positive self-esteem. To best support these tasks, our program strives to provide developmentally appropriate activities, well-trained and consistent staff, a safe and healthy learning environment, and continuity of care. Also, throughout the entire learning process we believe the parents are their child's first teacher; thus, we work to support parents in their efforts to guide their child's educational development as well.

## STATEMENT OF INCLUSION:

Ezion Fair Christian Community Academy strives for each child to be treated with respect and in a fair and just manner. In keeping with this policy, all persons will be considered for entrance without regard to race, age, handicapping condition, color, creed, sex, sexual orientation or national origin.

Ezion Fair Christian Community Academy guarantees fair treatment of all children and their parents. The Center strives to maintain an academic environment in which all children are free from harassment, and expressly prohibits any form of unlawful harassment of children or their parents on race, color, religion, creed, gender, national origin, age, sexuality, or the presence of handicaps or disabilities.

## GOALS FOR CHILDREN:

The early years in a child's life set the tone for future learning. At Ezion Fair Christian Community Academy, we strive to build a solid educational foundation for each child that lasts a lifetime. Our curriculum is designed with specific objectives for each age level; however, the following goals are incorporated into every classroom:

- Developing safe and healthy habits in young children.
- Providing children with interactions which will enhance their social skills while fostering positive self-esteem.
- Developing the child's sense of trust through continuous, warm, concerned caregiving.
- Providing opportunities for creative expression.
- Providing activities which will develop/enhance the cognitive, fine, and gross motor skills.
- Strengthening communication skills necessary for listening, reading, writing, and speaking.
- Offering opportunities for children to learn individually and in groups according to their developmental needs and interest.

## GOALS OF THE ACADEMY:

- ❖ Standards of ethical behavior in early childhood care and education are based on commitment to core values that are deeply rooted in the history of our field. At Ezion Fair Christian Community Academy, we have committed ourselves professionally to:
- ❖ Providing affordable and flexible care for the children of our community.
- ❖ Providing the community with an Academy which promotes excellence in intellectual, physical, mental and social interactions.
- ❖ Helping children achieve their full potential in the context of relationships that are based on trust, respect, and positive regard.
- ❖ Providing an environment that is stimulating, educational, caring, clean, healthy and fun.
- ❖ Providing parents or guardians with a place to take their children and be assured that they are cared for with love and understanding.
- ❖ Serving as an advocate for children, their families and their teachers in the community and society.
- ❖ Maintaining high standards of professional conduct.
- ❖ Being open to new ideas and being willing to learn from the suggestions of others.
- ❖ Respecting and supporting families in their task of nurturing children.

## OPERATIONS

### *RATIOS:*

Ezion Fair Christian Community Academy maintains developmentally appropriate teaching staff- child ratios within group size to facilitate adult-child interaction and constructive activity among children. Teaching staff provide ongoing personal contact, meaningful learning activities, supervision, and immediate care as needed to protect children's well-being. Children are enrolled so as not to exceed the following:

Infants (6 weeks – 12 months)	1:4 (group size 8)
Young toddler (12 months – 2 years)	1:6 (group size 12)
Older toddler (2 years- 3 years)	1:8 (group size 16)
Younger preschool child (3 years - 4 years)	1:10 (group size 10)
Older preschool child (4 years – 5 years)	1:12 (group size 24)

## *HOURS:*

Ezion Fair Christian Community Academy's hours of operation are Monday through Friday, opening at 7:00 a.m. and closing promptly at 6:00 p.m. The Academy is closed on all major holidays, which are listed below under the Holidays/Emergency Closings section.

For your child to receive full enjoyment from the Academy's programs, it is imperative that the child arrives on time and be present every day. If the child is going to be absent from the Academy, you are asked to call (302) 652.9114 and inform the staff of the absence.

## *SIGN IN/OUT PROCEDURES:*

Children must be signed into the building using the Smartcare Parent App or Kiosk (pin, key tag or QR code) located in the lobby of the church (infants & toddler 1) and in the lobby of the Wholeness Center (toddler 2 & up). If the system is down, you will need to record your information on the sign-in/sign-out log sheet that will be provided; please record your child's exact arrival and departure times. Children should be escorted to their classrooms and signed-in into their classroom; then released to the attending staff member. (Be sure the classroom staff member sees you and greets your child before you leave.) Follow the same procedures for sign-out. **Please note: we will not be held liable if you choose to share your key tag or passcode with anyone else.**

## *VISITATION:*

The Academy operates with an open-door policy and custodial parents of enrolled children are welcome to visit anytime. Please follow the procedures below:

- ❖ Sign in at the front desk and administrative clearance.
- ❖ Provide photo identification.
- ❖ Be courteous of the classroom schedule and activities.

## *CHILD RELEASE POLICY:*

Ezion Fair Christian Community Academy follows the guidelines set forth by the state and cannot release any child to an unauthorized person; therefore we must emphasize the importance of keeping contact information current.

**Children are released only:**

1. To an authorized parent/guardian
2. To a person authorized by written permission from the parents (please do not call the office; emails from your provided email address are accepted)
3. To an authorized person with a picture I.D. and/or other photo identification
4. To an authorized sibling 18 years of age or older

**NON-DISCRIMINATION POLICY:**

We at Ezion Fair Christian Community Academy are proud to say we uphold a non-discrimination policy when admitting children. Age, sex, national origin, disability, marital status, or sexual orientation do not factor into our decision in admitting or rejecting a candidate for Ezion Fair Christian Community Academy.

**CHILD CUSTODY ISSUES:**

It is the Academy's intent to meet the needs of every child, especially when the parents may be experiencing difficult situations such as a divorce, separation, or remarriage. However, the Academy cannot legally restrict the non-custodial parent from visiting the child, reviewing the child's records, or picking the child up unless the Academy has been furnished with current legal documents. Copies of these court documents must be kept in the child's file.

**CHILD ABUSE & NEGLECT REPORTING:**

All staff employed at Ezion Fair Christian Community Academy are obligated by Delaware State Law to report all suspected child abuse and neglect directly to the Department of Social Services or Law Enforcement.

**CONFIDENTIALITY:**

We at Ezion Fair Christian Community Academy respect every family's right to privacy. Children's files are confidential and will not be released without parental consent. Administration and teachers have access to these records; however, they are required to uphold the highest standard of confidentiality. Parents will be notified if their child's records are subpoenaed.

## **ENROLLMENT**

When an opening at Ezion Fair Christian Community Academy occurs, enrollment is determined according to the following: children currently enrolled have priority for any opening and movement is based on the child's birthdate and developmental readiness. If there are no children within the Academy to fill an opening or no transition is necessary, then enrollment occurs from the pre-enrollment list. For all children 19 months or older, the child with the earliest application date who is age appropriate for the classroom will be notified.

### **REQUIREMENT OF ENROLLMENT:**

Ezion Fair Christian Community Academy requires applicants to complete an application form.

We will have openings throughout the year as children withdraw or as they age into another classroom. Whenever enrollment is possible, parents will be contacted and formally offered an opening. At that time, they will have 48 business hours to decide whether to accept or decline. If your child is registered for Purchase of Care (POC), proof must be submitted before the child attends the Academy.

### **START DATES AND PAYMENT PRIOR TO STARTING:**

Enrollment will occur, in most instances, two weeks after an offer has been made, with the exception of the September enrollment process. If the family's current childcare center requires more than two weeks' notice, documentation of that fact must be supplied and 30 days from the date offering will be allowed. Families are required to pay in advance for childcare. You will need to arrange to make payment for the first week of tuition prior to starting at the Academy. This payment needs to be made in the form of a cashier's check, money order, cash, or by a personal check.

### **INTAKE INTERVIEW:**

The intake interview is the most important step in the enrollment process. This is the family's opportunity to meet and share information with the people with whom their child (ren) will be interacting on a daily basis. The interview consists of a meeting with the Director and the child's teacher. This meeting must be completed prior to the scheduled start date. It is the parents' responsibility to meet these requirements.

## ROOM ASSIGNMENT:

Placement of a child in a classroom is determined by age. We want your child to be placed where his/her needs are met and interest is challenged. We do accept input from parents about room assignments; however, the Director and teachers will make the final decision based on what is best for the child, other children, teachers and the Academy. All children who transition to the upper-school building must be potty-trained, unless the director approved for special temporary reasons. The upper-school building does not have pampers changing capabilities. For children who are in Toddler 1, parents must work with our staff during the potty-training process to avoid termination of services.

## CANCELLATION:

In order to terminate the enrollment, you must put in a one week written notice. Parents who do not provide the Academy with the minimum notice will be accountable for the parent fees for that week. If your child is registered for Purchase of Care (POC), any unpaid fees will be reported to the Division of Health and Social Services, Child Care Unit.

## TERMINATION OF SERVICES:

Parents reserve the right to terminate their services with the academy without cause, with a one-weeks' notice. The Academy reserves the right to terminate its services to families who fail to comply with our standards and procedures. Disrespect to staff, threats, physical altercations or use of vituperative language is "Zero Tolerant". While under normal termination conditions, after a verbal discussion with the child and parent, we will give parents 2-weeks to identify appropriate childcare services, "Zero Tolerant" infractions will result in our services being terminated effective immediately.

## HOLIDAYS/EMERGENCY CLOSINGS:

The Academy will be closed for the following holidays.

New Year's Day	Dr. Martin L. King Jr.'s Birthday	Good Friday
* Memorial Day	Independence Day	* Labor Day
* Thanksgiving Day	Thanksgiving Friday	* Christmas Day

\* = **POC considers official paid holidays.**

If the Academy has to close, we will use Calling-Post and/or SmartCare to communicate with you.

## FEES & PAYMENTS

We accept: credit/debit card transactions through Smartcare, cash, cashier's checks, money orders; and personal checks, no ACH payments accepted. There is a \$30.00 fee

for any returned payment. All fees are non-refundable and rates/fees are subject to change when bank rates/fees change.

### **TUITION & MISC. FEES:**

Private pay accounts can be charged weekly, bi-weekly, or monthly, and must be paid in advance of the next week, bi-week, or month for the childcare services being provided. Ezion Fair Christian Community Academy parent co-pay fees for Purchase of Care (POC) accounts are charged monthly, and these fees must be paid in advance of the next month for services being provided. Monthly parent fees are due on the Friday prior to the following month. The account can be prepaid in advance for more than one month. Payments not made by the due date are subject to a \$25.00 late payment fee. For income tax purposes, of all fees paid for each child, parents can download the information through their Smartcare account. Accounts in arrears are subject to termination of services, at the Director's discretion.

### **LATE PICK UP:**

Late pick-up fees apply ONLY if your child is picked up after the authorization period. If your child is picked up late (grace period until 6:14 p.m. and POC accounts cannot exceed 10 hours of care), there is an initial late fee of \$20.00. For every 15 minutes there is an additional \$20.00 fee. The late fee must be paid before your child returns to the Academy. Any unpaid late fees will be reported to the Division of Health and Social Services, Child Care Unit. POC is permitted 10-hours of care without penalty.

## **CLASSROOM GUIDELINES**

### **CURRICULUM:**

EFCCA will use a state and nationally approved curriculum on a daily basis; which will provide all teachers with instructional guidelines necessary for developing age appropriate learning for children. Teachers create daily and weekly lesson plans based on observations and developmentally appropriate practice for each age group. The staff utilizes the Early Learning Foundation and ASQ for each child annually to help guide this framework.

### **ATTENDANCE:**

Infant, Toddler and Preschool classrooms begin curriculum instruction at 9:00 a.m. For children to receive the full benefit of our program and to participate with the group activities, we ask that you have your child here by this time. If there is special circumstance (exp: doctor's appointment) requiring arrival after 9:30 a.m., please bring a doctor's note with your child. If an unexpected delay occurs while transporting your child to the center, please inform the front office immediately.

- Do not drop your child off during naptime.
- Call the Academy no later than 9:00 a.m. if your child is going to be absent.
- A full week's tuition is due even if a child is absent one or more days during the week.

## A DAY AT THE ACADEMY:

A day at our Academy varies from group to group and is flexible. The morning schedule includes an educational program, which has a balance of active and quiet play. The children are allowed during the day to select their activities which they desire to participate in. At other times, the teacher directs activities for the children such as: story time, creative arts, crafts, and music.

The children receive a nutritionally balanced breakfast, lunch, and snack. After lunch, children have a nap period or quiet time. You are asked to send in a sheet or blanket for your child's rest time. Please label items in big letters. After nap time, the children receive a mid-afternoon snack.

The afternoon schedule moves at a slower pace and is usually more flexible than the morning. Often the teacher will reemphasize the morning's lesson.

## DISCIPLINE AND GUIDANCE METHODS:

The primary goal of discipline at the Academy is to help the child develop self-control and assume responsibility for his/her actions. It is crucial to this effort that parents and staff maintain an on-going dialogue about all aspects of the child's development and behavior.

Positive reinforcement and redirection are two important tools to be utilized in encouraging acceptable behaviors. Negative behaviors will be handled in a developmentally appropriate manner. Neither corporal punishment nor verbal abuse is tolerated in the Academy. Respect for children is central to our discipline philosophy.

Parents will be kept aware on an on-going basis of unusual behaviors or behavior patterns (both positive and negative) that develop and, as warranted, conferences shall be scheduled. Parents are encouraged to bring any questions or concerns that they have to the staff's attention.

## ITEMS FROM HOME:

Our Academy is equipped with appropriate toys: therefore, we request that playthings from home only be brought on Show and Tell Days. We also ask the children not to wear rings, necklaces, or crocs as they are not safe on playground equipment or in the gym. If such items are brought to the Academy, we cannot be responsible for them. We do not allow the children to play with guns or violent toys of any kind.

## ITEMS SUPPLIED BY PARENTS:

- |   |   |   |                                       |
|---|---|---|---------------------------------------|
| <input type="checkbox"/> Baby food(Infants) | <input type="checkbox"/> Diapers              | <input type="checkbox"/> Wipes                | <input type="checkbox"/> Diaper cream |
| <input type="checkbox"/> Bottles            | <input type="checkbox"/> 2 changes of clothes | <input type="checkbox"/> Sheet and/or blanket |                                       |

## **BIRTHDAYS:**

Parents are welcome to provide treats (please, no candy) for their child's birthday. If you do not choose to do this, the staff will still make every effort to make your child's birthday special.

## **CHILDREN'S ATTIRE:**

Your child should wear comfortable, washable clothing of the proper size. Clothing can get dirty occasionally or torn at play. Your child can have a much more enjoyable day knowing that he/she doesn't have to be extra careful about his/her clothing. Your child should be properly dressed for the weather. Each child always needs two outfits for a change of clothing at the Academy, in case he/she wets, spills, etc. Please bring the extra clothing in a bag with your child's name on the bag. The teacher will properly store the clothing for appropriate usage. Ezion Fair Christian Community Academy will not be held responsible for articles lost or stolen. However, we will make every effort to ensure that personal items are properly handled.

## **HEALTH & SAFETY**

### **ACCIDENTS/EMERGENCIES/FIRST-AID:**

Ezion Fair Christian Community Academy works hard to provide a safe environment for the children at all times. However, part of growing up can include bumps and bruises. Our Academy is equipped with first aid supplies. Every fulltime staff member is infant, child, and adult CRP certified. If a child has a minor accident, the staff will administer appropriate first aid to the child and provide a written report to the family. If a child has a serious injury, a trained staff member will provide first aid, and you will be contacted to pick up your child. If there is an emergency requiring immediate medical attention, we will contact 911 and emergency personnel will be called, and the parent and/or child's physician will be notified. If a child needs to be transported by an ambulance, a staff member will accompany your child if the parent is not available. Also, when the parent is not available, the emergency contact will be phoned.

### **HYGIENE:**

We at Ezion Fair Christian Community Academy make every effort possible to prevent the spread of germs. We strive to maintain the highest standards of cleanliness, which includes required hand washing for children and teachers and instruction in hygiene to help minimize the spread of germs. Staff will provide an opportunity for toothbrushing with children older than one year with parents' permission.

### **THE MEDICAL POLICY:**

One of the most serious challenges facing group care situations for young children is preventing illness. To ensure the health and well-being of our children and staff, we ask that when your child is sick, please keep him/her home to receive the rest and personal care that he/she needs to recover. Your child should not return to school until he/she has been well and/or fever free without aspirins or Tylenol for 24 hours. In the case of a serious and/or contagious illness, your child will need a doctor's permission to return to school. If any of the following conditions occur while your child is in attendance, you will be notified, and your child must be picked up from the Academy as soon as possible.

## SYMPTOMS:

The following is a listing of symptoms and/or illnesses which are not acceptable for school attendance:

- ✓ A fever of 100.4 or Greater
- ✓ Diarrhea
- ✓ Vomiting
- ✓ Head Lice
- ✓ Untreated Rash or Skin infections
- ✓ Ringworm
- ✓ Pink Eye
- ✓ Roto Virus
- ✓ RSV
- ✓ COVID-19

Contagious diseases such as: Chicken Pox, Measles, Mumps, Impetigo, etc.

The illness prevents the child from participating comfortably in facility activities.

Please be advised, if we send your child home because of illness, the child will not be admitted to the Academy the next day because the 24-hour period will not have elapsed. Do not rush a child's return to school following an illness. The Academy reserves the right to request a doctor's statement before the child can be readmitted to the Academy.

## NUTRITION:

All food for meals and snacks is prepared, served, and stored in accordance with the Delaware State Licensing and the Adult Care Food Program guidelines. Our staff will take every step to ensure the safety of food brought from home and that it meets these same guidelines as well. If a child requires a special diet, you must provide the food from home and your child's file must include a signed statement that Ezion Fair Christian Community Academy is not responsible for the nutritional value of the food brought from home or for meeting the child's daily food needs. There must also be written approval from a physician or registered-licensed dietician.

## MEALS:

Ezion Fair Christian Community Academy serves breakfast, lunch and a snack daily that includes: milk, water, or 100% fruit juice. Monthly menus are planned to meet nutritional guidelines. The monthly menu will be provided in your child's cubby monthly. If your child is on a special diet, and you need to provide food from home, it must arrive at the academy ready to serve. We cannot be responsible for refrigerating or cooking any items.

## FIRE DRILLS:

Fire drills are held monthly to acquaint children with evacuation procedures. These practice drills are supervised and documented by the Delaware State Office of Licensing. Our evacuation plans are posted in each classroom and in the Academy's lobby.

## PARENT COMMUNICATION

Each Head Teacher has access to our Smartcare system. They will communicate with you regarding the affairs of your child. You are encouraged to reciprocate the communication to provide your child with the most effective educational experience.

## IN CLASS PARENT INFORMATION BOARD:

There are parent bulletin board in each classroom that contain Classroom/Academy information. Please make a point to stop by and check the board each day, this will help with communication and connecting parents with the Academy.

## PARENT CONFERENCES:

Orientation meetings are held prior to a child entering a new classroom. After that, ongoing parent/teacher conferences are held periodically as needed to assure on-going communication. Conferences will always occur prior to the transition of a child to a new room. Parents are encouraged to request a conference whenever they would like to discuss something at length with a staff member, and staff will do the same. Daily communications are encouraged to discuss routine and incidental matters.

## SURVEYS:

Parents are invited to participate in an annual program evaluation via a survey conducted each spring. This process allows the Academy to measure progress toward program goals and objectives. The results are used as a basis for continuing successful activities and for changing those that need improvement.

## PARENT/TEACHER COMMUNICATIONS:

### **Please remember:**

- ❖ Teachers want parents to be satisfied with the care their child is receiving.
- ❖ Talk to the teacher directly whenever possible.
- ❖ Realize that if you have a concern with a teacher, deal with the issue in a straightforward manner.
- ❖ Please give teachers a chance to correct minor issues.
- ❖ Don't allow concerns to build up, as concerns occur, share them with the teachers.
- ❖ Schedule a conference with your child's teacher to discuss issues in depth, and try not to discuss concerns during drop-off and pick-up times.

## Parent Policy Agreement

As an Ezion Fair Christian Community Academy parent, I have met with the Academy's Director and reviewed the Ezion Fair Christian Community Academy's Parent Handbook. I agree to:

- ✓ Follow medication dispensing regulations and complete all necessary forms.
- ✓ Attend all parent conferences and/or meetings requested by the Teacher.
- ✓ Comply with and support all Ezion Fair Christian Community Academy's policies and procedures.
- ✓ Be financially responsible, keep my account current, and pay late fees if it is not current.
- ✓ Pick up my child no later than what my Purchase of Care (POC) authorized or pay late fees when I do not.
- ✓ Sign my child in and out daily.
- ✓ Adhere to the Academy's ill child policy and the 24 hour "symptom-free" rule.
- ✓ Respect all Ezion Fair Christian Community Academy's staff.
- ✓ Keep my child's immunizations current and provide copies of any updates to the Ezion Fair Christian Community Academy's Director's office.
- ✓ Read all information provided/shared with Ezion Fair Christian Community Academy's parents.
- ✓ Cooperate with Ezion Fair Christian Community Academy's teachers and follow up on medical, dental, or developmental referrals/needs of my child.
- ✓ Keep all telephone numbers, emergency information, and other enrollment information current.
- ✓ Provide the Academy with diapers, formula, breast milk, baby food, special foods, change of clothing, or anything else necessary for my child's care.

Above all, EFCCA reserves the right to maintain a harmonious and safe environment for the children; our goal is to bring about collaboration between the home and school in ways that enhances your child's development.

Parent's Name (Print): \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Child's Name: \_\_\_\_\_