



## Parent Handbook

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# **Statement of Purpose**

## **Welcome**

Welcome to JayDee's Academy! We are thrilled that you have chosen to enroll your child in our program. We strive to provide a fun, educational, and safe environment for students ages 2-5 throughout the entire year. An equivalent structure is provided for school-aged summer campers, 6-9 years of age, during the summer months. JayDee's Academy is a child care facility licensed through WV DHHR.

## **Mission Statement**

Our mission is to create life-long learners through play based learning while simultaneously promoting the wellbeing of children in a safe and nurturing environment.

## **Philosophy**

At JayDee's Academy, we understand that all students are unique, as are their families. We strive to incorporate childrens' interests and backgrounds when planning our units of study. We carefully plan our lessons to be developmentally appropriate to meet all students' needs. It is our intention to educate the whole child which includes growing social and emotional abilities. Various styles of social interactions are incorporated throughout the days in order to provide children the opportunity to develop interactive skills with both teachers and peers. We want to serve the community to the very best of our abilities.

## **Enrollment**

JayDee's Academy accepts enrollment on a non-discriminatory basis. We accept all children regardless of race, religion, ethnicity, gender, ability or sexual-orientation. Applications will be accepted on a first come, first serve basis.

Our Academy aims to provide reasonable accommodations for children in order to create adequate quality of care to all students including those with differing abilities.

Children ages 2-5 are accepted for enrollment in our Academy throughout the entire year. During the summer months (June, July, and August), students will be involved in more summer camp type activities. There is a two day per week minimum for our preschool students, but they can be enrolled full-time as well.

Our summer camp accepts school-aged children, ages 6-9, during our summer months (early June through mid August). Our summer camp roster is capped to 16 students per group.

## **Enrollment Procedures**

Once a family has decided to contract with JayDee's Academy, required enrollment paperwork and documentation must be filled out for admittance. All paperwork must be completed and any fees and tuitions must be submitted by the start of the planned attendance date.

### **Preschool Requirements**

The following are the requirements for a child to be enrolled in our preschool program:

- Child(ren) must be 2-5 years of age.
- Registration deposit of \$25 is due at the time of registration to hold your child's spot. This is non-refundable.
- Registration forms must be completely filled out
- Proof of vaccinations for child must be submitted prior to the first day of care
- A health assessment performed by your child's doctor must be submitted within 30 days of enrollment
- Child must be fully potty trained in the 4-5 year old class.

Parents may schedule a tour or join us for an Open House, if interested!

## **Hours of Operation**

JayDee's Academy is open from 7:30am until 5:00pm Monday-Friday year round. The summer months (June-August) are part of our Summer Camp Program. We accept school-aged kids, 6-9 years old, in our Summer Camp Program. (early June-mid August) if interested. We consider 7:30am-8:30am as before care (no additional fee), and 3:30pm-5:00pm as after care (no additional fee) for all Academy attendees with 8:30am-3:30pm being our instructional day.

A late pick up fee of \$1.00 per minute per child will be charged for all children who are not picked up by 5:00 pm. To avoid this fee, make sure you have emergency contacts that are able to pick your child up when you are unable to do so. It is imperative that these names and numbers be listed on the child's Emergency Form to allow us to release your child to someone other than yourself.

JayDee's Academy tries not to close for inclement weather to help working families. A message will be sent out via Brightwheel to inform parents of any changes to opening for a particular day.

In addition to weekends and holidays, JayDee's Academy may close for circumstances beyond our control such as severe inclement weather or situations which leave us without water or electricity. When this occurs, JayDee's Academy will charge regular tuition as per your tuition contract. If we are able to open, we will be in contact with families to update on the ability to provide child care. On days which we will need to close, information will be shared via our Brightwheel app.

## **Orientation**

JayDee's Academy has open enrollment throughout the year, but at the very beginning of the school year (late August), we have a Meet the Teacher Night for all families to attend. During this time, our staff will address what to expect in our program, go over policies and procedures, point out important apps and websites that are used everyday as essentials to our operation, and address any questions or concerns.

When students are enrolled throughout a semester, parents will be informed of our policies and procedures, and the apps/websites that are required during the enrollment process by our program Director.

## **Confidentiality**

Information regarding your child will remain confidential. Staff members will not disclose your child's information to others outside of our program.

## **Parent Communication**

Parent communication is a vital piece of our program. We believe that it is important for parents and teachers to work together to be able to educate children entirely. We will use the app, Brightwheel, for most communication. This app allows staff members to share information about your child's day and any important updates in real time.

Monthly newsletters and snack menus will be shared sent home monthly.

## **Brightwheel**

JayDee's Academy uses Brightwheel for billing, communicating with parents, signing students in/out, and sharing pictures throughout your child's day. When you enroll your child with us, you will be sent a text message and email to set up your own account with this app. You must set this up ASAP as it is a lifeline for our program. If you need further assistance, you can contact the director or your child's teacher. During our Meet the Teacher Night, we will be available to assist in getting all aspects of this app set up for you.

## **Child Form Updates**

If your child needs any information updated on their forms, please contact the director immediately. These forms are essential for our operation, compliance, and the safety of your child.

## **Parent-Teacher Conferences**

We know that communication between teachers and parents is a vital part of your child's education. We believe that when we work together, we are able to meet the needs of children more thoroughly. We are happy to meet with you to discuss your child's progress and address any questions or concerns you may have. We ask that you do not discuss your concerns in front of other parents. We want to keep all information confidential. Please contact the director or your child's teacher via Brightwheel to schedule a meeting. We also hold yearly parent-teacher conferences in February that you are able to sign up for.

## **What to Bring (label everything)**

Each JayDee's Academy child will need to bring the following:

- A complete change of clothing including socks and underwear in a large plastic bag labeled with your child's name to be kept at our facility at all times. As clothing items are used, parents will be contacted to replenish the used items. Please be mindful of the season changes and clothing size to ensure we have clothing pieces that will work for your child.
- Bedding is needed daily for rest/nap time which occurs from 12:45pm-2:45pm (to 2pm for the oldest class). This includes nap mat that is all together that includes the sheet, pillow, and blanket. A stuffed animal is permitted as well. All nap time items must be taken home weekly to be laundered. Please label all items with your child's first and last name.

- A well balanced lunch if your child prefers to pack their lunch. Please label all lunch box items that are reusable with your child's name.
- A water bottle. Please label with your child's name. This should only contain water- no milk or juice.
- A toothbrush and toothpaste labeled with your child's name.
- Diapers/pull ups, and wipes for children not potty trained.

### **Arrival and Dismissal**

We ask that students are dropped off between 7:30am-8:30am and picked up between 3:30pm-5:00pm. This helps keep all of our students on schedule. We understand that families' needs vary, and we will make accommodations to the best of our abilities. Please inform the director during enrollment if your child will arrive or dismiss at a different time than normally scheduled.

When dropping off or picking up your child, an approved adult must accompany your child to the designated drop-off/pick-up area and sign them in/out. We use the Brightwheel app for this, so be familiar with your code, have ID ready, and be prepared to sign.

If someone from the child's emergency contact list is there to pick up your child, please ensure they have their ID and Brightwheel code with them. Safety is our #1 priority, and we appreciate your help to keep all students safe.

We understand that emergencies arise. If arrival or dismissal plans are changed, please inform us immediately using the Brightwheel app.

### **Toys and Electronics Policy**

Toys/Electronics from home are not permitted at JayDee's Academy unless designated by the classroom teacher as appropriate (show and tell, special event days, etc). We have numerous activities and toys to occupy the children during the day. Toys from home tend to create problems among the children. JayDee's Academy will not be responsible for toys/electronics/cell phones/etc. brought from home that are lost or damaged.

Children are not permitted to bring cell phones or other electronic devices from home. We reserve the right to confiscate these items until the child is picked up by a parent or guardian.



## **Appropriate Attire for Children**

We encourage parents to dress their children in clothing that lends themselves to exploration and activity. Keep in mind that we create art masterpieces, enjoy sensory activities, and play outside daily. Children should be dressed comfortably so that they are able to participate fully in most activities.

Shorts must be worn underneath skirts or dresses.

Flip flops or shoes without a back are not permitted at JayDee's Academy as they hinder the children's ability to play and may lead to unsafe situations.

Extra clothing- All JayDee's Academy children will need to have a full set of clothing (including socks and underwear) available at our facility at all times in case of an accident. These items will be stored at our facility and should be changed as needed for size and season appropriateness.

School age children are expected to dress with respect for oneself as well as others in mind at all times. Inappropriate or disrespectful sayings or logos are not permitted.

## **Meals at JayDee's Academy**

### **Snack Time**

JayDee's Academy will provide a morning snack at 8:30 am daily, and an afternoon snack after nap time for all preschool children. A snack calendar will be provided in our monthly newsletter.

Special snacks are welcome for special occasions such as a child's birthday or a holiday. Please contact your child's teacher to discuss this ahead of time, learn of any dietary restrictions within the class, and arrange a date and time. All foods brought in to share with the class must be store-bought. No homemade items are permitted.

### **Lunch Time**

Lunch is provided for children daily at no additional cost. A lunch menu will be provided in the monthly newsletter. We follow the WV State guidelines for the planning and preparation of meals. Lunch will include: a protein (this could include meat, meat alternative, eggs, beans, cheese, peanut butter, nuts, yogurt), vegetable, fruit, bread, and milk.

Parents can pack a lunch for their child(ren) if they would prefer. If you are packing a lunch, parents are responsible for providing a healthy meal option for their child(ren). We recommend a variety of foods, including fresh fruits and vegetables. Please do not send sugary drinks, such as soda, in your child's lunch as it makes it difficult for children to enjoy a restful nap time which closely follows meal time in our daily schedule.

Glass containers are not permitted at JayDee's Academy for neither food nor beverages. Young children may bring and use lidded drink cups.

Please label all reusable food containers, water bottles, and lunch boxes to prevent children being given the wrong food/item.

Lunch boxes are to have their own ice packs as we do not provide a refrigerator to store meals. We also do not provide a way to warm up food; therefore, if your child would prefer a warm lunch, please provide a thermos for that style of meal.

JayDee's Academy will provide a daily snack that follows standard nutritional guidelines in addition to a meal at lunch time. Snacks are already provided, but students may bring their own as a substitute if they choose.

When a child brings a lunch or snack that does not align with our nutritional guidelines, JayDee's Academy will provide the needed food(s) to assist in making the meal meet the guidelines. Parents will be notified via Brightwheel that we supplemented part of the child's lunch. If this becomes routine, JayDee's Academy will provide additional support/education for parents in packing a lunch that meets standard nutritional guidelines.

## **Allergies**

Please inform the director and specify on the child's health forms of any allergies that you are aware of for your child. We want to ensure that we are aware of anything your child can not have or be exposed to. We require a doctor's note stating the allergy and an action plan to prevent possible exposure to the known allergy. Guidelines are required with instructions to follow in case of allergen exposure.

## **Child Safety and Security**

JayDee's Academy is inspected by the WV DHHR, Fire Marshal, and Health Department to ensure that our facility is in compliance with all laws governing areas which house and care for children.

We maintain smoke and fire alarms throughout the building which are inspected annually by the WV Fire Marshal. Additionally, JayDee's Academy conducts monthly fire drills, disaster evacuation drills, and severe weather drills throughout the year. Our goal is to teach and exemplify safety in numerous areas.

Please understand that drawstrings on clothing can pose a strangulation danger. If your child wears drawstrings on their clothing, staff will assist the child in either removing or securing the drawstring to ensure safety in activities.

We encourage parents to hold their child's hand when crossing the parking lot. It can be challenging to see a small child who may choose to run to the building or towards a car. We want to keep all students safe.

All Academy staff are trained in CPR and First Aid. We conduct background checks on all staff members as well to ensure that your child(ren) are in safe hands.

Our facility has swipe cards for all employees entering the facility. The doors lock behind those entering and exiting the facility (except during the JayDee's Family Fun Center open hours). If you need to enter the building, please ring the doorbell and a staff member will be with you as soon as possible. We also have a camera system set up in our entire facility.

While we maintain a welcoming atmosphere in our center, in order to ensure the safety and security of all our students and staff, the director reserves the right to deny permission for entry based on the best interests of the staff and students at that time. All visitors are required to show their identification to enter the center.

If your child has an accident while on the premises, an accident report will be completed. A parent or guardian must sign and return this form acknowledging the incident.

## **Child Abuse and Neglect Reporting**

A staff member who has reason to believe that a child has been abused, in the Academy or outside of the Academy, shall report that belief directly to the Child Protective Services Unit of the local department or to a law enforcement agency. This is required under West Virginia State Law. The law further protects the teacher against liability for referring such cases in good faith.

If a staff member has reason to believe that a child has been neglected, in the Academy or outside of the Academy, he or she shall report that belief directly to the Child Protective Services Unit of the local department.

## **Sick Child Policy**

We strive to keep all of our students healthy. We ask that you do not send your child to JayDee's Academy if your child shows any of the following illnesses:

- Fever of 100 degrees or higher
- Sore throat or trouble swallowing
- Diarrhea (3 or more loose stools within a 24 hour period)
- Severe/constant coughing
- Vomiting more than 1 time and accompanied by another symptom
- Green/yellow discharge seeping from the nose
- Pink/red, swollen, itchy, seeping eye
- Untreated infected skin patches/rashes
- Evidence of lice infestations or other parasite infestations

Our goal is to provide a safe and healthy environment for all children to the best of our abilities. If a child has a high fever, serious reaction, or other severe illness and we are unable to reach a parent or emergency contact person listed on the child's Emergency Card, our staff will contact Emergency Medical Personnel for assistance. In the event that a child needs to be transported to the hospital by EMS and a parent is not available, the Director or other staff member will accompany the child.

If you are aware that your child has contracted any contagious illness, please let us know as soon as possible. Often we can take measures to inhibit the spread of harmful germs if we are aware that a child has been diagnosed with a particular illness.

Again, the well being of our students and staff is of utmost importance. With that being said, it may be necessary to exclude a child from JayDee's Academy in order to help keep our other students healthy. The following symptoms or circumstances are

necessary for exclusion from the Academy until the child is better: Chicken Pox, Conjunctivitis (Pink Eye), Diarrhea, Strep Throat, Head Lice, Fever, and Vomiting.

If a student shows signs of an illness while in JayDee's Academy, we will contact a parent for the child to be picked up. If the parent is not able to pick the child up, we will contact the next person on the emergency list. While the child is waiting to be picked up, he/she will be isolated from the rest of the students, but still in sight and hearing distance of a supervising adult. The child will be cared for in another room away from the other students to help prevent transmission.

A child may re-enter JayDee's Academy after all of the following conditions are met:

- 1) As soon as all signs of illness are gone,
- 2) Fever free for at least 24 hours without fever reducing medication,
- 3) The parents feel that the child's own health is not in danger,
- 4) After the isolation period has ended.

### **Medication Administration Policy**

No medications or vitamins will be administered at JayDee's Academy at any time, unless they are emergency medications. All emergency medications must have a written order from a licensed health care provider with all proper forms on file.

Emergency medications would include EpiPen and Inhaler, unless something else is documented by the child's doctor.

### **Medical Emergencies**

If a medical emergency occurs, JayDee's Academy will contact 911 first and then notify the parents/guardians of the situation. Medical and emergency consent forms must be filled out during registration.

### **Incident/Accident Report**

If a child needs any first aid while in the care of JayDee's Academy, staff will complete an incident report to document the description of the event, what first aid was administered, the staff member present, the time, date, and location of the incident/accident. The parent will then need to sign this form when picking up their child to document that JayDee's Academy staff shared this information.

## Media/Screen Time Policy

JayDee's Academy allows limited screen time for our preschool children. The use of videos and apps are used as resources to enhance our curriculum and for educational purposes.

Occasionally, preschool children may enjoy a "G" rated, age appropriate movie. We will not show any movies which promote violence in any way.

iPads are provided for children's use in our classrooms. There are restrictions on our iPads to provide the utmost safety for our students.

## Emergency Procedures

At JayDee's Academy we strive to keep all students and staff safe. To assist with this, we practice emergency procedures regularly.

- **Fire**
  - Children will evacuate JayDee's through the closest exit possible (this varies depending on where children are at the time).
  - Children will remain outside until it is deemed safe to return inside the building.
  - We practice this twice a month to ensure students understand the drill and safest way out of the building.
- **Tornado/Hurricane Warning**
  - Children will be moved to an interior room of the building without windows.
  - We will remain there until it is deemed safe to return to other areas.
- **Relocation**
  - If there is a danger at our facility and students need to be evacuated, we will go to the dance studio across the street from JayDee's.
    - Inwood Performing Arts Co  
2297 Henshaw Road  
Inwood, WV 25428
  - If the danger is in the area of our facility and we are not able to relocate across the street, we will relocate to the Inwood Food Lion.
    - Inwood Food Lion  
4803 Gerrardstown Road  
Inwood, WV 25428

## Curriculum

JayDee's Academy's goal is to provide a curriculum that encompasses the whole child; emotionally, educationally, and socially. We want our students to be well-rounded and ready for Kindergarten, so we have picked two different curriculums for our students for the different age groups. We use the Pre-K standards to guide our learning goals from the 2 year old class to the 5 year old class. Our Pre-K class uses the Houghton Mifflin Big Day Pre-K curriculum. Our curriculums focus on different themes that the lessons will connect to. Students will be engaged in small groups, whole-group, stations, sensory activities, games, STEM projects, crafts, and more.

We also strive to keep parents informed about their child's progress. Progress reports are sent home three times throughout the year to show the growth in your child and to give skills that still need more time to develop. We also complete a portfolio for each child that goes with them throughout the years in our Academy.

## Preschool Schedule

### Ages 2-4

7:30am-8:30am	Arrival
8:30am-9:00am	Snack and clean up/ Bathroom Break
9:00am-10:45am	Circle Time and learning stations
10:45am-11:00am	Get out Rest Mats and Bedding
11:00am-11:45am	Recess
11:45am-12:15pm	Lunch
12:15pm-2:45pm	Nap/Rest Time
2:45pm-3:00pm	Clean Up Nap/Bathroom Break
3:00pm-3:30pm	Snack
3:30pm-5:00pm	Dismissal/Recess

### Ages 4-5 (Pre-K)

7:30am-8:30am	Arrival
8:30am-9:00am	Snack and clean up/ Bathroom Break
9:00am-11:15am	Circle Time and learning stations
11:15am-11:30am	Get out Rest Mats and Bedding
11:30am-12:15pm	Recess
12:15pm-12:45pm	Lunch
12:45pm-2:00pm	Nap/Rest Time
2:00pm-2:15pm	Clean Up Nap/Bathroom Break
2:15pm-3:00pm	Whole Group Learning
3:00pm-3:30pm	Snack
3:30pm-5:00pm	Dismissal/Recess

## Preschool Activities Throughout Our Day

- **Circle Time**
  - This is the time in our day we come together to discuss the calendar, weather, stories, show and tell, conversations, finger play/puppets, games, songs, and musical instruments. This is the big whole group learning time.
- **Learning Stations**
  - We have two sets of learning stations throughout the day- during language arts and during math. Students will have the opportunity to pick from or be assigned to a specific station to work/play while the teacher works one-on-one or in small groups with students. Learning stations that students may be part of are: arts and crafts, blocks, listening, reading, iPad time, dramatic play, science, writing, etc.
- **Small Group Instruction**
  - Small group instruction is time that students work in a small group with the teacher. The teacher may introduce a new skill or complete an activity that reinforces a skill the child already knows.
- **Arts & Crafts**
  - Students get to create using various materials focusing on our specific weekly theme. Students will be able to use fine motor skills and hand-eye coordination.
- **Restroom/Hand Washing**
  - Sanitation is an important skill that young children must learn. We give students bathroom breaks throughout the day, but children are able to go to the restroom when needed as well. We model proper hand washing after using the restroom and before snacks and lunch.
- **Meal Time (Snacks and Lunch)**
  - Lunch and snack time give the students the time to work on communication skills with their peers. This is also a good time to work on table manners, sharing, and cleaning up skills.
- **Story Time**
  - While students are preparing for rest time, the teacher will read them a story to encourage them to relax and prepare for rest time.
- **Rest Time**
  - Students have time to rest their mind and bodies. Each child has their own rest mat. Parents are asked to bring sheets, blankets, pillows, and any teddy bear (if needed).
- **Recess**
  - This is a great time for students to socialize with their peers and work on various gross motor skills through play. We will provide outdoor equipment



for students to use and enjoy. Students will also have the opportunity to play in the indoor jungle gym. Staff will use their best judgement if students should be outside and for how long in regards to the weather. We do try to have students outside during at least one of their recess times within the day. Students should dress appropriately for outside play time.

## **School-Aged Summer Program**

Our school-aged summer program serves children ages 6-9. The students are divided into groups based on their ages, to better suit the developmental needs of the varying age range. Students will be engaged in a variety of activities, such as, a focus lesson, crafts, games, STEM activities, with each day being focused around a specific weekly theme. Children will also be able to participate in many of the JayDee's activities that are offered, such as, the waterpark, mini-golf, jungle gym, and arcade.

Registration for our school-aged program can be completed weekly throughout the summer (early June-mid August- we follow the Berkeley County Schools calendar). All required paperwork is needed before your child attends our program, along with payment in full. Lunch is provided, but your child is more than welcome to pack their own lunch. We also provide snacks throughout the day.

## **School-Aged Summer Program Daily Schedule**

7:30am-8:30am	Arrival
8:30am-9:00am	Snack/Bathroom Break
9:00am-10:00am	JayDee's Activities
10:00am-11:45am	Focus Lesson and activities
12:00pm-12:30pm	Lunch
12:30-2:30pm	Waterpark
2:30pm-3:00pm	Change from swimming suits/bathroom break
3:00pm-3:45pm	Snack and outdoor playground time
3:45pm-5:00pm	Free Time/Dismissal

## **Discipline Policy**

Our goal at JayDee's Academy is to teach the whole child- emotionally, academically, and socially. We strive to teach children to work through their emotions to help assist in their behaviors and to be ready to learn. We teach children social and emotional skills

right along with their academics. We model positive reinforcement with our students to assist in creating positive behaviors and to help children recognize their feelings in order to become a well-rounded individual.

We have established rules and expectations which are clear and age appropriate throughout our Academy. Our classrooms determine a few important expectations to help keep children safe and to improve their social and emotional skills.

Aggressive, abusive, sexual or any other type of inappropriate behavior will be reported to the parent and these behaviors will be closely monitored by the child's teacher. Repeated behavior of this nature will result in a conference with the teachers, parents/guardians, and Director. If the behavior persists after the conference, the child may be suspended or expelled from JayDee's Academy. JayDee's Academy prohibits corporal punishment on its premises and during off-site center activities while the child is participating.

## **Payment Policy/Schedule**

### **Registration Fee**

A registration fee of \$25.00 per child plus the first week's tuition is collected at the time of enrollment. Both are non-refundable as they serve as a commitment to services.

### **Payment of Tuition**

All tuition fees are to be paid a week in advance, no later than 5:00pm the Thursday before services are rendered. A late fee of \$25.00 will be charged to any delinquent account. Each day that it is late there will be an additional \$5 charged.

Tuition payments are to be made on our Brightwheel payment system. If payment is not made on time, your child will not be permitted to attend JayDee's Academy until payment is made in full. You will be charged for the time that your child is unable to attend due to insufficient funds. Vacation credits will not be applied during this time.

### **Academy Rates**

A rate sheet of current tuition rates will be supplied to you at the time of enrollment, and/or when any changes in rates occur. There is a minimum enrollment of 2 days per week. If your child attends on a part-time scheduled basis and you wish to add a day during any given week, you must acquire approval from the Director. You will be charged the Drop-In rate for each additional day which is not contracted.

## **Sibling Discount**

If you have more than one child enrolled in JayDee's Academy, your second, least expensive child will receive a discount at the rate of 5%. This applies to siblings beyond the second child as well.

## **Payment Options**

We accept payments via our electronic payment system. Payments must be paid by 5:00 pm the Thursday before services are rendered.

## **Late Pick-Up Fee**

JayDee's Academy is open from 7:30am-5:00pm Monday through Friday. When a child is not picked up by closing time, a fee of \$1.00 per minute, per child will be charged. This fee will be added to your next week's tuition. To ensure that someone is always available to pick up your child on time, be sure to keep your child's emergency contact information up to date.

## **Schedule Changes**

Any requests for temporary or permanent changes to your child's schedule need to be made to the Director at least two weeks prior to the desired change. A revised Client Contract will be completed. We can not guarantee that we can grant all requests due to the limited number of students we can accommodate in each classroom.

## **Account Inquiries**

JayDee's Academy tuition accounts are managed by the Director. Please address all inquiries to this individual ([lauren@jaydeesfun.com](mailto:lauren@jaydeesfun.com)).

## **Billing**

Tuition is billed weekly using our Brightwheel app. Parents are required to pay their balance on Thursday by 5:00pm before services are rendered on the app. We ask that you pay using ACH. If you would prefer to pay monthly, please inform the director of this decision, and your invoice can be updated.

## **Withdrawal from JayDee's Academy**

Any family who withdraws a child from JayDee's Academy is required to give a two week written notice. During those two weeks, you will be required to pay all regular tuition and fees, and any outstanding balances on your account.

## **Communicating with Families**

Our staff is available to answer questions and discuss concerns that parents/guardians may have about your child's experience at JayDee's Academy. During drop off and pick up times, brief conversations between parents/guardians and our staff may occur. However, since not all staff members are available during that time frame, we recommend making an appointment in order to have ample time needed to discuss your concerns.

JayDee's Academy also communicates with our families through an informational monthly newsletter, daily updates using our BrightWheel app, Facebook page with activities, and our website. You can contact the Director ([lauren@jaydeesfun.com](mailto:lauren@jaydeesfun.com)), or your child's teacher.

## **Parent Participation/Volunteers**

We encourage parents to become involved in every aspect of their child's education and experience while attending JayDee's Academy. We have an open door policy for parents/guardians and you are welcome to visit us at any time.

Throughout the year, there will be many opportunities to volunteer your time and talents for special events, holiday parties, and within the classroom. There will be times when the teachers will ask for guest speakers/volunteers to supplement their educational themes. Information about these opportunities will be conveyed through monthly newsletters, emails, and notes from your child's teachers.

## **Potty Training Policies (applies to 2-3 year old students)**

At JayDee's we strive to provide a whole-child learning experience for our children. Those children that are not potty trained, will work with their teacher on skills to work towards being potty trained. Our staff will take the children to the bathroom throughout the day and give them the skills they need to help them to be successful. We will not require or force a child to sit on the potty, but will encourage them to guide them in their learning process. Teachers will update you throughout the day on Brightwheel about their diaper progress or diaper

We require extra diapers/pull ups and wipes to be left at our facility so we have plenty on hand for your child. We also ask for extra clothing to be left at our facility in a baggie with their name on it so we have clean clothes in case of an accident.

Children 4-5 years old must be fully potty trained.

**Vacation/Sick Time Client Benefit**

One week of your child’s regular schedule is credited to you annually for use as vacation or sick time. This is defined as days out of the Academy that tuition will be waived. This time runs according to the school year (mid August-early June, according to Berkeley County Public Schools calendar). This time does not carry over to the next school year. Vacation days will be prorated according to start and end dates. In order to receive credit for vacation or sick days, please reach out to the directors ahead of time so the credit can be applied properly.

Refunds can not be made for snow days, disciplinary suspensions, or absent days. The only exception to this rule is if the child is hospitalized. Written documentation is required.

NOTE: This does not pertain to our school-aged summer camp since you can sign up for only weeks at a time.

**Vacation/Sick Time Allowances (times that tuition will be waived)**

Months child has attended:	11+ months	8-10 months	4-7 months	1-3 months
5 days/week	5 days	4 days	3 days	2 days
4 days/week	4 days	3 days	2 days	1 day
3 days/week	3 days	2 days	2 days	1 day
2 days/week	2 days	2 days	1 day	0 days

**Grievance Procedures:**

All grievances regarding JayDee’s Academy can be addressed with the Director. All concerns are considered carefully and responded to in a timely manner.

If you are unhappy with the decision of the Director, you are encouraged to communicate your concerns with the owners.

## **Insurance**

Information regarding liability insurance coverage including information on coverage or non-coverage of accident/injuries can be viewed upon request. In the event of an accident or injury, JayDee's Family Fun Center liability insurance is secondary insurance. JayDee's Family Fun Center carries liability insurance and does not carry accident/injury insurance.

## **Mediation/Arbitration Clause**

If any serious dispute arises between you and your child regarding Kid's World, the dispute shall be resolved by mediation or binding arbitration. You as the parent or guardian have the right to report to the Secretary any complaints without retaliation related to compliance with the provisions of West Virginia Code §49-2B-1et seq. and the requirements of this rule. A copy of the West Virginia child care licensing regulations is available on site.

## **Amendments**

JayDee's Academy reserves the right to revise the parent handbook at any time with written notification to the parents and guardians.

## **Compliance Complaints**

As a parent or guardian, you have the right to report to the Secretary any complaints related to compliance without retaliation, according to the provisions of the WV Code Chapter 49, Article 2, Part I and all the requirements of this rule. A copy of the WV Child Care Licensing regulations is available on site for you to view.