

OAKS Learning Center



Parent Handbook and Policies

Director: Pastor Connie Koehl

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General Enrollment Information

OLC operates Monday-Friday, from 7:00am – 6:00pm. Oaks Learning Center welcomes students ages 6 weeks to 5 years. We provide Bible based structured curriculum and schedules to promote social and physical growth in each student 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.

To enroll your student in our school:

- Submit a registration online at oakslearningcenter.com. You will be required to pay the \$100 non-refundable enrollment fee to secure your spot. Once a spot opens, this fee will be transferred to cover your student's registration fee.
- You will receive an email verifying that OLC received your registration.
- OLC will reach out to confirm your place on the waitlist.
- **Before your student may begin our program**, you must email to OLC,
 - o a copy of your student's immunization records,
 - o a doctor's note that your student is healthy and able to participate in OLC,
 - o a signed copy of our parent handbook,
 - o any court documents that you might have for your student.
- You may schedule a tour at any time if you'd like to visit our facilities.
- When a spot opens, you will receive information from OLC including items to bring, parent orientation details, and a start date.
- Each day you bring your student, you'll need to bring a cold lunch, 2 snacks, a refillable water bottle, and a nap mat for rest time. This nap mat must be washable and must be washed at home at least once a week.

Nursery

Our nursery welcomes students ages 6 weeks to 3 years. We separate our classrooms by age group and learning capacities, to ensure that each student is in the best possible company to grow and develop their skills. We use age-appropriate curriculum and sessions to promote motor skills, mental, social and physical growth in each student entrusted into our care.

PreK-3 and PreK-4 Information

Our preschool program for students ages 3 to 5 years, provided your student is fully potty-trained, ensures that every student receives the foundation needed for kindergarten.

To do this, we use Abeka preschool curriculum because it prepares students for a lifetime of learning. Abeka features a traditional approach to teaching and learning, cross-subject integration, spiral review, and plenty of hands-on activities. In addition, we integrate a Bible curriculum into our program to ensure that each student receives a solid spiritual foundation. With these curriculums, our Preschool Program provides students with the environment, nutrition, safety, knowledge, and tools they need to keep their active minds growing and learning.

We separate our classrooms by age group and learning capacities, to ensure that each student is in the best possible company to grow mentally, physically, socially, emotionally, and spiritually. To prepare our oldest students for kindergarten, students in our Prek-4 class must turn 4 no later than September 1st.

Our classes work backwards in this manner, with our Prek-3 students being 3 by September 1st, and our toddler and infant classes separated by months to prepare them for preschool and beyond.

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. We also offer resources per age group and grades so that you can see the milestones your student should be meeting each year. It is important that we work together in partnership to achieve the best outcome for your student.

Fees and Tuition

Registration Fee: \$100 per student (due at enrollment and every September after)

August Supply Fee: \$150 per student (annual fee applied at enrollment and every August after). If you register your student prior to August 1, you have the option to pay the supply fee in three monthly increments of \$50, rather than a lump sum.

Registration and Supply fees are non-refundable.

Should you withdraw your student from the program and re-enroll later in the school year, you will be charged a re-registration fee of \$50 per student. If you choose to withdraw your student just for the summer months, you will be given the option to pay a \$100 weekly fee to hold your student's spot (in place of tuition) or re-enroll with the \$100 fee and be placed on a waitlist.

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

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

4-day Preschool (3 yrs. - 5 yrs.) \$175 / week

Sibling Discount - 10% off the oldest sibling

Tuition Payment

Invoices will be sent on Tuesdays and will be due by Friday for the current week of program. Refunds will not be given, nor will there be credit for days missed. When your student is enrolled in OLC, you are obligated to pay weekly, even if your student is absent. This will hold your student's spot in his/ her classroom. Any situation in which a parent does not pay the weekly tuition will result in the student being dropped from the OLC program. This will require the student 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 student will be charged if tuition payments are not made by the Monday of that week. After the third offense, the late fee will increase to \$25 per student for each week of late tuition. If your balance is a week late with no communication, your student will be withdrawn from the program and their spot will be opened to a family on our waiting list.

Late Pick Up Fee

After 6:00 pm a late pick-up fee of \$10.00 will be added to your account balance. After the third late pick-up, the fee will increase to \$20.00 and will be added to your account balance.

Per state requirement, students still at OLC after 7:00pm will be turned over to Child Protective Services or the local police department for child abandonment.

Withdrawal

We ask that you provide us with a one-week written notice should you wish to withdraw your student 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 Director. They also can be found on Procure under "transactions" and "tax statements." The Director will be able to provide assistance if needed.

Procure

Procure is the secure software we use to keep track of our OLC enrollments and waiting list. Upon your student'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 student's daily activity, where you will get updates on food intake, nap times, etc. that your student participates in throughout the day.

In your Procure portal, you can update your student's information, and the people allowed to drop off and pick up your student(s). **Anyone who drops off or picks up your child *must* be listed in your Procure account and *must* be 18 years or older.** 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.

Vacation Policy

OLC grants one week of vacation credit annually, which becomes available after 12 months of enrollment. This vacation time must be used in full one-week blocks, from Monday through Friday, with the student absent for the entire week. To utilize this vacation period, you must provide notification at least two weeks in advance of the planned absence. Note that holidays are not included in this policy.

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 state or TRS trainings, Church and/or Life School events. Proper notification will be provided to parents.

Personal Items

Each student is to bring:

1. A morning and afternoon snack, a cold/nutritional 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 a snack, but we ask that you provide all food your student will be consuming. Per state regulations, a student must eat every three hours that they are awake and in our care.
2. A blanket/pillow or nap mat for nap/rest time for any student over 12 months. 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 students 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 home each day for parents to clean.
3. At least ONE change of clothing in case of accidents.
4. For students in diapers/pull-ups, please provide enough for the day, along with baby wipes and ointment if needed.
5. Please have all personal items clearly marked with your student's name on it. This includes bottles, sippy cups, lunch boxes/bags, blankets, clothing, and pacifiers.

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.

Nursing Mothers

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 student in the program if the parents are working on potty training at home. Please understand that we cannot train your student alone, you must be working on it at home as well. We will take your student to the bathroom regularly, but more often if you notify us that you are potty training. A student 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 student is consistently staying dry. If your student has more than two accidents, they will need to wear pull-ups for the remainder of the day. Students must be completely potty trained before moving into preschool. If a student is placed in the preschool classroom and begins having accidents consistently, they will be moved back to the nursery per state regulations.

Rest Period

Your students will have a rest period each day at OLC. Although not all students go to sleep, all students 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. Per state regulations OLC cannot force students to fall sleep or to stay awake during rest periods.

Indoor vs. Outdoor Play

OLC implements indoor and outdoor play throughout the school year. When the outside temperature reads from 66-100 degrees, students 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 students 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, students 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.

Health Policy

Current immunization records are required of all students in the program prior to the first day of class. It is the parent or guardian's responsibility to update these records every year or after your student's birthday, annual wellness checks, or any other time they receive a new immunization.

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 student's file. It is your responsibility to provide us with an updated waiver each time it is renewed. For the safety of your student and the other students in our

care, we cannot allow your student into our program until we have their immunization records or a notarized waiver.

In addition, please provide Oaks Learning Center with a doctor's note that states your student is healthy and able to participate in activity. Please feel free to reach out if you need a sample form for your doctor. This too is due prior to the first day of class.

Please let us know and do not bring your student 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 student to school if they have any of the following:

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

Should your student 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 student may not return to school until appropriate treatment has been administered and lice are gone for at least 24 hours.

At times, we have students with serious food allergies in our program. It is possible that your student 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 student 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 students' 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 students and the family to stop this behavior by explaining that it hurts their friends. Time outs will be utilized, and the student will be kept apart from the other students after the biting incident occurs. We ask that parent's partner with OLC and provide a silicone chewy necklace. This helps children have something to bite that will not cause harm to themselves or their friends. If biting continues, a student may be subject to temporary suspension of the program. Should the biting continue upon returning to the program, your student may be subject to dismissal from the OLC program.

Fighting/Inappropriate Behavior or Language

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

Discipline

Discipline consists of positive encouragement. Physical punishment is never allowed. OLC uses time out and redirection/guidance in the classroom. If a student acts out, the teacher will remind them of the classroom rules and self-control. If the student continues, they will receive time-out for a reset (one minute per age), after time out, you will receive a behavioral incident report at the time of pick up. After that, you will be asked to come in for a meeting and next steps.

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.

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, students, 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 director for access to Texas Minimum Standards if you wish to read through it yourself.

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 in how to recognize child abuse, neglect, and maltreatment.

Safety Procedures

In the event that our campus experiences a lockdown, the on-duty police officers will assure that all OLC doors are lockdown and secure. Each classroom will close and lock 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. All students on the preschool side will be escorted into room 126 A by their teachers. They will remain there until the area is clear. Neither room has windows. Parents will be contacted immediately.

Please note that OLC does not provide any type of transportation. We do not conduct any type of field trips or water activities.

Gang Free Zone:

Oaks Learning Center is a Gang Free Zone. We are required by licensing to inform you of such.

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.

When dropping off an infant, it is a state requirement that the student must be taken out of the car seat/stroller and handed to their teacher.

When dropping off toddlers and/or preschool age children, it is a state requirement that the student is fully awake and able to participate in the program.

Sign In/Sign Out Procedures

Drop off time is between 7:00am – 9:00a. Please do not bring your student before 7:00am, as we are preparing our classrooms for your students. Please sign in using the QR code at the front desk 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. Students will not be able to attend our program if they are not dropped off during the drop off window (7:00-9:00am) 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 students' distress.

Thank you for helping us maintain a great daily structure for you and your students. Pick-up occurs from 3:00pm-6:00pm, however, it 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 students 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 students 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 Students

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

Please note that the code used for the doors to OLC will be the same as the code used in Procure; however, it is not one unified system. Please notify our OLC team when you add an authorized pickup so we can ensure they have door access as well.

Open Door Policy

Parents may visit OLC at any time during hours of operation to observe their student, 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.

If you would like to play with or interact with your student, you must sign your student out. We have a responsibility to protect all students in our program. Even though we may not deem any parents as a threat because we are responsible for every student, please do not enter the classroom. Our teachers are certified and trained to be in the classroom with students.

Special Circumstances

OLC recognizes that we serve a community with many different backgrounds, including divorced parents, single parents, and foster parents. According to OLC policy, we will not withhold a child from their birth parents, 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 student 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 student, 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.

In addition, we ask that you be aware of any FaceTimes or videos as you are in our OLC spaces. While we love that parents get to have sweet reunions with their students at the end of each day, other students should not be in any FaceTimes or videos/photos that you take while on our campus.

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, the front desk administration can set up a time for you to meet with our Oaks Learning Pastor.

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 certify that the information I provided OLC in my student'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 student's immunizations prior to their first day of program, and that OLC reserves the right to not admit my student 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 required state training, Church and/or Life School events with proper notification provided to parents.

I, _____, (parent/guardian), agree to place my student(s), in the

care of Oaks Learning Center under the policies and procedures presented to me in the Parent Handbook. I have read and will follow the guidelines set forth including the payment of weekly tuition and supply fees. I will retain this manual for my records and I'm aware that a digital copy of the Parent Handbook may be found at oakslearningcenter.com

Parent/Guardian Printed Name

Parent/Guardian Signature

Student(s) Name

Date

