



**BALANCED** *Family* **ACADEMY**  
OF HILLIARD

**PARENT HANDBOOK**

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**EVERY SINGLE CHILD.  
EVERY SINGLE FAMILY.  
EVERY SINGLE TEACHER.  
EVERY SINGLE DAY.**



## **WELCOME TO BALANCED FAMILY ACADEMY**

We take pride in building strong relationships between our staff and our families. Through ongoing communication, we hope to keep you informed of our policies and procedures. If you have additional questions, you may be able to find answers in this booklet. If not, please feel free to contact our administration team at any time. In this Handbook you will find our guidelines and information regarding our daily operations, the childcare services we agree to provide and the terms and conditions that will govern your and our obligations related to the Services and the Handbook. We are delighted you have chosen us to be your home away from home. We are honored to have the opportunity to nurture the growth of your child, and look forward to sharing many special moments with you and your loved ones.

*All items in this handbook pertain to Balanced Family Academy of Hilliard*

## ADMISSIONS

Your child is considered to be on our waitlist in the center only after the applicable registration fee has been processed and the required paperwork has been received. Upon confirmation of an opening, you may reserve a spot by paying a \$1,000 deposit. From this deposit, \$500 is applied to your child's first month of tuition, and \$500 is applied to your child's last month of tuition. The remaining balance for your first month of tuition is due on the 1st of the month for the month your child is scheduled to start or as otherwise. Applicable enrollment information must also be completed by your child's first day, and any changes to this information must be communicated to the office immediately so that current information is always on file. A medical form signed by a physician or certified nurse practitioner is required to be submitted within 30 days of admission, and this form must be updated every 12 months.

## VACCINATIONS

Children attending must follow the most recent Recommended Immunizations for children birth through 6 years old per the CDC. If your child is unable to receive a vaccination at the time of their scheduled visit to the doctor due to being ill or insufficient supplies at the doctor's office, we will allow a twelve (12) month grace period to the schedule listed [here](#). If your child does not receive the required vaccinations within this time-frame, they will be released from the center.



## HOURS & DAYS OF OPERATION

In general, our center will be open Monday through Friday, 7:00 a.m. – 6:00 p.m. A late fee of \$3 per minute will be charged if your child is not picked up by closing time. We understand that life happens, but we ask that you please call us if you know you are going to be late.

Our centers will be closed on the following holidays:

- Presidents Day
- Memorial Day
- Fourth of July
- Labor Day
- Thanksgiving
- Black Friday
- Christmas Eve
- Christmas Day\*
- New Year's Eve
- New Year's Day

Depending on what days Christmas and New Year's Day fall on, we may be closed for additional days before and after. Please refer to your location calendar on the website for the exact closings. Additionally, we may close for a teacher in-service day at the start of each school year. Full tuition is due for the days in which these closings fall.



## OUTDOOR & INDOOR PLAY

Children have the opportunity to play outside (weather permitting). We may limit the amount of time outside when the temperatures are very warm or very cold. Children will not be taken outside when the temperature drops below 25 degrees or rises above 90 degrees, including the "feels like" temperature. On days that outdoor play is not provided due to these conditions, we may include a time for indoor gross motor activities. Please send your children with the proper clothing so they may be comfortable and safe whenever we are outside. If the multipurpose room is not available, we will rearrange the classroom setup to ensure children receive gross motor opportunities.

## SEVERE WEATHER CONDITIONS

In the event there is a Level 2 or 3 snow emergency, we will close our center. If we are experiencing heavy snow and freezing rain and still on a Level 1 snow emergency, we may operate on 2 hour delay. We will notify you via email and text message with any updates by 5:30 AM.

If our center is closed or the services are otherwise unavailable, the applicable tuition amount due shall not be reduced.



## NEW MOTHERS

If you wish, a designated space available in the building for you to pump and/or breastfeed your child. Please let us know and we would be happy to provide you with a comfortable chair and a privacy sign. Otherwise, please feel free to use the space in the lobby, or your child's classroom.

# STAFF/CHILD RATIOS & MAXIMUM GROUP SIZES

Balanced Family Academy will not exceed the following state required ratios:

## 1:5 OR 2:12 INFANTS

(0-12 months)  
maximum group size  
of 12

## 1:6 OR 2:12 INFANTS

(12-18 months)  
maximum group size  
of 12

## 1:7 TODDLERS

(18-30 months)  
maximum group size  
of 14

## 1:8 TODDLERS

(30-36 months)  
maximum group size  
of 16-24

## 1:12 PRESCHOOLERS

(3-4 years)  
maximum group size  
of 24

## 1:14 PRESCHOOLERS

4 years until eligible  
for kindergarten  
maximum group size  
of 28

## 1:18 SCHOOL AGERS

before/after care classroom: maximum group size of 28

## BECAUSE WE DESIRE TO PROVIDE A HIGHER LEVEL OF QUALITY CARE...

We maintain a 1:4 ratio in the infant room, a 1:5 ratio in the toddler room, and a 1:8 in the Pre-K room. Ratios for toddlers and preschoolers may be doubled for 2 hours at nap time as long as all children are resting quietly on their cots and enough staff is in the building to meet the regular required staff/child ratio, if there is an emergency. Maximum group size is defined by the number of children in one group that may be cared for at any time. Limitations do not include nap time, lunch time, outdoor play, or other special activities.



# DAILY SCHEDULES

Listed below are sample schedules that represent a typical day in each classroom. We require that all children who are attending for the day arrive by 9:30am, and please follow a similar eating and sleeping routine prior to your arrival to allow for a successful remainder of the day. In the event of an appointment or other late arrival, please contact our office.

## INFANT CLASSROOMS

In our young infant classrooms, we honor the napping and eating schedule your baby has followed, making the transition easy for little ones. In our older infant classrooms, we will encourage a morning and afternoon nap as well as scheduled meals. Time is set aside for age-appropriate physical activity, such as tummy time, sitting up, crawling, and eventually, standing and walking. We connect with infants through sign language, picture books, sensory play and of course singing! In addition, we conduct diaper changes every two hours.

### Example Schedule:

7:00-8:30 Individual Activities -  
Exploration of materials  
8:30-9:00 Snack  
9:00-9:15 Diaper Checks  
9:15-11:00 Morning Nap  
11:00-11:15 Diaper Checks  
11:15-11:45 Lunch  
11:45-12:45 Individual Activities  
12:45-1:00 Diaper Checks  
1:00-3:00 Afternoon Nap  
3:00-3:30 Wake up, diaper checks  
3:30-4:00 Afternoon Snack  
4:00-5:00 Outside Play/Indoor  
Gross Motor Activities  
5:00-6:00 Quiet Activities

## BOTTLE LABELING

Bottles containing breast milk must be labeled with the following:

- child's name
- date prepared
- date expressed
- marked with "breast milk"

Bottles containing formula must be labeled with the following:

- child's name
- date prepared
- marked with "formula"

# TODDLER CLASSROOMS

Toddlers participate in our full circle curriculum that includes a different theme every month. Every day, the children may read an entertaining, adventurous book followed by a group activity and creative arts project. The children may also participate in a variety of activities to enhance fine and gross motor skills. When your child is ready to move out of diapers, our staff will help to make this a smooth transition. In these classrooms, children will be encouraged to express their independence by washing their own hands, feeding themselves using utensils, and choosing their own activities during center time.

### Example Schedule:

7:00-8:00 Free-play  
8:00-8:30 Potty attempts, wash hands for morning snack  
8:30-9:00 Morning snack  
8:30-9:00 Outside Play/Multipurpose room  
9:00-9:15 Clean up, wash hands, potty attempt  
9:30-10:00 Circle time and shared reading  
10:00-10:30 Group activity –game, discussion, skill-based activity+songs  
10:30-11:30 Learning centers and creative arts activity in small groups  
11:30-12:00 Outside Play  
12:00-1:00 Lunch, potty attempt, get ready for nap  
1:00-3:00 Nap  
3:00-3:15 Potty attempts and wash hands  
3:15-3:45 Afternoon snack  
3:45-4:15 Multi-purpose room  
4:15-5:00 Outside play  
5:00-5:15 Wash hands and potty attempt  
5:15-6:00 Free play

\*Potty training often begins in our toddler classrooms. To protect all children from bodily fluids, we do require that children wear either underwear or pull ups while potty training\*

# PRESCHOOL/PRE-K CLASSROOM

Once children reach the Preschool/Pre-K room, the monthly themes are subdivided into weekly themes to cover a wide range of topics. The daily activities are similar to the toddler rooms although math, science, and writing are added into the curriculum. Children have the opportunity to explore in learning centers, which change to correlate with the theme of the week.

## **Example Schedule:**

7:00-8:00 Free-play

8:00-8:30 Clean up, wash hands, potty attempt

8:30-9:00 Morning snack

9:00-9:30 Circle time and shared reading

9:30-10:00 Group activity – Science, cooking, songs + poems

10:00-11:00 Language Arts and Math in small groups

11:00-11:30 Learning Centers

11:30-12:00 Outside Play

12:00-1:00 Lunch, potty attempt, get ready for nap

1:00-2:00 Recess/Multipurpose room

2:00-3:00 Rest period

3:00-3:45 Multi-purpose room

3:45-4:00 Wash hands, Potty Attempt

4:00-4:15 Afternoon Snack

4:15-5:00 Creative Arts

5:00-5:30 Learning centers

5:30-6:00 Outside play





## AFTER SCHOOL CARE HALF DAY SCHEDULE

Our after school program is for children ages Kindergarten through fifth grade, and we transport to our Hilliard center from Darby Woods, Alton Darby, Darby Creek, Horizon and Brown.

Below is an example daily schedule this group will follow upon dismissal from their elementary schools.

\*School-age children are able to be left unattended for a maximum of 5 minutes at a time.\*

### **Example Schedule:**

2:50-3:05 Pick up from elementary & arrive at BFA  
3:05-3:15 Bathroom breaks  
3:15-3:30 Afternoon Snack  
3:30-4:30 Games and learning centers  
4:30-5:15 Outdoor recess  
5:15-6:00 Free choice

## AFTER SCHOOL CARE FULL DAY SCHEDULE

On days the elementary schools are closed, children are able to attend BFA for an additional fee of \$70. They may have an opportunity to attend a field trip to a local destination. In the event they remain on site, here is the tentative schedule:

### **Example Schedule:**

7:00-8:30 Free choice  
8:30-9:00 Morning snack  
9:00-9:15 Bathroom breaks  
9:15-10:00 Circle time & itinerary introduction for the day  
10:00-11:00 Learning centers/group activities  
11:00-11:30 S.T.E.A.M.  
11:30-12:00 Lunch and bathroom breaks  
12:00-1:00 Outdoor recess  
1:00-2:00 Free choice  
2:00-3:00 Group activity  
3:00-3:15 Bathroom breaks  
3:15-3:30 Afternoon Snack  
3:30-4:30 Games and learning centers  
4:30-5:15 Outdoor recess  
5:15-6:00 Free choice

## AFTER SCHOOL CARE TRANSPORTATION

Children enrolled in the after-school program will be transported from their elementary schools to Balanced Family Academy in our 14 passenger bus. In order to be transported by the bus, we must have written permission for each child completed by the child's primary guardian.

If your child is absent from school, please notify us prior to 12:00pm. In the event that we have not received notification of an absence and your child does not arrive to the bus upon pick-up at his/her elementary school, we will first contact you and then we will contact the school secretary in the event that we are unable to reach you.

Our bus is inspected weekly, monthly and annually according to the state of Ohio licensing guidelines. Our bus drivers are certified in first aid, CPR, child abuse and communicable diseases.

**IT IS NOT  
WHAT IS  
POURED  
INTO A  
STUDENT  
THAT  
COUNTS,  
BUT WHAT  
IS PLANTED.**

## **MOVING CLASSROOMS**

Factors such as age and developmental readiness determine when a child is ready to move to the next classroom as well as space within the next room. As part of the transition procedure, our staff will develop a transition plan. Our goal is to make the transition as smooth as possible. Our most frequent transition times occur in June and August.

Prior to the transition, you will receive communication from our Admin team and may be offered a meeting with one of your child's new teachers. At the meeting, teachers may discuss the daily schedule, developmental goals for the classroom, and any additions to the classroom schedule. It is also an opportunity for you to ask questions and explain any specific information about your child, as well as discuss learning goals for the upcoming year.

## **NAPPING SCHEDULES**

Each child will be provided with an opportunity to nap/rest for a time that is appropriate for their developmental needs. Cribs, cots, rest mats and linens will be provided and will be cleaned on a weekly basis unless they are soiled and need cleaned sooner. Nap schedules may fluctuate from classroom to classroom depending on the needs of the class as a whole. If schedule changes occur, we will provide you with an electronic and printed copy of the new schedule in advance. If your child does not fall asleep during nap time, they will have the opportunity to engage in quiet activities if they wish. Please note: we will do our best to accommodate individual schedules and provide your child with a quiet, separate place within the classroom to rest if their schedule differs from the group schedule.

## **PARENT PARTICIPATION**

Parents are encouraged to participate whenever possible in the activities at the center. You may have unlimited supervised access to all areas of the building used for child care during hours of operation. Parents may participate in class parties, special luncheons, or simply stop in to join the daily fun. Teachers are available to discuss your child's progress or needs at any time, but we prefer you to schedule a conference.



## MEALS & SNACKS

We believe in real food. That means food that is wholesome, balanced, and freshly prepared. Our menus focus on seasonal ingredients, so we can use local producers whenever possible, and for the foods that matter most (like the “dirty dozen”) milk, and chicken, we go organic. And, none of this really matters if the food isn’t delicious: we’re committed to that too. A copy of our current monthly menu is available on our website and on the lobby news board. In general, we provide a morning snack at 8:30am, lunch at 12:00pm, and an afternoon snack around 3:00pm. Each of the snacks will contain nutritional foods from two different food groups. The lunches will contain food from four different food groups, as well as organic milk. Serving sizes for each food group for snacks and lunches are portioned according to each child’s age and the required portion sizes set forth by ODJFS. Please let us know ahead of time if your child is not permitted to have any types of food due to allergies or religious beliefs, and we will provide a substitute meal option. We prohibit our families and staff members from bringing food in from home containing peanuts, tree nuts, or other known allergens. If your child requires a food supplement or medical food, we are happy to accept your request and administer the supplement or medical food in accordance with instructions from you and your child’s physician.



## TUITION, FEES, & PAYMENT POLICIES

Tuition is processed on the first and/or 15th of each month on our billing software. In the event that the payment is not received within 3 calendar days of becoming due, we may without liability suspend performance for all services and our obligation hereunder until payment has been made in full or deduct the amount due from the next paycheck processed. Tuition pricing is subject to an annual increase, and the most recent price sheet is always available upon request. Our monthly tuition is based off an average of fifty-two weeks. In the event that you pay any amounts owed by credit card, you authorize BFA to add an additional three and one half percent (3.5%) credit card processing fee to the amounts owed and charge such amounts to the payment method you provide. In the case of ACH Transaction being rejected for the Non-Sufficient Funds (NSF) I understand that Balanced Family Academy may at its discretion attempt to process the charge again within 30 days, and agree to additional \$25 charge for each attempt returned NSF which will be initiated as a separate transaction from the authorized recurring payment. Tuition pricing is subject to an annual increase.

## SCHEDULE OPTIONS AT BFA

Balanced Family Academy offer the following schedules: full time, Mondays Wednesdays & Fridays, or Tuesdays & Thursdays. Any schedule change requests must be made 30 days prior to when the change is to take place.

## ADDITIONAL DAYS

If your child attends BFA part-time and would like to add a single day, he/she may do so at an additional charge as long as space is available. If a child attends BFA part-time and would like to make up missed days, he/she may do so at no additional charge, and the swap must take place within the same calendar week.

## VACATION & SICK DAYS

In the event that your child is sick, on vacation, or otherwise unable to attend the center, the applicable tuition amount due shall not be reduced. Our daily communication tool allows you to input this information into the system so we know your child will be absent that day.



## SUMMER SCHEDULES

For the months of June and July, we can accommodate alternate schedules. If your family is enrolled full time, you can drop to 3 days/week (M,W,F) and if your family is enrolled 3 days/week, you can drop to 2 days (T,R). Please provide us with a preferred schedule by April 1st and we will do our best to adjust your schedule accordingly. Please note, we will guarantee your original schedule in August if you wish to drop days for June and July as long as we are notified by the April 1st deadline.

## SUPERVISION POLICY

Providing a safe and secure learning environment is a top priority at BFA. Our staff is alert to the safety needs of your children, anticipates possible hazards, and takes necessary appropriate precautionary and preventative measures. Each staff member is required to fill out an incident/injury report form if an accident would occur (please see accidents/emergencies for further details). We ask that you read over and sign the report so that we know you are aware of the situation. If you ever have further questions on the event, do not hesitate to reach out to administrators. Our staff will have full supervision of your child at all times, including naptime. If your child becomes ill, they may be isolated in a section of the room not in use, but within the sight and hearing of a staff member.

\*School-age children are able to be left unattended for a maximum of 5 minutes at a time.\*

## ARRIVAL/DEPARTURE

Please walk your child into their classroom and your child's teacher will assist signing your child in using the IPAD to check in and washing their hands. For the safety of your child, our staff must be made aware of your child's presence before you depart. Any special messages, medications, special pickup notes, etc. are to be given to your child's teacher. At the time of pickup, we ask that you make contact with your child's teacher to ensure that they are aware that your child has been picked up. You are also responsible for the supervision of your child before signing and after signing them out. Your child may not be passed over the playground fence for pick-up or drop-off. If your child is going to be absent, please email your administrators, call the center, or mark your child absent using the communication tool by 9:00am. When a child is being transported to our center from another program and they do not arrive when they should we will reach out to our contact provided by the parent.

## RELEASE OF A CHILD

Our staff will only release your child to people who you have added onto the approved pick-up list. If an emergency arises, you must provide a written, signed note giving the person permission to pickup your child. Staff may check ID's of anyone they do not recognize. Please let people know about this ahead of time so they bring a picture ID and are aware of our procedures. Your child's safety is our priority!

## CUSTODY AGREEMENTS

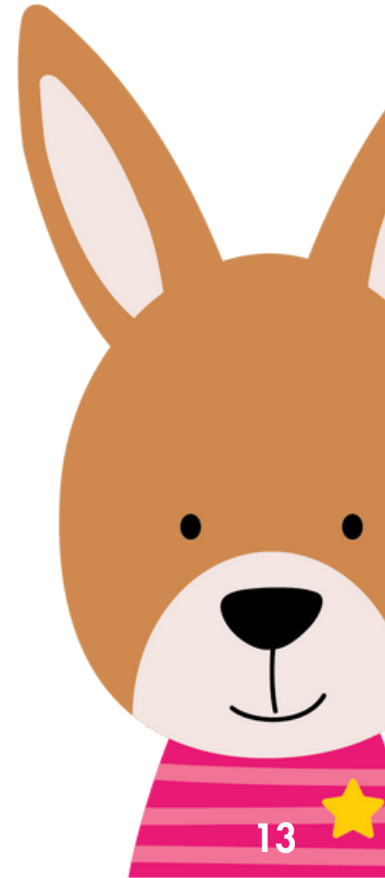
If there is a custody dispute or similar issue related to your child, you must provide us with appropriate legal documents indicating who has permission to pick up the child. The center may not deny a parent access to their child without proper documentation.

## CHILD ABUSE REPORTING

All staff members are mandated reporters of child abuse. If staff have suspicions that a child is being abused or neglected, they **MUST** make a report to the local children's services agency. If our administration team is informed of or observes suspicious activity within the classroom setting, action will be taken immediately. The action plan will be determined by administrators and owners and parents of children involved will be notified of the situation.

## RECORDS RELEASE

If you wish to have your child's records released from BFA any third party, you must sign a written release before we can provide any documents. Examples of records may include: Child Medical Statements, progress reports, daily reports, etc.





# OUR TEACHERS ARE OUR **HEART**

We invest in our community and our people. We have developed training, curriculum, methods, processes, and other confidential and proprietary tools. You acknowledge that it would be impossible for our teachers to work in a similar capacity or provide competing services without drawing upon and using confidential information gained during their association with us. Accordingly, you agree not to directly or indirectly solicit or induce for employment, or otherwise employ or engage as an independent contractor for the provision of childcare services or any services that compete with any of our services, any of our personnel or contractors during any period you receive any Services from us, without our prior written consent.

In the event we designate an approved childcare or other services tool, the solicitation and engagement of such individuals through such tool shall not be deemed a violation of the preceding sentence. In the event you solicit or induce for employment or engage an individual in violation of this Handbook, we may immediately terminate the provision of Services to you, in whole or in part, without further obligation, and for the avoidance of doubt, without refund of any amounts paid, deposited or otherwise prepaid.

**THE MEDIOCRE TEACHER TELLS.**

**THE GOOD TEACHER EXPLAINS.**

**THE SUPERIOR TEACHER DEMONSTRATES.**

**THE GREAT TEACHER INSPIRES.**

## TEACHER GUIDANCE

In order for our teachers to provide the best care for your children, we provide daily support and guidance to promote ongoing growth opportunities and a sense of community within our center. In the event one of our teachers encounters an obstacle relating to the center, our administration team will work with the teacher and any other involved individuals to determine a plan to resolve the problem.

## CHILDREN GUIDANCE

Every child at Balanced Family Academy will be treated with loving care and respect. Our hope is that each child will learn self-discipline through careful guidance. Methods of positive reinforcement (commenting on your child doing the “right” thing) and positive redirection (removing your child and giving them an appropriate activity) will be used. Our staff will not impose punishments for failure to eat, sleep or toileting accidents. They will use developmentally appropriate techniques suitable to your child’s age and relevant to the circumstances such as:

1. Setting clear limits.
2. Redirecting the child to an appropriate activity. (A quiet place where they can regain control)
3. Showing children positive alternatives. (Our hands are for hugging and not for hitting)
4. Modeling the desired behavior.
5. Reinforcing appropriate behavior.
6. Encouraging children to control their own behavior, cooperating with others and solving problems by talking things out.
7. Intervene, when needed, as quickly as possible to ensure the safety of all children.

If a situation arises where a child is consistently endangering himself, peers or staff, it may result in disenrollment. We will work together with the parents and the child to correct the behavior. However, the safety of children is always our primary concern. If a child demonstrates behavior that requires frequent “extra attention” from our staff members, we may choose to develop and implement a behavior management plan. This plan would be developed in consultation with the parents.

## GUIDANCE & CHALLENGING BEHAVIORS

At BFA, we strive to create environments where teachers are respected and children can develop strong social skills and heighten self-esteem. We achieve this by equipping children with problem-solving skills, providing ongoing support in the form of positive reinforcement, and redirecting children when poor choices are made. Additionally, our teachers model positive behaviors that can be used in different scenarios. Despite our best efforts to avoid challenging behaviors, we understand that children experience different phases in their lives that can cause issues in the classroom. These behaviors can include any physical (hitting, kicking, scratching, biting) or verbal abuse, refusal to comply with simple classroom expectations, or destruction of objects. Further, we classify some of these actions as challenging behaviors if they become repetitive and interfere with the learning and interaction of the other classmates. If we experience a problem, we do everything we can to work with the staff, parents, and child to improve the situation.

## CONFLICT RESOLUTION/ WITHDRAWALS

If there is ever a time you have any questions, comments, or concerns in regards to your child's care at Balanced Family Academy, please contact your center administrators right away. We will set up a time to meet to discuss the situation and find a solution. If you wish to withdrawal your child, a 30-day notice, in writing, is required.

We understand our center may not be the right fit for every family, and every family may not be the right fit for us. If it is determined by us that it is not the right fit, we will allow a 30-day grace period to provide the affected family an opportunity to find alternate care.

## STEPS WE TAKE TO HELP CHALLENGING BEHAVIORS

1. We carefully observe the child, document the behaviors we are seeing, and note any triggers associated.
2. We meet with the parents to set forth goals for school and home, then implement a realistic plan to help the child succeed.
3. We contact behavioral specialists to come to BFA for additional observations, screenings, and assessments if applicable.
4. If the behavior continues with the new goals, the child will be required to take a day off from school. Additionally, we will allow a 30-day grace period to provide the affected family an opportunity to find alternative care so long as the safety of the teachers and children is not at jeopardy.

\*In the event incidents occur while your child is in our care that inhibit the safety of your child, your child's classmates, our staff, your child may be released from our care for the duration of the day.



## ASSESSMENTS

At Balanced Family Academy, we complete assessments 3 times per year in every classroom. The assessments are designed to gauge how children grasp the concepts of the Ohio Early Learning Standards for each stage of their development. The results of these assessments are not shared with anyone other than you and BFA staff. We use these assessments to help measure areas your child is excelling in and areas where there is room for growth. Based on the needs of each classroom, teachers are able to adjust the curriculum to focus more time on areas that need extra attention.





## EMERGENCY TRANSPORTATION

In the event that emergency transportation is necessary, Balanced Family Academy may utilize EMS to treat and transport your child. You hereby consent to the use of EMS in the event of your child's injury or illness.

## FIELD TRIP TRANSPORTATION

Transportation during Balanced Family Academy field trips may be provided by parent volunteers through a vehicle caravan. Prior to the field trip, Balanced Family Academy will use commercially reasonable efforts to ensure that a valid driver's license is on file for every driver participating in the field trip caravan. Additionally, Balanced Family Academy will make a list of drivers that will be accessible to parents upon request. Directions will be made available to all drivers participating in the field trip caravan, and certain child enrollment and medical paperwork will be made available when applicable. Field trips may also occur using our 14-passenger buses with a certified driver. For any children attending field trips, a permission slip must be signed by a primary parent/guardian.

## CARE FOR CHILDREN WITH DISABILITIES

BFA will provide and administer care to children with disabilities as specifically directed by their parent or guardian and obtain any necessary paperwork to comply with ODJFS. We follow all guidelines for administration of medications in order to remain in compliance with the American with Disabilities Act.

## WATER PLAY INFORMATION

Your child may be provided with water play opportunities at BFA. These opportunities may include sprinklers and small wading pools (less than 18 inches deep). We provide sunscreen but you are more than welcome to provide an alternative option if you wish. You will be asked to sign written permission slips prior your child engaging in water play with standing water. Our staff will be supervising very closely at all times to ensure this is a safe activity. Please remember to send bathing suits and a towel for your child. In order for staff to apply sunscreen, you must also have a medication form completed. If your child burns easily, please include a lightweight T-shirt that they may wear during water play.

# MANAGEMENT OF ILLNESSES

At Balanced Family Academy, we provide children with a clean and healthy environment. We achieve this by cleaning toys and surfaces on a regular basis all throughout the day and thoroughly at the end of each day. Additionally, we practice thorough hand washing upon arrival and throughout the day. Despite these practices, we realize that children become ill from time to time. If this is your child's first group care experience, it is possible that they may experience more frequent illnesses at the beginning before their immune system becomes more active. Out of respect for others, we ask that you not bring your child to the center if he/she is ill. Please plan ahead and have a backup care plan in place if you are not able to take time off from work or school.

A child with any of the following observed symptoms will be isolated and discharged to the parent or emergency contact:

- Temperature of 101 degrees F - in combination with any other signs of illness
- Diarrhea (more than three abnormally loose stool within a 24 hour period)
- Severe coughing (causing the child to become red in the face or to make a whooping sound)
- Difficult or rapid breathing
- Yellowish skin or eyes
- Redness of the eye or eyelid, thick and purulent (pus) discharge, matted eyelashes, burning, itching or eye pain
- Untreated skin patches, unusual spots or rashes
- Unusually dark urine or grey or white stools
- Stiff neck with an elevated temperature
- Evidence of untreated lice, scabies or other parasitic infestation
- Vomiting more than once or when accompanied by any other sign of illness
- Sore throat or difficulty swallowing

Any child demonstrating signs of illness listed will be isolated and carefully observed for symptoms, and the parents will be notified. Further, if a child does not feel well enough to participate in center activities we will ask the parents to pick-up the child. Anytime a child is isolated they will be kept within sight and hearing of a staff member.

The cot and any linens used will be washed and disinfected before being used again. Parents will be notified by a sign on the door if we learn that children have been exposed to a known communicable illness. Children may be readmitted to the center after at least 24 hours of being free of fever and other symptoms. If they are not symptom free, a doctor's note will be required stating that the child is not contagious. If we do not hear back from the parents in one hour after reaching out, we may call your emergency contact.

## ADMINISTRATION OF MEDICATION

In the event that you complete a 1217 or 1236 ODJFS form, you authorize BFA to administer medication to your child in accordance with such Request for Medication form. You represent and warrant the accuracy and completeness of information provided on any Request for Medication form and any other form you provide to us. Medication will be stored in a designated area. Medication may NOT be stored in your child's book bag. You must provide our authorized representative with the appropriate medication each day. If your child is in Kindergarten, they may have access to over-the-counter topical products and ointments, but they must be stored inside the classroom and not in your child's book bag. Any other medications are not permitted unless you come in to administer them in person. BFA will provide and administer care to children with disabilities as specifically directed by their parent or guardian and obtain any necessary paperwork to comply with ODJFS, if necessary. BFA follows all guidelines for administration of medications in order to remain in compliance with the American with Disabilities Act.

## PRESCRIPTION MEDICATION

Prescription medication will only be accepted if received in the original container and will be administered in accordance to instructions on the label. Over the counter medications will be administered in accordance with label instructions. If you request any different dosages or uses, a physician must provide written instructions on the applicable 1217 ODJFS form. Over the counter medications will not be administered for more than three days without written instructions from a physician.



## BFA of HILLIARD ACCIDENTS/EMERGENCIES

Balanced Family Academy has devised several procedures to follow in the event that an emergency would occur while a child is in our care. In the event of a fire, tornado, or building lock-down, staff will follow the written instructions posted in each classroom, describing emergency evacuation routes and the procedures to be followed to assure that children have arrived at the designated spot. In order to prepare children for the unlikely need to evacuate, we conduct monthly fire drills, and periodic tornado and lock-down drills. Should we need to evacuate due to fire or weather conditions, or the loss of power, heat, or water, our emergency destination is the Super 8 by Wyndham Columbus West if the parking lot is not safe. A sign will be posted in front of the center indicating that we have been evacuated and the location where you can pick up your child. You will also be contacted as soon as possible to come to pick up your child. If you cannot be reached, we will attempt to contact the emergency contacts listed on your child's enrollment information. In the unlikely event there would be an environmental threat or a threat of violence, the staff will secure the children in the safest location possible, contact and follow the directions given by the proper

authorities and contact you as soon as the situation allows. An incident report would also be provided to you if any of the following occur: your child has an illness, accident, or injury which requires first aid; your child receives a bump or blow to the head; your child has to be transported by emergency squad; or an unusual or unexpected event occurs which jeopardizes the safety of the child.

In the event that there is a serious incident at the school, we will contact ODJFS and complete a serious incident report by the next business day which will include all details from the incident. Serious incidents include: death while at the center, a bump or blow to the head that requires first aid or medical attention, an incident, injury, or illness that requires removal from the center for medical consultation or treatment, and unusual or unexpected incident which jeopardizes the safety of your child or an employee at the center. You authorize us to provide any information related to you, your child, and the Services to ODJFS and its representatives. The report will be provided to ODJFS licensing staff and to you within 24 hours of when the incident occurred.

## MEDICAL ADVICE & ACTIVITIES

Any health, wellness, or nutrition information provided by us or an Authorized Person is for informational purposes only and is not intended to replace the relationship between you and your physician or other medical provider. We are not a licensed medical care provider and have no expertise in diagnosing, examining, or treating medical conditions of any kind, or in determining the effect of any specific exercise on a medical condition. You and your child may have access to certain fitness activities including without limitation, obstacle courses, gymnastics, yoga, music and movement, and fitness classes (each an "Activity" and collectively the "Activities"). You and your child should always consult a physician before starting a fitness program, changing your diet or if you have any questions regarding a medical condition. Never disregard professional medical advice or delay in seeking it because of information you or your child may have received from us or an Authorized Person or have read on or through our website or other media. You should consult with your physician before you or your child follow any training instructions you receive from us or an Authorized Person or participating in any Activity. Not all Activities are suitable for everyone. You should understand that when participating in any exercise or exercise program, there is the possibility of physical injury and/or death. If you think you or your child may have a medical emergency, call your physician or 911 immediately. If you or your child feel discomfort or pain, immediately stop the activity causing such discomfort or pain. People who have Type 1 diabetes or other adverse medical or nutritional conditions should not participate in Activities unless such use is directed and closely monitored by a physician. By you or your child's participation in an Activity, you represent that you have received consent from your physician to participate in the Activity. We are not responsible for any health problems that may result from your child's participation in activities. If you or your child engages in any activity, including fitness classes received or learned about through the services you agree that you and your child do so at your own risk and are voluntarily participating in these activities. You are aware and understand that the activities are dangerous activities and involve the risk of serious injury and/or death and/or property damage. You acknowledge that any injuries that you or your child sustain may be compounded by negligent emergency response or rescue operations of Balanced Family Academy or its authorized persons.

You acknowledge that you or your child are voluntarily participating in the activities with knowledge of the danger involved and hereby agree to accept and assume any and all risks of injury, death or property damage, whether caused by the negligence of Balanced Family Academy, its authorized persons, or otherwise. You hereby expressly waive and release any and all claims, now known or hereafter known in any jurisdiction throughout the world, against Balanced Family Academy and its authorized persons, on account of injury, death or property damage arising out of or attributable to the activities, whether arising out of the negligence of Balanced Family Academy or its authorized persons or otherwise. You covenant not to make or bring any such claim against Balanced Family Academy or its authorized persons and forever release and discharge Balanced Family Academy and its authorized persons from liability under such claims. You shall defend, indemnify and hold harmless Balanced Family Academy and its authorized persons against any and all losses, damages, liabilities, deficiencies, claims, actions, judgments, settlements, interest, awards, penalties, fines, costs, or expenses of whatever kind, including attorney fees, fees and the costs of enforcing any right to indemnification under this handbook and the cost of pursuing any insurance providers, arising out of resulting from any claim of a third party related to the activities. By signing, you acknowledge that you have read and understood all of the terms of this agreement and that you are voluntarily giving up substantial legal rights, including the right to sue Balanced Family Academy and its authorized persons.

## ACTS OF GOD

We shall not be liable or responsible to you, nor be deemed to have defaulted or breached this Handbook, for any failure or delay in fulfilling or performing any term of this Handbook when and to the extent such failure or delay is caused by or results from acts or circumstances beyond our reasonable control including, without limitation, acts of God, flood, fire, earthquake, explosion, governmental actions, war, invasion or hostilities (whether war is declared or not), terrorist threats or acts, riot, or other civil unrest, national emergency, revolution, insurrection, epidemic, lockouts, severe weather, strikes or other labor disputes (whether or not relating to our workforce), or restraints or delays affecting vendors or contractors, or inability or delay in obtaining supplies of adequate or suitable materials, materials or telecommunication breakdown or power outage.

## HANDBOOK TERM

We may terminate this Handbook and our obligations contained herein with immediate effect upon written notice to you, if you fail to pay any amount when due under this Handbook, or if you fail to perform or comply with any of the terms of this Handbook, in whole or in part, or if you become insolvent, file a petition for bankruptcy or commence or have commenced against you proceedings relating to bankruptcy. No waiver by us of any of the provisions of this Handbook is effective unless explicitly set forth in writing and signed by our authorized representative. No failure to exercise, or delay in exercising, any rights, remedy, power or privilege arising from this Handbook operates or may be construed as a waiver thereof. No single or partial exercise of any right, remedy, power or privilege hereunder precludes any other or further exercise thereof or the exercise of any other right, remedy, power or privilege.

## ADDITIONAL MEDIA POLICIES

You may have the opportunity to receive photos, videos, and notes by email through CareDay and view your child's portfolio through the CareDay app. Throughout the day, we may have the opportunity to photograph you or your child. We may display these pictures in the center and may post or upload pictures, video and other information to your private CareDay account, our website, and social media networks. You permit, authorize and license us and our affiliates, licensees, subcontractors, representatives, employees, members, directors, and agents (each and all of them "Authorized Persons") to display, exhibit, transmit, broadcast, reproduce, record, photograph, digitize, modify, alter, edit, adapt, create derivative works, otherwise use and permit others to use your and your child's name, image, likeness, appearance, voice, and other personal characteristics and all materials created by you or your child or us that incorporate any of the foregoing and any material created by you or your child through or during the Services (the "Materials")

on a perpetual basis throughout the world and in any medium or format whatsoever now existing or hereafter created, and you irrevocably transfer and assign to us your and your child's entire right, title and interest, if any, in and to the Materials and all copyrights in the Materials arising in any jurisdiction throughout the world, including the right to register and sue to enforce such copyrights against infringers. You acknowledge and agree that you will have no right to review or approve Materials before they are used by us and that we have no liability for any editing or alteration of the Materials or for any distortion or other effects resulting from our editing, alteration or use of the Materials. We have no obligation to use the Materials or to exercise any rights given by this Handbook. To the fullest extent permitted by applicable law, you hereby irrevocably waive all legal and equitable rights relating to all liabilities, claims, demands, actions, suits, damages and expenses, including but not limited to claims for copyright or trademark infringement, infringement of moral rights, defamation, invasion of rights of privacy, rights of publicity, intrusion, false light, public disclosure of private facts, physical or emotional injury or distress or any similar claim or cause of action in tort, contract or any other legal theory, now known or hereafter known in any jurisdiction throughout the world (collectively, "Claims") arising directly or indirectly from the Authorized Persons' exercise of their rights under this Handbook and the use and exploitation of the Materials, and whether resulting in whole or in part by the negligence of the us or any other person, covenant not to make or bring any such Claim against any Authorized Person and forever release and discharge the Authorized Persons from liability under such Claims. You represent and warrant to us that the Authorized Persons' use of the Materials and the rights and license granted hereunder do not, and will not, violate any right of, or conflict with or violate any contract with or commitment made to, any person or entity, and that no consent or authorization from any third party is required in connection herewith. You agree to defend, indemnify and hold harmless the Authorized Persons from and against all claims, including without limitation Claims by third parties resulting in whole or in part from your breach of the Handbook, including without limitation your breach of any representations or warranties contained herein.

## GOVERNING LAW

All matters arising out of or relating to this Handbook shall be governed by and construed in accordance with the internal laws of the State of Ohio without giving effect to any choice or conflict of law provision or rule. Any claim or cause of action arising under this Handbook shall be brought only in the federal and state courts located in Franklin County, State of Ohio, and the parties hereby consent to the exclusive jurisdiction of such courts. Each party waives any and all rights it may have to jury trial in connection with any litigation, proceeding or counterclaim arising with respect to rights and obligations of the parties hereto, related to the services, or under the handbook. All notices shall be in writing and addressed to the parties at the addresses set forth in this Handbook or the ODJFS FORM #01234 or then current form, as may be applicable, or such other address as the parties may later designate. This Handbook constitutes the sole and entire agreement of the parties with respect to the subject matter contained herein and supersedes all prior and contemporaneous understandings, handbooks, representations and warranties, both written and oral, with respect to such subject matter unless incorporated by reference herein. If any term or provision of this Handbook is invalid, illegal or unenforceable in any jurisdiction, such invalidity, illegality or unenforceability shall not affect any other term or provision of this Handbook or invalidate or render unenforceable such term or provision in any other jurisdiction. This Handbook is binding on and shall inure to the benefit of the parties hereto and their respective successors and assigns. If any term or provision of this Handbook is invalid, illegal or unenforceable in any jurisdiction, such invalidity, illegality or unenforceability shall not affect any other term or provision of this Handbook or invalidate or render unenforceable such term or provision in any other jurisdiction. The provisions of this Handbook, which by their nature should apply beyond their terms, will remain in force after any termination or expiration of this Handbook including, but not limited to, the following provisions: Tuition, Fees, and Payment Policies, Delinquent Accounts and Returned Checks, Registration Fee, Withdrawals, Governing Law, Governing Law, Our Intellectual Property and Representations, and Miscellaneous.

## OUR INTELLECTUAL PROPERTY & REPRESENTATIONS

We value our brand and we hope you do to. All copyrights, trademarks, and other intellectual property rights related to the Services, are owned by Balanced Family Academy or its licensors. You acknowledge that the Services and any technology used in connection with the Services contains our intellectual property and proprietary information and is protected by copyright, trademark and other such laws in the United States and foreign countries. You may not reproduce, distribute, modify or create derivative works of, publicly display (including by framing any content), or commercially exploit any part of the Services except as necessary to view the content therein and to create a reasonable number of copies of portions of such content (without modification) for your personal, non-commercial use. All rights in the Services not expressly granted to you by us are retained by Balanced Family Academy and its licensors. We represent and warrant to you that we will perform or cause the Services to be performed using personnel of required skill, experience and qualifications, in a professional manner and in accordance with generally recognized industry standards for similar services. As part of the Services, you and your child may interact with certain Authorized Persons, such as food service contractors, fitness instructors, BFA Soft Office (our third party payment processor) ("BFA SOFT"), and CareDay (our third party parental update provider) ("CareDay"). We do not make any representations or warranties regarding authorized person products, services, content, accuracy of materials on authorized person platforms, or authorized person privacy practices. If access to authorized person products, services, or content is provided, it is provided as a convenience. You or your child's use of authorized person products, services, content, or platforms at your own risk.



Except as expressly set forth in this section, we make no warranty or representation regarding the services provided and we expressly disclaim and exclude any and all other express, implied, and statutory warranties, including without limitation any warranty of merchantability, fitness, for a particular purpose, or infringement of third party rights; you acknowledge that you have relied on no other warranties with respect to the services or the handbook when entering into this agreement. In no event shall we or any authorized person be liable for indirect, consequential, special, exemplary, punitive, or enhanced damages arising out of or relating to the services or any breach of this handbook, regardless of (A) whether such damages were foreseeable, (B) whether or not we were advised of the possibility of such damages, (C) and the legal or equitable theory (contract, tort, or otherwise) upon which the claim is based, and notwithstanding the failure of any agreed or other remedy of its essential purpose. In no event shall our or any authorized person's aggregate liability arising out of or related to the services and this handbook, exceed the total of the amounts received by us from you pursuant to this handbook in the three (3) month period preceding the event giving rise to the claim.

## CONFIDENTIALITY

All non-public, confidential or proprietary information of Balanced Family Academy, including but not limited to, classroom materials, recipes, trade secrets, technology, information pertaining to business operations and strategies, and information pertaining to customers, pricing, and marketing (collectively, "Confidential Information"), disclosed by us to you or your child, whether disclosed orally or disclosed or accessed in written, electronic or other form or media, and whether or not marked, designated or otherwise identified as "confidential," in connection with the provision of the Services and this Handbook is confidential, and shall not be disclosed or copied by you without our prior written consent. Confidential Information does not include information that is: in the public domain; known to you or your child at the time of disclosure; or rightfully obtained by you or your child on a non-confidential basis from a third party. You agree to use the Confidential Information only to make use of the Services and Deliverables. We shall be entitled to injunctive relief for any violation of this Section.

## MISCELLANEOUS

Neither the Handbook, nor any rights, obligations or duties hereunder, may be assigned or delegated by any party without the prior written consent of the other party; provided, however, that we may assign, license, or otherwise transfer any of our rights, or delegate or otherwise transfer any of our obligations or performance, under this Handbook to any of our affiliates, or in connection with any merger, consolidation or reorganization involving Balanced Family Academy regardless of whether we are the surviving or disappearing entity, or a sale of all or substantially all of our business or assets relating to this Handbook to an unaffiliated third party. We may amend or modify in whole or in part in any manner the terms and conditions of the Handbook at any time, and upon request we will provide you with access to a copy of the current Handbook. This Handbook may be executed in any number of counterparts (including counterparts executed by less than all parties hereto and including counterparts delivered by facsimile or electronic mail), each of which shall be deemed to be an original, but all of which together shall constitute one and the same instrument.

## Center Parent Information: Appendix 5101: 2-12-07

The center is licensed to operate legally by the Ohio Department of Job and Family Services (ODJFS). This license is posted in a noticeable place for review.

A toll-free telephone number is listed on the center's license and may be used to report a suspected violation of the licensing law or administrative rules. The licensing rules governing child care are available for review at the center.

The administrator and each employee of the center is required, under Section 2151.421 of the Ohio Revised Code, to report their suspicions of child abuse or child neglect to the local public children's services agency.

Any parent of a child enrolled in the center shall be permitted unlimited access to the center during all hours of operation for the purpose of contacting their children, evaluating the care provided by the center or evaluating the premises. Upon entering the premises, the parent, or guardian shall notify the Administrator of his/her presence.

The administrator's hours of availability to meet with parents and child/staff ratios are posted in a noticeable place in the center for review.

The licensing record, including licensing inspection reports, complaint investigation reports, and evaluation forms from the building and fire departments, is available for review upon written request from the ODJFS. Inspections are also online at <http://childcaresearch.ohio.gov/>. Parents may search for a specific program and sign up to be notified when the program's latest inspection is posted online.

It is unlawful for the center to discriminate in the enrollment of children upon the basis of race, color, religion, sex, national origin or disability in violation of the Americans with Disabilities Act of 1990, 104 Stat. 32, 42 U.S.C. 12101 et seq. To file a discrimination complaint, write or call Health and Human Services (HHS) or ODJFS. HHS and ODJFS are equal opportunity providers and employers.

Write or Call: Write or Call:

### HHS

Region V, Office of Civil Rights  
233 N. Michigan Ave, Ste. 240  
Chicago, IL 60601  
(312) 886-2359 (voice)  
(312) 353-5693 (TDD)  
(312) 886-1807 (fax)

### ODJFS

Bureau of Civil Rights  
30 E. Broad St., 37th Floor  
Columbus, OH 43215-3414  
(614) 644-2703 (voice)  
1-866-277-6353 (toll free)  
(614) 752-6381 (fax)  
1-866-221-6700 (TTY) or  
(614) 995-9961

For more information about child care licensing requirements as well as how to apply for child care assistance, Medicaid health screenings and early intervention services for your child, please visit <http://jfs.ohio.gov/cdc/families.stm>.





BFA Hilliard  
5675 Feder Road  
Columbus, OH 43228  
614-960-2003

For more information email [laura.sforza@bfa.care](mailto:laura.sforza@bfa.care) or visit our website, [www.BalancedFamilyAcademy.com](http://www.BalancedFamilyAcademy.com)