



BALANCED *Family* ACADEMY PARENT HANDBOOK

Treehouse
5150 Reed Road
Columbus, Ohio 43220
614-745-3305

Clubhouse
1717 Bethel Road
Columbus, Ohio 43220
614-745-3305

Greenhouse
1727 Bethel Road
Columbus, Ohio 43220
614-745-3305

Playhouse
1707 Bethel Road
Columbus, Ohio 43220
614-745-3305

5th Avenue
1347 W. Fifth Avenue
Columbus, Ohio 43212
614-884-4213

GVX
707 Grandview Crossing Way,
Grandview, Ohio 43215
614-372-5074

Harrison West
870 Michigan Ave,
Columbus, Ohio 43215
614-824-4666

For more information email sarah@bfa.care or visit our website, www.BalancedFamilyAcademy.com



Balanced Family Academy of Upper Arlington, Grandview and Harrison West

Welcome to Balanced Family Academy – a place where we are proud to support your child's development and growth, helping them reach important social and academic milestones. We are committed to fostering strong relationships with our families and staff, and our mission is centered around providing exceptional support to every child, family, and teacher, every day.

Our handbook outlines our guidelines and daily operations, and provides important information about the childcare services we offer, as well as the terms and obligations that govern your time with us. If you have any further questions, our administration team is always available to assist you. We're excited to create many cherished memories with you and your loved ones!

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Admissions

Your child is considered to be on our waitlist 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. 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

To ensure the safety and well-being of all students, our school requires children between birth and six years of age to follow the CDC's most recent recommended immunization schedule. If your child is unable to receive a vaccination during their scheduled doctor's visit due to illness or a shortage of supplies, we will grant a grace period of twelve (12) months to the vaccination schedule. Failure to comply with the vaccination requirements within this timeframe will result in the student's release from the school.



Hours + Days of Operation

In general, our schools will be open Monday through Friday, 6:30 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 schools will be closed on the following holidays:

- Presidents Day
- Memorial Day
- Juneteenth
- 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.

Tuition, Fees + Payment Policies

Tuition is processed on the first of each month. In the event that payment is not received within 5 calendar days of becoming due, we may without liability suspend performance for all services until payment has been made in full. Our monthly tuition is based on an average of fifty-two weeks and is subject to an annual increase. In the event that you pay any amounts owed by credit card, you authorize BFA to add an additional three percent (3.25%) credit card processing fee to the amounts owed and charge such amounts to the payment method you provide. In the case of an ACH Transaction rejection for the Non-Sufficient Funds (NSF) Balanced Family Academy may attempt to process the charge again within one week, and an additional \$25 charge for each NSF transaction will be initiated as a separate transaction from the authorized recurring payment.

Enrollment Schedules

Balanced Family Academy offers full time, Monday-Friday, care for all infant, toddler, preschool, and prekindergarten children. Once your child is in a toddler or older classroom, you are able to enroll them with a part time schedule of either Monday/Wednesday/Friday or Tuesday/Thursday. If you are requesting a schedule change to move from a full time to a part time schedule, we must be able to pair your child with another part time child to approve the request.

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 a missed day due to a school closure, 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. CareDay allows you to input this information into the app so we know your child will be absent that day.



Summer Schedules

For the months of June and July, we can accommodate alternate schedules and will assign them with a lottery system. In March, we will send a communication out through CareDay to see who is interested in part time schedules (M/W/F or T/R). We will then pair part time schedules together for each age group. Please note, we have limited availability for part time schedules and will try our best to accommodate every schedule request. If your child drops to part time for the months of June and July, we will automatically enroll them with their original schedule on August 1st.

Severe Weather

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 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.

Staff Ratios + Max 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 EARLY PRESCHOOL

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

1:12 PRESCHOOLERS

(3-4 years)
maximum group size
of 24

1:14 PRE-K

4 years until eligible
for kindergarten
maximum group size
of 28

1:18 SCHOOL AGERS

Kindergarten classroom: maximum group size of 28
*Offered at our BFA Upper Arlington location

BECAUSE WE PROVIDE A HIGHER LEVEL OF QUALITY CARE:

We strive to maintain a 1:4 ratio in the infant rooms, a 1:5 ratio in the toddler rooms, and a 1:8 in the Preschool rooms. 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 + Age Group Information

Prepare for days filled with thrilling adventures! To ensure all children have an enjoyable time, we request their arrival by 11:30 AM, and that they adhere to their regular meal and rest schedules before the event. On the following pages, you will find information pertaining to each age group at our school.

INFANTS

EXPERIENCE EXCEPTIONAL CARE FOR YOUR INFANT WITH OUR COMPREHENSIVE PROGRAM!

Our young infant classrooms prioritize your child's established eating and sleep schedule to ensure a smooth transition. Meanwhile, our older infant classrooms encourage a morning and afternoon nap routine and scheduled meals. Our curriculum includes age-appropriate physical activities that promote development, such as tummy time, crawling, standing, and walking. We engage our infants through sign language, picture books, sensory play, and singing. Additionally, we conduct diaper changes every two hours to ensure comfort and hygiene.

Sample Schedule:

7:00-8:30: Individual Activities
8:30-9:00: AM 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: Diaper checks
3:30-4:00: Afternoon Snack
4:00-5:00: Outside Play
5:00-6:00: Quiet Activities

Bottle Labeling:

Bottles containing breast milk must be labeled with the following:

- child's full 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"

NEW MOTHERS

Our facilities offer handicap accessible bathrooms in each building, which can be used for pumping or breastfeeding your child. If you require the use of these facilities, please let us know, and we will be happy to provide you with a comfortable chair and a privacy sign. Alternatively, you may choose to use the space in the lobby or your child's classroom.

TODDLERS

THE TODDLER STAGE IS CHARACTERIZED BY HIGH LEVELS OF CREATIVITY, MOVEMENT, AND ENGAGEMENT.

We offer a comprehensive curriculum for toddlers that covers a new theme each month. Every day, your child can enjoy a thrilling and entertaining story, followed by a group activity and a creative arts project. Additionally, we provide a range of activities that promote the development of fine and gross motor skills. Our staff will assist your child in making the transition out of diapers as seamlessly as possible. In our classrooms, we encourage children to express their independence by doing things like washing their hands, feeding themselves with utensils, and selecting their own activities during center time.

Sample Schedule:

7:00-8:30 Free Choice
8:30-9:00 AM Snack
8:30-9:00 Outside Play
9:00-9:15 Clean
9:30-10:00 Circle Time
10:00-10:30 Group Activity
10:30-11:30 Learning Centers
11:30-12:00 Outside Play
12:00-1:00 Lunch + Potty Attempts
1:00-3:00 Nap
3:00-3:15 Potty Attempts
3:15-3:45 PM Snack
3:45-4:15 PM Activity
4:15-5:00 Outside play
5:00-5:15 Potty Attempts
5:15-6:00 Free Choice

Potty Training:

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. For toddlers still in diapers, checks will take place every 2 hours.

Biting:

Biting is a normal part of toddler development and communication. However, it is important to us that we teach children more appropriate ways to express their feelings and frustrations. Our approach focuses on preventing biting incidents, understanding the underlying causes, and responding effectively while supporting both the child who bites and the child who is bitten.

PRESCHOOL + PRE-K

BROADENING HORIZONS AND CULTIVATING INDEPENDENCE THROUGH DIVERSE TOPICS

When children reach the Preschool/Pre-K level, monthly themes are broken down into weekly themes to cover a broad range of subjects. Though similar to the toddler rooms, daily activities are expanded to include math, literacy, writing, and fine motor practice presented during learning centers. During learning centers, children are encouraged to discover new things and expand on topics related to the week's theme.

Sample Schedule:

7:00-8:00 Free Choice
8:00-8:30 Clean Up + Potty Attempts
8:30-9:00 AM Snack
9:00-9:45 Circle Time + Morning Meeting
9:45-11:00 Learning Centers
11:00-11:30 Group Activity
11:30-12:15 Outside Play
12:15-1:00 Lunch + Potty Attempts
1:00-3:00 Rest Period
3:00-3:45 Outside Play
3:45-4:00 Potty Attempts
4:00-4:15 PM Snack
4:15-5:00 Circle Time
5:00-5:30 Learning centers
5:30-6:00 Outside Play/Free Choice
*Pre-K Classrooms may shorten the rest period down to 1 hour depending on the needs of the children in the classroom.



SCHOOL AGE

FULL DAY KINDERGARTEN + AFTER SCHOOL CARE

Our Ohio-licensed teacher leads our full-day Kindergarten class that is an extension of our PreK program. Our curriculum meets grade-level expectations, preparing your child for a successful days both socially and academically.

Full Day Kindergarten Sample Schedule:

7:00-8:30 Free choice
8:30-9:00 AM Snack
9:00-9:15 Bathroom Breaks
9:15-10:00 Circle Time & Daily Meeting
10:00-11:00 Learning Centers
11:00-11:30 S.T.E.A.M.
11:30-12:00 Lunch
12:00-1:00 Outdoor Recess
1:00-2:00 Free choice
2:00-3:00 Group Activity
3:00-3:30 Bathroom Breaks + PM Snack
3:30-4:30 Games and Learning Centers
4:30-5:15 Outdoor Recess
5:15-6:00 Free choice

Our after-school program caters to children from Kindergarten to fifth grade and provides transportation from Greensview, Windermere, Wickliffe, and Tremont to our Upper Arlington location. Weather permitting, ASC children may visit a local park prior to arrival at BFA for pick-up. On days these elementary schools are closed, students may attend BFA for the full day at an extra charge, and will follow the full day Kindergarten schedule on those days. They may have the opportunity to attend a field trip to a local destination, at which a permission slip with details would need to be signed. *School-age children may be left unattended for a maximum of 5 minutes at a time.

After School Care Sample Schedule:

2:50-3:15 Pick up & Arrive at BFA
3:15-3:30 Bathroom Breaks
3:30-3:45 Afternoon Snack
3:45-4:30 Games + Group Activity
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. Prior to doing so, 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.**

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.

Classroom Transitions

When it comes to transitioning your child to another classroom, several factors such as age, developmental readiness, and space available come into play. Our staff will guide you through a thoughtfully-planned transition process, which includes a comprehensive transition plan outlining the timeline, introduction to new teachers, and daily schedule for the next classroom. Our top priority is to ensure that the transition is as seamless as possible for both you and your child, and you will be notified of the plan at least 2 weeks prior to when the transition will occur. It's worth noting that transition times are frequent throughout the year, with the most common times being June and August.

Before the transition, our Admin team will contact you with relevant information and arrange a meeting with your child's new teachers. During the meeting, teachers will discuss the daily schedule, developmental goals for the classroom, and any updates to the schedule. Additionally, it is an opportunity for you to ask questions, convey any specific information about your child, and discuss learning goals for the upcoming year.

Assessments

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.

Parent Participation + Conferences

We actively encourage you to be involved in your child's experience. During hours of operation, you're welcome to access all areas of the building designated for child care, under supervision. We invite parents to participate in various activities such as class parties, special community events we host, or simply to join in the daily fun. If you have any concerns about your child's progress or needs, our teachers are available to discuss them with you at any time, although we recommend scheduling a conference for a detailed conversation.

Daily Meals + Snacks

OUR COMMITMENT TO REAL FOOD AND NUTRITION FOR CHILDREN:

At BFA, we believe in serving only the best. We prepare meals that are wholesome, balanced and freshly made. Our menus are designed with seasonal ingredients and we prioritize local producers whenever possible. You can find a copy of our current monthly menu on our website or on the lobby news board.

6 WEEKS - 12 MONTHS

Infants that are still bottle feeding must bring in prepared bottles from home that are properly labeled each day. We are happy to store extra formula or breast milk from home as long as it is properly labeled. Purees and "first foods" are provided once your child is ready for that transition. To avoid any possible allergy risks, we kindly request that you sample the food with your infant at home before we serve it to them at BFA.

12 MONTHS +

We provide a morning snack around 8:30 am, lunch at 12:00 pm, and an afternoon snack around 3:00 pm. Each snack contains nutritional foods from two different food groups. The lunches contain food from four different food groups, as well as whole milk for ages 1-2 and 1% milk for children 2+. 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, meeting 1/3 of the recommended daily dietary allowance.

We understand that some children may have allergies or religious beliefs that prohibit them from consuming certain types of food within reason. If that's the case, please let us know ahead of time, and we will provide a substitute meal option according to your child's medical care plan. We prohibit our families and staff members from bringing food containing peanuts, tree nuts, or other known allergens. Additionally, we strongly discourage foods to be brought in from home unless approved by our administration team ahead of time. Food items from home must be nutritious and classroom teachers must be aware if they are brought in.

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.

Napping Schedules

We understand the importance of rest for children's development, and we make sure to provide an appropriate nap or rest time for each child. We supply clean cribs, cots, rest mats, and linens, which are washed weekly or as needed. If your child has a special blanket they'd like to bring from home, they are welcome to do so. However, larger blankets may need to be taken home weekly to be washed and brought back. Classroom nap schedules may vary based on the group's needs, but we will always communicate any changes to you in advance. If your child is unable to fall asleep during nap time, they will be given the option to engage in quiet activities. We always strive to accommodate individual schedules and provide a quiet, separate area within the classroom for resting if needed. Please note we will not force any child to stay awake if they are too tired to participate in activities.



Supervision

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

For safety reasons, you are required to escort your child to their classroom and let the teacher know of any special instructions or morning updates upon check-in. At pick-up, please be sure your child's caregiver is aware of your departure prior to leaving the classroom or playground. Additionally, we ask that you please enter and exit the building from the main entrance (not through the playground gate). To prioritize safety, we kindly request that you refrain from holding the door open for others when entering the school. If your child will be absent, please notify us by email, phone, or CareDay by 9:30am. If your child is being transported from another program and doesn't arrive on time, we will first contact you and then we will attempt to contact the other program in the event we can not reach you.

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. Minors, including siblings, may not pick up your child. Please let your emergency contacts know about this ahead of time so they bring a picture ID and are aware of our procedures. If you plan to have someone pickup your child, please notify us through CareDay messaging. Your child's safety is our priority!

Custody Agreements

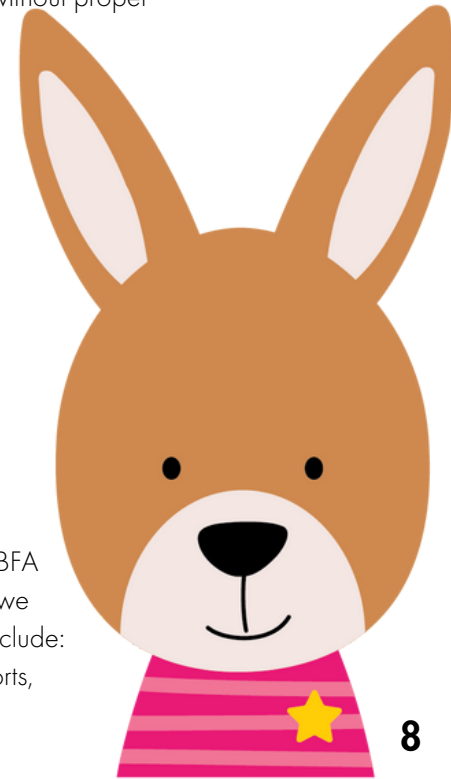
If there is a custody dispute or similar issue related to your child, you must provide us with appropriate legal documents indicating who has permission to pick up the child. We may not deny a parent access to their child without proper documentation.

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 share any documents. Examples of records may include: Child Medical Statements, progress reports, daily reports, etc.



**THE MEDIOCRE
TEACHER TELLS.**

**THE GOOD TEACHER
EXPLAINS.**

**THE SUPERIOR
TEACHER
DEMONSTRATES.**

**THE GREAT TEACHER
INSPIRES.**

Children Guidance

At Balanced Family Academy, we are committed to treating every child with respect and loving care. We believe in guiding children towards self-discipline, rather than imposing it upon them. We use methods of positive reinforcement and redirection to help children understand what is expected of them. Our staff will not administer punishments for accidents that involve eating, sleeping or toileting. Instead, we use developmentally appropriate techniques, such as setting clear limits, modeling the desired behavior, and reinforcing appropriate behavior. We encourage children to cooperate with others, control their own behavior, and solve problems by talking things out. We intervene quickly in situations that may pose a danger to children and will work with you to correct any problematic behaviors that may arise.

Staff Guidance

At our center, your child's education and well-being are our top priorities. To ensure that our teachers provide exceptional care, we offer daily support and guidance to promote growth opportunities and a sense of community. We facilitate ongoing professional development trainings and well as opportunities for teachers to connect with our administration team to ask questions or address any concerns. In the event that a teacher encounters an obstacle, our administration team will collaborate with that teacher and other involved individuals to devise a resolution plan.

Staff Solicitation

We invest in our community and our people. We have developed and implemented trainings, 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.

Challenging Behaviors

At BFA, we are committed to fostering a supportive and respectful environment that encourages children to develop important social skills and build self-esteem. This is achieved through a variety of methods, including teaching children problem-solving skills, offering ongoing reinforcement, and redirecting negative behavior. Our teachers also serve as positive role models for the children in various scenarios. However, we acknowledge that challenging behaviors can sometimes arise, despite our best efforts to prevent them. These behaviors may include physical aggression (such as hitting, kicking, scratching, or biting), verbal abuse, refusal to comply with classroom expectations, or destruction of property. We classify these behaviors as "challenging" if they become persistent and disrupt the child's learning and socialization. In such cases, we work closely with the staff, parents, and child to address the issue and find a solution that benefits everyone involved.

STEPS WE TAKE TO HELP:

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 a Behavior Intervention Plan with 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 challenging behavior continues to present persistent safety risks, the child may be required to take a day off from school and withdrawal may be initiated. 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 in jeopardy.

While under our care, if incidents occur that inhibit the safety of your child, your child's classmates, or our staff, your child may be released from our care for the duration of the day or for a period of time while our team finalizes an adjusted care plan.



Withdrawals + Conflict Resolution

At Balanced Family Academy, we're dedicated to supporting you and your child's growth. If you have any questions or concerns, please feel free to contact your center administrators. We believe in working together to find the best solution for your family, as we understand that every family is unique and we may not be the perfect fit for everyone. We kindly ask that all interactions with our teachers and staff are respectful and free of any harsh language or raised voices.

In the event we determine that our center is not the right fit for you, we offer a 30-day grace period to help you find alternate care, unless there are safety concerns. Please be aware that we are required to report child expulsion due to behavioral issues to ODJFS. If you need to withdraw your child, please provide a 30-day notice through our [CareDay Parent Portal](#).



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 our 14 passenger buses for school-age children. For any children attending field trips, a permission slip must be signed by a primary parent/guardian containing all of the information regarding the events that will take place. 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.

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. In order for staff to apply sunscreen, you must also have a medication form completed. 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. Additionally, it is important that all children wear both a top and bottom bathing suit or a full body one-piece bathing suit. We appreciate your cooperation in adhering to this policy and ensuring that all children have an enjoyable time during water play!

Care for Children with Disabilities

Children with disabilities are assessed on an individual basis to determine if our program is the right fit for their needs. When caring for a child with disabilities, we follow all guidelines outlined by the parent/guardian in terms of the child's care plan, as well as all guidelines for administration of medication outlined by the child's physician. All ODJFS paperwork must be on file and approved by our licensing team, and all procedures we follow are in compliance with the Americans with Disabilities Act.



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
- Diarrhea (three abnormally loose stools 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. If your child needs to be picked up, please arrive within one hour.

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 (with no other medication) 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. If your child is in Kindergarten or up, they may transport their medication to and from school to the center, but they must be stored inside the classroom and not in your child's book bag. 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.



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. 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.

Emergency Evacuation Destinations for Fire, Weather, or loss of Power, Heat or Water

VA CAMPUS:

- Another building on the campus
- Bethel Presbyterian Church (if our whole campus is not safe)

5TH AVE:

- Dewey's Pizza

HARRISON WEST:

- Dragonfly Wellness

GRANDVIEW:

- BMW Headquarters

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 Termination

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

This Handbook is governed by the internal laws of the State of Ohio and any claim or cause of action shall be brought only in federal and state courts located in Franklin County, Ohio. Parties waive the right to a jury trial. All notices should be in writing and addressed to parties in the ODJFS FORM #01234. This Handbook constitutes the entire agreement of the parties and supersedes prior agreements. Invalidation of any provision does not affect other provisions. The Handbook remains in force after termination or expiration, including provisions related to Tuition, Fees, and Payment Policies, Withdrawals, Governing Law, Intellectual Property, and Miscellaneous.

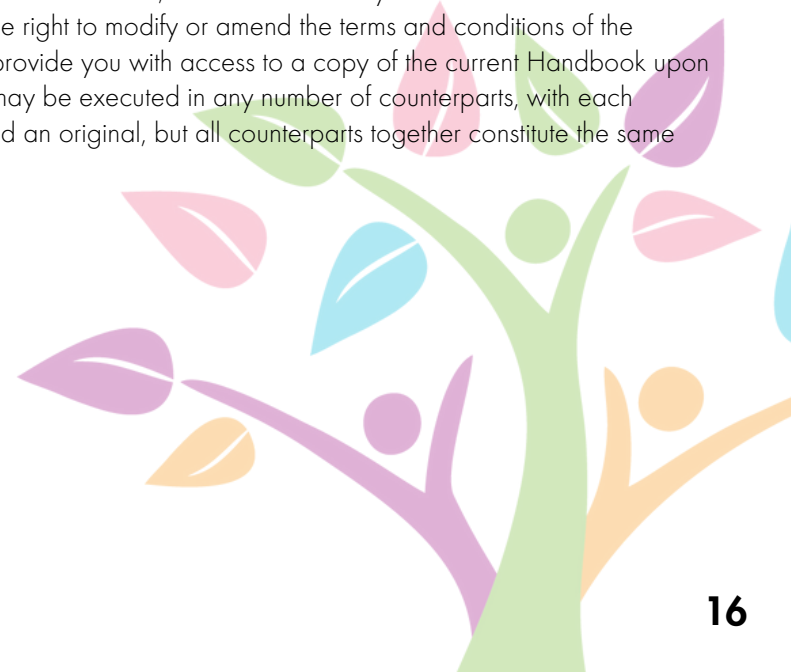
Intellectual Property + Representations

Balanced Family Academy and its licensors own all copyrights, trademarks, and other intellectual property rights related to the Services. The Services and any technology used in connection with them contain protected intellectual property and proprietary information. You may not publicly display, distribute, modify, or commercially exploit any part of the Services, except for personal, non-commercial use. All rights not expressly granted are retained by Balanced Family Academy and its licensors. The Services will be performed in a professional manner according to industry standards. The Services may involve interaction with Authorized Persons, and we do not make any representations or warranties regarding their products, services, content, accuracy, or privacy practices. Their use is at your own risk.

Confidentiality

All non-public, confidential or proprietary information, including but not limited to classroom materials, recipes, trade secrets, technology, business operations and strategies, customer information, pricing, and marketing, disclosed to you or your child by Balanced Family Academy is considered confidential. This includes information that is shared orally or in written, electronic or any other form or media. This information must not be disclosed or copied without prior written consent from Balanced Family Academy. Confidential Information excludes information that is publicly available, known to you or your child at the time of disclosure, or rightfully obtained from a third party on a non-confidential basis. You agree to use the Confidential Information solely for the purpose of utilizing the Services and Deliverables. Any violation of this section will result in injunctive relief.

The Handbook cannot be assigned or delegated by any party without written consent from the other party. However, we have the right to assign, license, transfer, or delegate any of our obligations or rights under this Handbook to our affiliates. In the case of a merger, consolidation, or reorganization involving Balanced Family Academy, or a sale of all or substantially all of our business or assets, this Handbook may be transferred to an unaffiliated third party. We reserve the right to modify or amend the terms and conditions of the Handbook, and we will provide you with access to a copy of the current Handbook upon request. The Handbook may be executed in any number of counterparts, with each counterpart being deemed an original, but all counterparts together constitute 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:

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>.