

OAK & LILY ACADEMY

PARENT HANDBOOK



SUFFOLK OFFICE
6801 BRIDGEWAY DR
SUFFOLK, VA 23434
(757) 488-0494 Opt. 1

PORTSMOUTH OFFICE
1200 HODGES FERRY ROAD
PORTSMOUTH, VA
(757) 488-0494 Opt. 2

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MISSION STATEMENT

Oak & Lily Academy operates as a ministry under Believers Church in the Harborview area of Suffolk. We seek to minister to children and families in our community through a weekday preschool and kindergarten program and a before and after childcare program.

The environment and curriculum are designed to develop children spiritually, emotionally, and educationally. This includes scripture within the lessons to reflect our mission to glorify God in everything we do.

RELIGIOUS EXEMPTION

Oak & Lily Academy is religiously exempt from state licensure and adheres to all code compliances required for this.

NON-DISCRIMINATORY POLICY AND ADA POLICY

Oak & Lily Academy admits students of any race, color, nation, and ethnic origin to all the rights, privileges, programs, and activities accorded and made available to the students at the school. It does not discriminate based on race, color, national origin, and ethnic origin in its educational and admissions policies.

PAYMENTS

1. Beginning September 1st, 2021, all families are required to register and pay using TUITION EXPRESS.
2. Dependent on the calendar adopted by Suffolk Public Schools for the 2024-2025 school year each month's tuition will be due on the first day of that month beginning on September 1, 2024, or on the 15th of the month prior to the month attending beginning on August 15th, 2024. For example, September's tuition will be billed and pulled through TUITION EXPRESS on September 1st if the post Labor Day calendar is adopted or on August 15th if the pre-Labor Day calendar is adopted. Tuition will be pulled on the first of the month September 1st through June 1st or the 15th of the month August 15th through May 15th.
3. Tuition for the school year can be paid in 10 monthly payments over the 9 ½ month school term or it can be paid in full before September 1st or August 15th depending on the adopted calendar for Suffolk Public Schools (or before attending the first day if starting after the school year begins) with a 7% discount.
4. We do not give tuition refunds or credits for student absences, vacations, or school closings due to holidays, classroom closures due to illness, scheduled breaks, or inclement weather.
5. Tuition is not refunded mid-month. For example, if your child withdraws between tuition pulls, tuition will not be refunded.
6. A year-end summary can be pulled from myprocare.com.

ILLNESS AND MEDICATION

1. I certify that my child is, to my knowledge, in good health and free of disabilities that would endanger him/her or other children.

2. When my child is ill, I understand and agree that OLA will not accept my child for care. This includes fever, diarrhea, vomiting, bad cough, and communicable diseases. If your child is contagiously sick, you will not bring the child into the center. If your child is ill, you will find alternative arrangements for childcare. When the child is no longer contagious and healthy enough to actively play with other children, he or she may come back to OLA. This helps protect the health and well-being of all the children and staff at OLA and enables us to provide the best possible environment for the children.
3. These are common symptoms that a child has a contagious condition and should not be at school:
 - a. Active sneezing or coughing
 - b. Colored discharge from nose
 - c. Discharge from eyes or ears
 - d. Fever of 100 or more
 - e. Eye infection
 - f. Vomiting or Diarrhea (within 24 hours of last occurrence)
 - g. Sore throat
 - h. Rash
 - i. Any combination of the above
 - j. Evidence of head lice/nits

Please refer to Oak & Lily Academy's sick policy on our website (www.oakandlilyacademy.org) under Parent Resources.

4. Medication (prescription or OTC, including lotion, lip balm and sunscreen) can be given if it is in the original container, labeled with the child's name, and a signed authorization paper is included with the medications (must be turned into the office).

HOLIDAYS

OLA will be closed in observance of all federal holidays. We will also be closed for holiday and spring breaks, which will follow the dates that Suffolk Public schools are closed. We will also close between school year programs and summer programs to reset. Please see the school calendar on the Oak & Lily Academy website under Parent Resources.

COMMUNICATION

1. Invoices, newsletters, and general announcements will be sent via email. If you are unable to receive emails, it is the parent/guardian's responsibility to obtain information from the office.
2. The Procure Connect app is used for daily communication between staff and parents.
3. Communication through Procure is limited throughout the school day due to teachers focusing on the students and activities in the classroom.

MEALS/FOOD

1. OLA does not provide meals. Families should pack the following: Two snacks and a lunch. Please include all utensils needed for snacks and lunch.
2. Items containing peanuts, tree nuts or nut products are not allowed.

PERSONAL BELONGINGS

1. Children's belongings must be labeled with their name. We are not responsible for lost items.
2. Children should be sent to school in appropriate clothing for the weather.
3. Parents will supply a change of clothes each day in the student's backpack, even if their child is fully potty trained. This is to include weather appropriate clothing, underwear, socks, and shoes.

ARRIVAL AND PICK-UP PROCEDURES

1. Children in the 2-year-old classes and younger will be picked up from the lobby by a classroom staff member. Children in the 3-year-old classes and older will walk to class on their own. At pickup children in the 2-year-old classes and younger will be brought to the front by a staff member. Children in the 3-year-old classes and older will walk to the front on their own with observation by staff members.
2. Designated persons must sign child in/out with the Procure Connect App.
3. Any persons picking up or dropping off without Procure Connect must sign the child(ren) in/out on the log provided at the front desk.
4. Only designated persons will be allowed to pick up the child.
5. Designated pick-up persons must be 18 years or older.
6. Any person unfamiliar to the staff will be required to show proof of identification. Under no circumstances will the child be released to anyone other than those on file unless written permission is received from the parent.

CHILDCARE/PRESCHOOL AGREEMENT

1. As of the admission date, the student must be at least 6 weeks (about 1 and a half months) old and no older than 9 years old or in 3rd grade.
2. Our preschool program follows the public schools' age cut off September 30th. To enter the 3-year-old program, the student must be 3 years old by September 30th. To enter the 4-year-old program, the student must be 4 years old by September 30th.
3. Kindergarten students must be 5 years old by September 30th of the school year they are enrolling for,
4. All children 3 years old or older must be completely potty trained. No pull ups, able to communicate they need to go potty, able to pull up pants and undergarments and able to wipe independently, no exceptions.

ENROLLMENT

1. All information for enrollment including the following is required for enrollment: completed registration packet, Birth certificate, (or proof of birth if the BC has not

been received yet), School entrance form including up to date immunization report signed by the physician, completed Tuition Express form, and registration fee and curriculum fee (if applicable). Students are not considered fully enrolled until all of these are received.

2. Registration and curriculum fees are nonrefundable and nontransferable.
3. Activity fees are due on September 1st or August 15th depending on the calendar adopted by Suffolk Public Schools.
4. Updated immunizations must be turned in when the child is immunized.
5. Any applicable custody agreements or court orders are the parent's responsibility to turn in and update.
6. A 30 (thirty) day written notice is required for any changes to enrollment schedules or tuition. All changes must be reviewed and approved by the director.
7. It is OLA's responsibility to inform parents of any accidents occurring during the day. We use the Procure Connect App for daily communication including activities, incidents, and accidents.

HOURS OF OPERATION

1. Monday – Friday 6:30 am – 6:00 pm (enrollment hours may differ)
2. If care is offered during breaks the hours are 8:00 am – 4:00 pm (additional charge and limited sign ups). Please refer to the appropriate school calendar for more information. The calendars can be found on our website under Parent Resources.
3. A late pick fee will apply after your scheduled pick-up time. Please refer to the Financial Agreement in the Registration packet for charges.
4. If no one can be contacted within half an hour, social services and/or local authorities may be contacted, at which time they will inform the staff as to how to handle the situation.

ABSENCES

1. Parents will contact OLA before the scheduled time of arrival if the student is late or absent.
2. Kindergarten students need to refer to the Kindergarten Handbook issued at orientation for specifics on absences that affect attendance.

DISCIPLINE PROCEDURES

1. In the case of disciplinary measures, redirection is used first, and if necessary, the child is removed from the situation and allowed to talk out their behavior.
2. If further discipline is required, parents will be notified so we can take a course of action together to rectify the problem.
3. Please see the appropriate Oak & Lily Academy Discipline Policy by age on our website (www.oakandlilyacademy.org) under Parent Resources.

TERMINATION

1. OLA reserves the right to terminate this agreement at any time for any reason including but not limited to:
 - a. Nonpayment of tuition or excessive declines of tuition or past due payments
 - b. Inability to fulfill requirements of enrollment.
 - c. Disruption of the program by students or parents.
 - d. Refusal or inability to follow OLA policies.
 - e. Any child whose needs cannot be met in our program.
 - f. Behavior that presents a risk to the health, safety, or wellbeing of the student, other children, or staff members.
 - g. Any behavior, action or communication that disrespects or reflects badly on the reputation of Oak & Lily Academy by parents or students.
2. OLA will make every effort to give reasonable notice to allow parents to make alternate arrangements.
3. You have the right to withdraw your child from OLA at any time for any reason, however, you must provide 30 (thirty) day notice in writing. From the time of enrollment, if we do not receive a 30 (thirty) day notice of intent to withdraw you will be responsible for a month's tuition allowing administration time to find a new student, we do not refund tuition mid-month. (Except in the case of military transfer)

DAMAGES

1. Any damage to OLA property or furnishings or other student's property caused by a student will be the responsibility of the student's parents/guardian.

REPORTING ABUSE AND NEGLECT

1. Our staff members are mandatory reporters of suspected child abuse or neglect.
2. Suspected abuse or neglect will be reported to social services for investigation as required by Virginia state law.
3. All inquiries will be referred to the department of social services.
4. Staff members may not discuss these matters with a parent, guardian or outside source.

*****Acknowledgement of this handbook is required on the registration paperwork for all students. *****