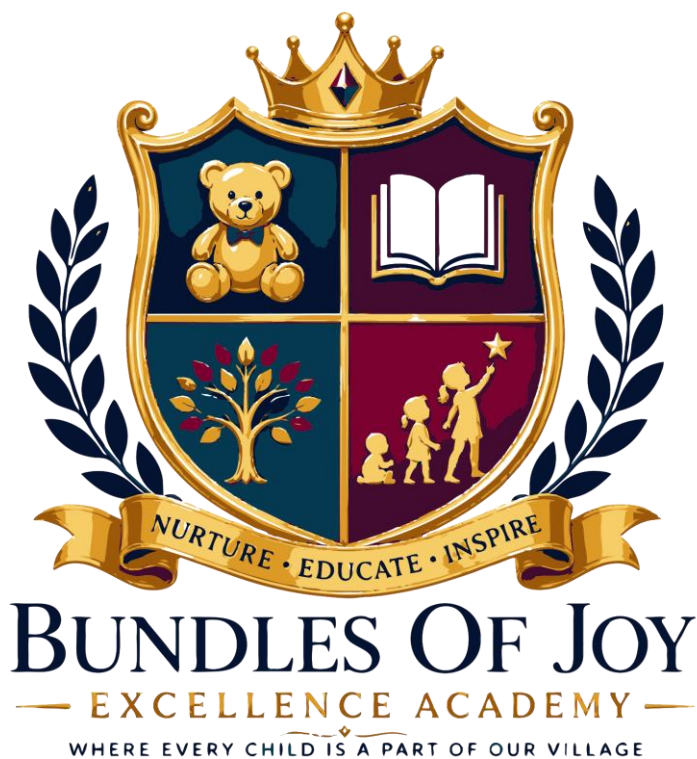


BOJ Excellence Academy

Parent Handbook

Policies, Partnership Expectations, Child Guidance & Safety



5674 Russellville Road | Bowling Green, KY

2026 Edition

Welcome to BOJ Excellence Academy

Welcome to BOJ Excellence Academy. We are honored that your family has chosen us to be part of your child's early learning journey. Our goal is to provide a safe, nurturing, developmentally appropriate environment where children are known, loved, challenged, and supported. This handbook explains the policies, procedures, and family expectations that allow our program to operate safely and consistently. Enrollment at BOJ Excellence Academy means that parents and guardians agree to follow the policies in this handbook and any written updates issued by administration.

Our Partnership Standard

Children thrive when families and the center work together. We commit to communicating professionally, protecting child safety, respecting confidentiality, and addressing concerns directly and respectfully. We ask families to do the same.

Table of Contents

- Program Information: Hours, Closures, and Communication
- Enrollment, First Day, and Daily Items
- Meals, Snacks, Allergies, and Special Diets
- Child Guidance, Behavior Support, and Safety
- Tuition, Payment, Late Pick-Up, and Attendance
- Drop-Off, Pick-Up, and Authorized Release
- Toilet Learning
- Health, Illness, Immunizations, and Medication
- Family Conduct, Safety, and Custody Matters
- Provider Paid Time Off and Vacation Policies
- Acknowledgment and Contract Agreement

1. Program Information

Hours of Operation

BOJ Excellence Academy is open Monday through Friday from 6:30 a.m. to 5:30 p.m. for childcare.

- All children must be picked up no later than 5:30 p.m.
- If you are unable to pick up your child on time, you must contact the center as soon as possible.
- Late pick-ups will be charged \$2.00 per minute per child after 5:30 p.m. or after the family's contracted pick-up time, if applicable.
- Late fees are due at the time of pick-up or will be added to the family account. Failure to pay late fees may result in suspension of care.

Holidays and Scheduled Closures

BOJ Excellence Academy observes paid closure days in order to support program sustainability, staff training, and staff wellness. Tuition is still due for paid closure days unless otherwise stated in writing by administration.

- Martin Luther King Jr. Day (MLK Day)
- Memorial Day
- Juneteenth
- Labor Day
- Thanksgiving Break: half-day Wednesday; closed Thursday and Friday
- Summer Break: week of the Fourth of July
- Christmas Break: Christmas Eve and Christmas Day
- New Year's Eve: half-day
- New Year's Day BOJ Excellence Academy will also schedule two professional training days each year. Families will be notified in advance so alternate arrangements can be made when needed.

Emergency Closures and Family Notification

The center reserves the right to close early or for a full day in unanticipated situations, including but not limited to power outages, loss of water, widespread illness, staffing emergencies, natural disasters, extreme weather, or any condition that prevents safe operation.

- Emergency closure notices may be sent through Brightwheel, phone call, text message, email, posted notice, and/or center social media when appropriate.
- If the local school system closes due to severe weather, BOJ Excellence Academy may also close or delay opening in the interest of safety.
- Tuition remains due during paid closures in order to maintain staffing and operations.

2. Enrollment, First Day, and Daily Items

Enrollment Requirements

Before a child may begin care, all enrollment paperwork must be completed, signed, and approved by administration. Required items may include enrollment forms, emergency contacts, authorized pick-up forms, immunization records, allergy/medical documentation, photo release, tuition agreement, and any state-required documents.

- A one-time, non-refundable registration fee of \$50 is due upon enrollment and must be paid online.
- A non-refundable annual supply fee of \$125 is due upon enrollment and will be paid by ACH draft. This fee will be charged annually during the ACH draft period closest to the family's enrollment anniversary date.

Annual Supply Fee

The annual supply fee helps provide the classroom materials and educational resources your child will use throughout the year. It allows us to keep classrooms fully stocked with high-quality learning materials, art supplies, curriculum resources, sensory activities, books, educational manipulatives, and other classroom essentials that enhance your child's daily learning experience. Rather than increasing tuition to cover these costs, the annual supply fee allows us to invest directly in each classroom while keeping weekly tuition as affordable as possible.

Enrollment Term

This enrollment agreement is valid for one (1) year from your child's enrollment anniversary date. At the end of each enrollment term, BOJ Excellence Academy reserves the right to renew your child's enrollment for an additional year or to discontinue enrollment at its sole discretion.

- The first week of tuition and any required enrollment fees must be paid before the child's first day of care unless a written exception is approved by administration.
- All parent/guardian contact information must remain current. Families must notify the office immediately of any changes to phone numbers, addresses, emergency contacts, custody documentation, allergies, medications, or authorized pick-up persons.

Your Child's First Day

We want your child's first day at BOJ Excellence Academy to be as comfortable and positive as possible. Parents are welcome to schedule a brief classroom visit prior to the first official day of care to help ease separation. Separation anxiety is a normal part of development. Helpful strategies include practicing short separations, saying a quick and confident goodbye, avoiding sneaking out, sending a family photo, using consistent routines, and giving your child time to adjust. Parents may contact the office or use Brightwheel during the day to check on their child and communicate with teachers. During high-supervision times, teachers may not be able to respond immediately, but messages will be answered as soon as safely possible.

What to Bring

Please label all items with your child's first and last name.

- At least one complete set of season-appropriate clothing to remain in your child's cubby.
- For children who are developmentally permitted to use one, a small blanket for nap. Blankets, pillows, stuffed animals, and other loose sleep items are not permitted in infant cribs.
- A full package of diapers/pull-ups and wipes for children who are not toilet trained, unless BOJEA administration confirms in writing that these items are provided.
- For infants: labeled bottles and/or breast milk according to the child's feeding plan, plus any specialty formula or food not supplied by the center.
- Any medication required under the medication policy, handed directly to management.
- Seasonal items such as coat, hat, gloves, snow pants, boots, sunscreen, towel, swimsuit/water-play clothing, and water shoes as applicable.

Infant Classroom Supplies Provided by the Center

Infant families will receive the BOJ Excellence Academy Infant Classroom First-Day Checklist. Families must bring diapers, wipes, formula, baby food, and other feeding or diapering supplies unless BOJEA administration confirms in writing that a specific item is provided. Any specialty or medically required product must be supplied by the family.

Items Not Allowed

- Toys from home unless specifically requested for a classroom activity.
- Outside food unless authorized by the Director and compliant with food program requirements.
- Candy, gum, soda, or unlabeled food/drinks.
- Weapons, medication kept in backpacks/cubbies, choking hazards, or unsafe items. Toys or unauthorized items from home may be held in the office or returned to the parent at drop-off. BOJ Excellence Academy is not responsible for lost, broken, or misplaced items brought from home.

3. Meals, Snacks, Allergies, and Special Diets

BOJ Excellence Academy participates in the Child and Adult Care Food Program (CACFP) and follows applicable meal-pattern and nutrition requirements.

- Meals and snacks are included in tuition unless otherwise stated in writing.
- Menus are posted at the center and may be made available electronically.
- Children are served food at regular intervals consistent with daily classroom schedules and applicable requirements.

Meal	Time	Notes
Breakfast	8:00 a.m. - 8:45 a.m.	Children arriving after breakfast should eat before arrival.
Lunch	10:45 a.m. - 12:00 p.m.	Lunch is served by classroom schedule.
Afternoon Snack	2:00 p.m. - 2:40 p.m.	Snack is served during the scheduled snack window.

Allergies, Special Diets, and Food From Home

If your child has a food allergy or medically required dietary need, notify the Director before the child begins care or immediately upon learning of the allergy. An Allergy Action Plan or physician statement may be required.

- For allergies or parental preference involving non-dairy milk, parents may be required to provide the approved milk substitute. BOJ Excellence Academy may provide milk and lactose-free milk as available and appropriate.
- We are unable to accommodate general picky-eating preferences through individualized meal substitutions. Children are encouraged to try foods offered, but they are not forced to eat.
- Food from home must be approved, labeled with the child's name and date, and meet CACFP requirements when applicable. Additional documentation may be required.
- Junk food, candy, gum, soda, or noncompliant food sent from home will be stored and returned at pick-up and will not be served.

BOJ Excellence Academy reserves the right to substitute center-provided food if food brought from home does not meet program or safety requirements.

Birthdays and Treats

Families may bring treats for birthdays or special occasions with prior approval. Treats must be store-bought, pre-packaged, and safe for the classroom's allergy needs. Healthier options are strongly encouraged.

Breastfeeding Support

BOJ Excellence Academy supports breastfeeding families by providing a private space for nursing and a safe place to store breast milk. Please see the office for procedures and labeling expectations.

4. Child Guidance, Behavior Support, and Safety

BOJ Excellence Academy uses positive guidance, redirection, developmentally appropriate expectations, and family partnership to support children's social-emotional growth. The purpose of this policy is not to punish children. The purpose is to teach safe behavior, document concerns clearly, communicate with families, and protect the safety of every child and staff member in group care.

Important Safety Standard

BOJ Excellence Academy is a group childcare setting. We will make reasonable efforts to support children; however, the center is not staffed or structured to provide clinical, therapeutic, or one-to-one behavioral services. When a child's needs or behaviors cannot be safely supported within group care, the center may require pick-up, a temporary suspension from care, a modified schedule, outside support documentation, or disenrollment review.

Guidance Practices We Use

- Positive reinforcement and praise for safe behavior.
- Redirection to appropriate activities.
- Teaching replacement skills such as asking for help, using words/signs, taking space, waiting, turn-taking, and gentle hands.
- Calm-down support, breathing strategies, visuals, social stories, and predictable routines.
- Observation of triggers such as hunger, fatigue, transitions, teething, communication delays, sensory overwhelm, or peer conflict.
- Family communication and behavior support planning when patterns emerge.

Guidance Practices We Do Not Use

- Corporal punishment or physical discipline.
- Threatening, frightening, humiliating, or abusive language.
- Discipline connected to food, rest, toileting, or outdoor/play time.
- Forcing a child to stand or sit for prolonged periods as punishment.
- Shaming, labeling, or discussing one child's behavior with another family.

How Behavior Is Documented

Documentation is used to identify patterns, support the child, communicate with families, and determine next steps. Depending on the behavior, documentation may include:

- Teacher redirection notes or classroom behavior logs.
- Brightwheel messages or parent communication notes.
- Incident Reports when there is injury, attempted injury, significant unsafe behavior, or repeated behavior requiring documentation.
- Behavior Observation Logs to track triggers, time of day, location, staff response, and outcome.
- Parent conference summaries.
- Written Behavior Support Plans.
- Re-entry agreements following suspension or safety-related pick-up. Because all children have a right to privacy, incident reports will not include the name of another child involved in the incident.

Behavior Response Levels

The response levels below provide general guidance. Administration may move faster through the levels or bypass steps when behavior creates a serious safety risk, causes significant injury, requires supervision beyond what the center can safely provide, or when family partnership is not maintained.

Level	Examples	Center Response	Documentation / Parent Action
Level 1: Developmental or Mild Behavior	Brief tantrums, difficulty sharing, occasional refusal, mild pushing without injury, frustration during transitions, crying at drop-off.	Teacher redirection, modeling, replacement skill teaching, calm-down support, routine adjustment.	Teacher notes or daily communication as needed. Parent notification if a pattern begins.
Level 2: Repeated Unsafe or Disruptive Behavior	Repeated hitting, kicking, pushing, throwing toys, unsafe climbing, running from the group, aggressive language, repeated refusal that disrupts supervision.	Parent notification, Incident Report when appropriate, increased observation, classroom strategy plan.	If repeated within 30 attendance days: behavior log and parent conference may be required.
Level 3: Injury-Producing or Escalating Safety Behavior	Behavior causing marks, bruising, broken skin, repeated biting/hitting, aggressive throwing, attempts to leave supervision, or behavior requiring significant staff intervention.	Immediate safety response, parent notification, Incident Report, administrative review. Same-day pick-up may be required if the child cannot safely remain in care.	Parent conference and written Behavior Support Plan. Continued behavior may result in temporary suspension from care.
Level 4: Serious or Immediate Safety Risk	Serious intentional injury, repeated unsafe behavior after a support plan, threats or attempts to cause serious harm, aggression toward staff, dangerous elopement, or behavior requiring one-to-one support beyond group-care capacity.	Immediate administrative response, parent pick-up, suspension or modified schedule, and care review.	May result in immediate suspension or disenrollment review at the Director's discretion.

Progressive Behavior Process

Process Step	What Happens	Documentation
Step 1: First qualifying incident	The child is redirected and supported. Parents are notified if the behavior caused injury, was unsafe, or requires tracking.	Incident Report or teacher documentation.
Step 2: Second qualifying incident within 30 attendance days	Administration reviews the pattern with the teacher. Parents are notified. Classroom supports are adjusted.	Incident Report plus Behavior Observation Log may begin.
Step 3: Third qualifying incident within 30 attendance days	A parent conference is scheduled. A written Behavior Support Plan may be created.	Conference Summary and Behavior Support Plan.
Step 4: Continued behavior after support plan	The child may be required to be picked up early, take a temporary 1-3 day suspension from care, or return with a re-entry plan.	Suspension/re-entry documentation.

Process Step	What Happens	Documentation
Step 5: Continued safety concerns after re-entry	Administration will review whether BOJ Excellence Academy can safely continue care in a group setting.	Care continuation decision, modified schedule, outside support requirement, or disenrollment notice.

Age-Based Considerations

Children develop at different rates. The center will consider the child's age, developmental stage, communication skills, disability or medical needs when disclosed and supported by documentation, severity of behavior, frequency, injury risk, and the center's ability to safely supervise the group.

- Infants and young toddlers are not suspended for typical developmental behaviors. Safety-related concerns will be handled case by case with family communication and administrative review.
- For toddlers and two-year-olds, biting, hitting, and impulsive behavior may be developmentally common; however, repeated injury-producing behavior must still be addressed for group safety.
- For children ages three and older, repeated physical aggression, unsafe behavior, or refusal that endangers others may move more quickly through the progressive process.

Biting and Hitting Policy

Biting and hitting are common but challenging behaviors in early childhood. BOJ Excellence Academy responds with supervision, teaching, documentation, and family partnership while prioritizing the safety of the injured child and the group.

When Biting or Hitting Occurs

For the child who is bitten or hit, staff will provide first aid, comfort the child, notify the parent/guardian, complete an Incident Report, and continue monitoring the child. For the child who bit or hit, staff will calmly and firmly state the boundary, support the child in using safer communication, assess triggers, and notify the child's parent/guardian as appropriate.

Biting / Hitting Response Scale

Trigger	Center Response	Next Step
First qualifying incident	Parent notification; Incident Report if injury, mark, broken skin, or significant aggression occurs; teacher documents trigger and response.	Teacher redirection and observation.
Two qualifying incidents within five attendance days	Parent conference required; Behavior Observation Log begins; written strategies are implemented.	Family partnership expected.
Another qualifying incident within five attendance days after conference	Same-day pick-up, one-day suspension, or modified schedule may be required depending on severity.	Re-entry expectations reviewed.
Continued incidents after re-entry/support plan	Temporary 2-3 day suspension and care review may occur.	Written Behavior Support Plan updated.
Continued injury-producing biting/hitting after suspension	Disenrollment review may occur if the center cannot safely prevent ongoing harm in group care.	Written notice provided by administration.

If a child bites or hits twice in a two-hour window, causes significant injury, breaks skin, or cannot safely return to the group, the parent may be required to pick up the child for the remainder of the day. If a child goes 15 attendance days without a qualifying biting/hitting incident, the biting/hitting progression may reset unless administration determines there is an ongoing safety pattern.

Parent Partnership During Behavior Concerns

When behavior concerns arise, parents/guardians are expected to participate in meetings, review documentation, share relevant information, follow agreed support strategies, and maintain respectful communication. Failure to participate in required behavior meetings or follow re-entry expectations may affect continued enrollment.

- Families may be asked to consult with a pediatrician, early childhood specialist, behavioral health provider, First Steps/early intervention provider, or other appropriate professional when concerns indicate a need for additional support.
- Outside recommendations will be considered, but BOJ Excellence Academy will determine whether recommendations can be safely and reasonably implemented in group care.
- A child may be disenrolled when the center determines it cannot safely meet the child's needs without compromising the safety, supervision, or care of other children.

5. Tuition, Payment, Late Pick-Up, and Attendance

Tuition and Payment Policy

- All tuition must be paid through the Brightwheel app or the payment method designated by BOJ Excellence Academy.
- Brightwheel may accept bank drafts, credit cards, and debit cards. ACH bank draft is recommended because it generally carries lower transaction fees than card payments.
- BOJ Excellence Academy does not accept cash, money orders, or paper checks unless administration provides written approval for a specific circumstance.
- Payment is due on the first day of care each week unless the family has a written agreement stating otherwise.
- Failure to pay on time will result in a \$25 per week late fee.
- Continued non-payment may result in suspension or termination of childcare services.
- If your child is absent for any reason, including illness, vacation, or personal reasons, tuition is still due to hold your child's spot.

Tuition Holds the Spot

Tuition is based on enrollment, not attendance. Your child's space, staffing, and classroom placement are reserved whether the child attends every scheduled day or is absent.

Late Pick-Up and Contracted Hours

Parents/guardians must follow the drop-off and pick-up hours listed on the enrollment contract or written schedule agreement. If those hours are exceeded, the family may be charged a late fee or the weekly rate may be adjusted.

- Late pick-up after 5:30 p.m. is charged at \$2.00 per minute per child.
- Parents must contact the center as soon as they know they may be late.
- Repeated late pick-ups, failure to call, or failure to pay late fees may result in suspension or termination of services.

Attendance Expectations

- All-day children must arrive by 10:00 a.m. unless delayed by an emergency, personal issue, scheduled appointment, or other situation communicated to the Director.
- Parents/guardians must notify the center if the child will be absent or late.
- Tuition remains due during absences unless a written vacation benefit or other approved policy applies. The center reserves the right to terminate care for consistent non-payment, behavior harmful to the physical well-being of others, repeated policy violations, or consistent disrespectful/abusive behavior by parents/guardians or their guests.

Withdrawal Policy

Families wishing to withdraw from care must provide 14 business days' written notice. Failure to provide 14 business days' notice will result in being charged two weeks of tuition based on the child's regular rate. For families receiving state funding, if proper notice is not given, the parent/guardian - not the funding agency - is responsible for the notice-period fees. Any disputes may be handled through the appropriate legal process; if BOJ Excellence Academy prevails, the parent/guardian may be responsible for court costs as allowed by law.

6. Drop-Off, Pick-Up, and Authorized Release

- Parents/guardians must sign the child in and out each day through Brightwheel or the center's designated process.
- Children may only be released to adults listed on the Authorized Pick-Up form.
- If someone not listed needs to pick up the child, the parent/guardian must contact the center in advance and the person must show valid photo identification.
- For safety and supervision, parents/guardians should not allow children to enter or leave the building unsupervised.
- During drop-off and pick-up, parents/guardians are responsible for supervising enrolled children and siblings who are in their care.

Intoxicated or Impaired Adults

If a parent/guardian or authorized adult appears intoxicated or impaired, including signs such as smell of alcohol or marijuana, slurred speech, unsteady behavior, or aggressive conduct, BOJ Excellence Academy may decline to release the child to that individual. Another authorized person will be contacted. Law enforcement may be contacted if necessary to protect the child or others on the premises.

7. Toilet Learning

Toilet learning is a developmental process that depends on physical, cognitive, emotional, and language readiness. Most children begin showing readiness between ages two and three, but readiness varies. Children may be ready when they recognize

wet/soiled diapers, demonstrate some bladder/bowel control, can communicate needs, can follow simple directions, can walk to the bathroom, can help pull clothing up and down, and show interest in the toilet or underwear.

BOJ Excellence Academy supports toilet learning through routine bathroom opportunities, positive encouragement, communication with parents, and visual supports. We do not shame, punish, or withhold food, rest, play, or affection for toileting accidents.

- Parents should provide extra clothing during toilet learning.
- Children should wear clothing they can manage with reasonable assistance.
- If a child has frequent accidents or is not ready, we may recommend returning to diapers/pull-ups temporarily and trying again later.

8. Health, Illness, Immunizations, and Medication

Maintaining a Clean and Healthy Environment

- Classrooms and common areas are cleaned and sanitized regularly.
- Toys in infant and toddler rooms are sanitized frequently, especially items children put in their mouths.
- Tables and food-contact surfaces are sanitized before and after meals and snacks.
- Children and staff practice frequent handwashing, including before eating, after toileting or diapering, after outdoor play, and after contact with bodily fluids.
- Health checks may be documented through Brightwheel or other center-approved methods when needed.

Immunization Requirements

All children must be up to date on required immunizations prior to enrollment and as required by state law. Records must be signed or stamped by a licensed healthcare professional and must include the child's full name, date of birth, vaccine type, dose number, and date each dose was given. Parents/guardians must provide updated immunization records whenever the child receives new vaccinations or boosters. If state regulations require immunizations beyond what is described here, state requirements will control. Failure to meet immunization requirements may affect enrollment or attendance. Parents/guardians may request a waiver based on religious, cultural, or medical reasons where allowed by state law. Required forms or written statements must be kept on file.

Dispensing Medication

BOJ Excellence Academy may administer medication in accordance with center policy and applicable state requirements. Medication must be handed directly to management and may not be left in a cubby, backpack, diaper bag, or classroom.

- A completed Medication Instruction, Consent, and Waiver form is required for prescription and non-prescription medication.
- Medication must be in the original container, labeled with the child's first and last name, include dosage and directions, include physician/pharmacy information when prescription, and not be expired.
- Administration will verify the label and consent form, store medication in a locked area inaccessible to children, refrigerate medication when required, and document each administration with the child's name, medication name, date, time, amount given, and the full name of the staff member who administered it.
- Medication is generally not administered on field trips unless it is required for a life-threatening condition or the medication schedule requires a dose during the field trip.

Over-the-Counter and Topical Products

Examples include sunscreen, bug repellent, diaper ointment, teething gel, non-prescription antihistamines/decongestants, acetaminophen/ibuprofen, and cough suppressants. Blanket authorization forms may be used for approved recurring topical products such as sunscreen or diaper ointment when allowed by policy and documentation requirements. No medication or topical product will be administered contrary to label directions without written instructions from a physician. BOJ Excellence Academy reserves the right to refuse or discontinue administration if forms are missing, the product is expired, the child has an adverse reaction, the child appears too ill or injured, the product could reasonably be given at home, or administration determines discontinuing is in the best interest of the child.

Daily Health Checks and Illness Exclusion

Children are observed daily upon arrival and throughout the day. The center may monitor and document changes in behavior or appearance, rashes, boils, signs of fever, pain, vomiting, diarrhea, eye drainage, or exposure to a communicable disease. If your child becomes ill while in care, the child will be separated from the group as needed and kept comfortable under supervision. You will be called and expected to pick up your child promptly or arrange for an authorized emergency contact to pick up. Your child must stay home when illness prevents comfortable participation in activities, when staff determine the child needs more care than can safely be provided while supervising the group, or when the child shows symptoms of contagious illness such as fever, vomiting, diarrhea, unexplained rash with fever or behavior change, eye drainage, or symptoms identified by the health department or healthcare provider. In general, children may return after being symptom-free for at least 24 hours without fever-reducing medication, or when a licensed healthcare provider provides written clearance for return. Local health departments or physician guidance may require a longer exclusion period.

Allergies and Emergency Allergy Plans

Parents/guardians must notify the center immediately of any food, environmental, medication, or other allergy. An Allergy Action Plan may be required in partnership with the child's healthcare provider. Allergy information and emergency plans may be posted in the child's classroom with a cover sheet or in a designated confidential-but-accessible location so staff can respond quickly while protecting privacy.

- Emergency medication such as an EpiPen must be labeled, supplied with documentation, and stored according to policy.
- Staff will receive training on emergency allergy response consistent with state requirements and center procedure.

9. Family Conduct, Safety, and Custody Matters

Parent Conduct and Language

BOJ Excellence Academy is committed to maintaining a safe, respectful, and professional environment. Parents/guardians and their guests must use appropriate language and conduct while on center property, including the building, parking lot, sidewalks, entryways, bathrooms, and playgrounds.

- Foul, profane, abusive, threatening, humiliating, or aggressive language is not permitted.
- Concerns should be addressed privately with the Director or administration, not in classrooms, hallways, parking lots, or in front of children.
- Repeated or severe violations may affect the child's continued enrollment.

Sibling and Guest Expectations

Parents/guardians are responsible for the behavior and supervision of siblings and guests who accompany them to the center. Siblings and guests may not disrupt classrooms, enter restricted areas, use classroom materials, touch other children, or remain on the premises without parent supervision and administrative approval. Parent conduct policies apply to all guests.

Smoking, Vaping, and Tobacco/Nicotine

Smoking, vaping, or use of tobacco/nicotine products is prohibited on all school property, including inside the building, parking lots, sidewalks, entryways, and playgrounds. This applies to parents, visitors, and staff at all times.

Corporal Punishment and Verbal Abuse by Parents

Parents and guests may not use corporal punishment, including spanking, hitting, grabbing, shaking, or physical intimidation, on any child while on center property. Verbal abuse, including yelling, shaming, threats, humiliating speech, or intimidation, is not permitted. Violation of this policy may result in immediate removal from the premises and/or disenrollment.

Threats, Violence, and Zero-Tolerance Policy

Threats, intimidation, retaliation, harassment, or acts of violence by any adult or child will be taken seriously. Such behavior may result in immediate removal from the premises, law enforcement notification, suspension of care, or immediate disenrollment. Our priority is the safety of children, staff, and families.

Weapons Policy

No person is permitted to possess firearms, ammunition, or other weapons on school property or at school-sponsored events. Individuals legally authorized to carry are asked to keep weapons secured in their vehicle while on the premises. Violation of this policy may result in immediate disenrollment and may also lead to law enforcement involvement or prosecution where applicable.

Custody, Court Orders, and Family Rights

BOJ Excellence Academy does not interfere in custody matters. We assume both parents/guardians have equal rights regarding pick-up, drop-off, visitation, and access to information unless legal documentation states otherwise.

- Parents/guardians are responsible for providing current court orders or legally binding agreements that outline custody, visitation, or decision-making rights.
- The center will follow the most recent court documents on file.
- Parents/guardians must keep the school and staff out of personal disputes and resolve legal matters in the appropriate legal forum. In cases of divorce or separation, both parents generally have the right to obtain medical documentation, incident and observation reports, academic/developmental progress reports, and attendance records unless a court order says otherwise. Financial records and enrollment registration forms are considered

confidential to the enrolling parent and will only be released to the non-enrolling parent with a subpoena, court order, or written permission from the enrolling parent as appropriate.

10. Provider Paid Time Off and Vacation Policies

The center schedules paid time off and holidays in a way that supports staff well-being and program sustainability while giving families as much notice as possible.

- When a holiday falls on a Sunday, the center may close with pay on the following Monday.
- Paid closure days are planned as far in advance as possible so families may make alternate childcare arrangements.
- Provider vacation days may be taken as one full week or as individual days/weeks. The center provides at least two weeks' notice for planned closures whenever possible.

Full-Time Family Vacation Benefit

Full-time families receive one half-off vacation week per year. Details on eligibility, request deadlines, and how the benefit may be used will be provided by the Director. Vacation benefits must be requested and approved in writing before the vacation week begins.

11. Acknowledgment and Contract Agreement

Please initial each statement below, then sign and date the last page. Initialing and signing confirms that you have received, read, understood, and agree to comply with the Parent Handbook and enrollment agreement.

Initial: _____ I understand that the one-time \$50 registration fee is non-refundable.

Initial: _____ I understand that the \$125 annual supply fee is non-refundable and will be charged by ACH draft during the draft period closest to my child's enrollment anniversary date.

Initial: _____ I understand that this enrollment agreement is valid for one (1) year from my child's enrollment anniversary date and that, at the end of the term, BOJ Excellence Academy may renew or discontinue enrollment at its sole discretion.

Initial: _____ I understand that tuition is due according to the payment policy and is based on enrollment, not attendance.

Initial: _____ I understand that late or unpaid tuition may result in late fees, suspension of care, or termination of services.

Initial: _____ I understand that BOJ Excellence Academy is open 6:30 a.m. to 5:30 p.m., Monday through Friday, except for holidays, scheduled closures, emergency closures, and other written notices from administration.

Initial: _____ I understand that late pick-up fees are \$2.00 per minute per child after 5:30 p.m. or after my contracted pick-up time, if applicable.

Initial: _____ I understand that I must notify the center if my child will be absent, late, or picked up by an approved alternate adult.

Initial: _____ I understand that I will be notified if my child becomes ill and that I must pick up my child promptly or arrange for an authorized emergency contact to do so.

Initial: _____ I understand that my child must remain current on required immunizations or provide approved waiver documentation as allowed by law.

Initial: _____ I understand that if my child is sent home sick, my child may not return until meeting the return-to-care requirements in this handbook or providing appropriate written medical clearance.

Initial: _____ I understand and agree to the Child Guidance, Behavior Support, Biting/Hitting, suspension, and disenrollment policies.

Initial: _____ I understand that repeated or serious unsafe behavior may result in parent conferences, a Behavior Support Plan, same-day pick-up, temporary suspension, modified schedule, care review, or disenrollment.

Initial: _____ I understand that parents/guardians and guests must follow conduct, language, smoking/vaping, weapons, corporal punishment, and safety policies on all center property.

Initial: _____ I understand that if staff observe a parent/guardian or authorized adult who appears impaired by drugs, alcohol, or another substance, the center may refuse release and contact another authorized person or law enforcement if necessary.

Initial: _____ I understand that I must provide 14 business days' written notice before withdrawing my child or I may be charged two weeks of tuition.

Initial: _____ I understand that full-time families receive one half-off vacation week per year, subject to Director approval and written request procedures.

Initial: _____ I understand that Brightwheel, phone, email, text, posted notice, and/or center social media may be used to communicate important notices, including emergency closures.

Photo/Media Release

Initial: _____ The company, its agents, affiliates, and licensees may _____ may not _____ use photographs, reproductions, images, or sound recordings of my child for advertising, publicity, classroom documentation, or other lawful center purposes.

Enrollment Term and Annual Supply Fee

This enrollment agreement is valid for one (1) year from your child's enrollment anniversary date. At the end of each enrollment term, BOJ Excellence Academy reserves the right to renew your child's enrollment for an additional year or to discontinue enrollment at its sole discretion.

A non-refundable annual supply fee of \$125 is due upon enrollment and will be paid by ACH draft. This fee will be charged annually during the ACH draft period closest to the family's enrollment anniversary date.

Revisions to Handbook and Contract

BOJ Excellence Academy may revise this handbook and accompanying contract as needed. Families will be notified in writing of material changes. Continued enrollment following notice of policy revisions indicates acceptance of the updated policies unless a written withdrawal notice is submitted according to the withdrawal policy.

By signing below, I agree to comply with all terms covered in this Parent Handbook and Contract Agreement. I understand this is a binding agreement between the parties signed below.

Child's Full Name:

Date: _____

Parent/Guardian Signature:

Date: _____

Parent/Guardian Signature:

Date: _____

Director/Administrator Signature:

Date: _____
