



SOW ACADEMY

FAMILY HANDBOOK

WELCOME TO SOW ACADEMY

Thank you for choosing SOW Academy to provide a safe, stimulating environment for your child. Our staff is dedicated to providing the most developmentally appropriate activities daily that will stretch and grow your child. Our Curriculum will provide an approach to learning that is both fun and engaging.

This Family Handbook Agreement will serve as your quick access guide as to what to expect from our program. It will also serve as a contract between you, the guardian, and us SOW academy while your child is enrolled at our center. Please save this handbook as it will help you better understand our policies and procedures.

We look forward to getting to know you, your child and having you join us.





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WHAT TO EXPECT FOR THE FIRST DAY

Starting at a new school can be intimidating for both parents and children. Our staff will work with you to make the transition as smooth as possible. A few tips to make the adjustment easier are as follows:

- Talk about SOW Accademy in a positive and excited way. Repeat what is going to happen and reassure them that it will be a fun day.
- Listen to your child's feelings and assure them that you always come back. Please share any fears you have with your child's teacher so they can help with those.
- Make drop-off a quick goodbye. Linger will only intensify feelings of sadness. It is normal for you to feel sad, but please try to save any tears until you are out of sight of your child. Most of us know these feelings and have gone through them ourselves. Feel free to call anytime to check in on your child.




SAFE ARRIVAL AND DEPARTURE

Upon arrival to the school you will sign your child in at the front door where they will then be escorted to their class by a staff member. This will make the initial separation easier and the transisiton safer for all students.

The School may release your child to you or to an authorized pick-up contact, listed in the Enrollment Application or named in writing to the School ahead of time, who is either known to staff or provides photo identification.

Parents are responsible for signing their child in and out daily on the designated sign-in and sign-out forms. If your child is not picked up on time late fees will be applied.



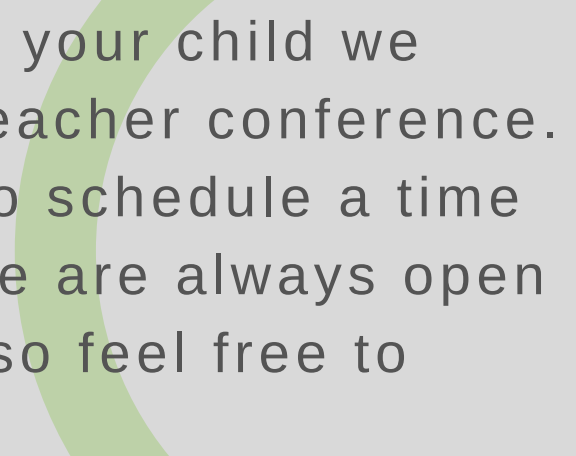


PARENT AND FAMILY PARTNERS

We believe that most child learning will take place within the home with parents/guardians. However, we know that we can help excel this growth while your child is in our care.

We encourage parents to drop by anytime. Unless a court order provided to the School states otherwise, Parents are welcome to visit their child at any time of the day. You are very welcome here! The children will benefit greatly from your participation. Examples of opportunities for you to volunteer include helping with meals; making classroom materials; reading stories; speaking to the class about your special hobbies or interests; or donating materials for art projects, the home living center, etc.

If you have any concerns with your child we would love to have a parent teacher conference. Just speak with the Director to schedule a time that works for both parties. We are always open to comments or suggestions, so feel free to communicate openly with us.





THINGS TO KNOW

What to Send


Parents are asked to send lunch, a change of outer and under clothes, including socks, diapers and wipes (if applicable), a water bottle, and a nap mat. All items should be labeled with your child's name. If your child uses a soft toy for comfort at nap time, you are welcome to bring it, however, no toys are permitted.

Clothing

Sow Academy will be spending time both indoors and outdoors. Please dress your child in appropriate play clothes that are suitable for all activities including painting and eating. Closed-toed shoes with at least a strap on the heel must be worn at all times. We ask that you label all apparel. SOW Academy is not responsible for lost or damaged clothing. Please check the lost and found if an item is missing.

Fingernails

Please keep your child's fingernails trimmed and well groomed at all times. Proper maintenance will reduce the incidences of children scratching themselves or others.

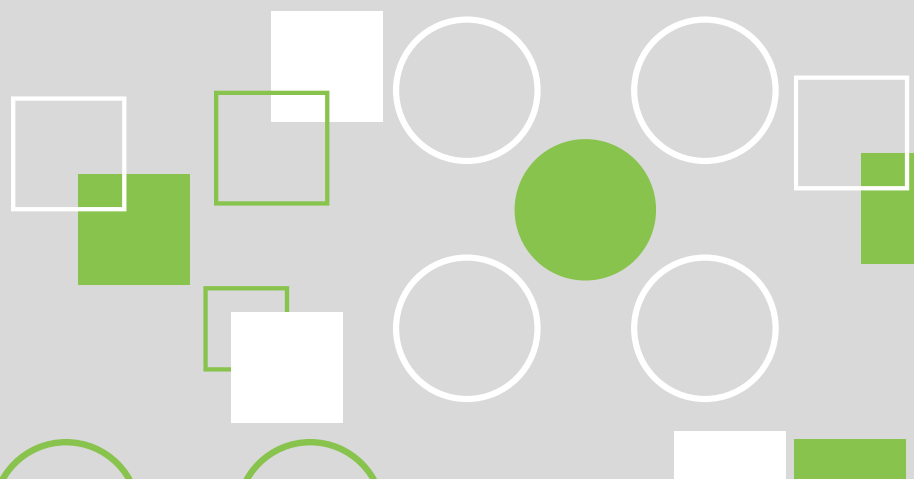


Rest Times

Rest time will be center wide between 12:30pm and 3:00pm. If possible please avoid picking up during this time.

Outdoor Activity

Children need fresh air and exercise daily. Children will be allowed to play outdoors on the playground each day, weather permitting. Children will only be kept in during the rain or extreme heat or cold. Please dress your child appropriately for the weather and provide appropriate outdoor apparel (i.e., coats or jackets).



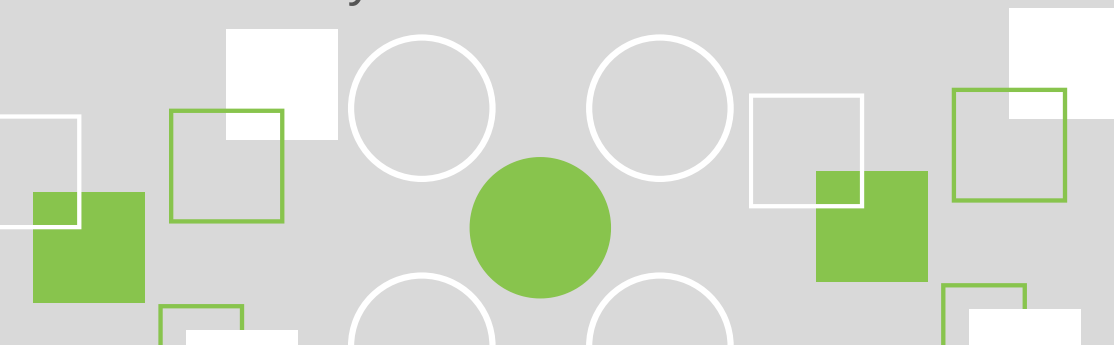
TERMINATION OF SERVICES

Child care may be terminated by the parent by providing a 2 Weeks advance written notice. If the parent fails to provide 2 Weeks advance written notice, payment for the 2 Weeks Written Notice or portion of such 2 Weeks Written Notice after such notice is still required.

SOW Academy retains the right to terminate a child's enrollment without notice for the following reasons:

- A child's behavior is destructive, uncontrollable, violent, or threatening to the other children or providers at the care facility. This determination is made at the sole discretion of the Director.
- Child care fees are 30 days or more delinquent.

All terminations of this type can be made effective immediately.



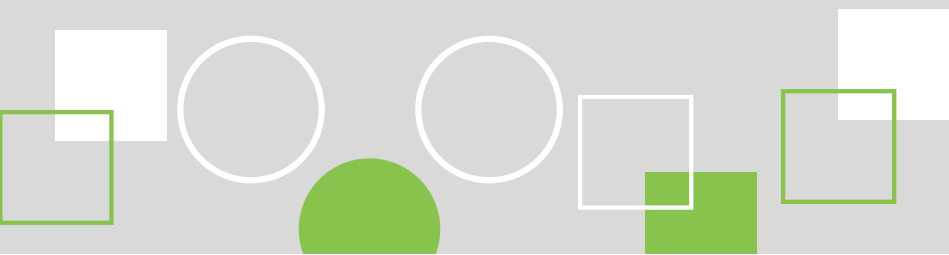
Closures

SOW Academy will not provide child care on any federal holidays. The School operates year-round, Monday through Friday, except holidays and professional development days. The School will be closed on the following holidays.

- *New Year's Day*
- *Memorial Day*
- *Independence Day*
- *Labor Day*
- *Thanksgiving*
- *Christmas Day*

The School may also close on other holidays and on professional development days but will notify Parents in advance of those closures. Because tuition rates and staffing needs are calculated on a weekly basis, tuition credits or refunds are not available for holidays, professional development days, or other unscheduled School closures.

The parent is responsible for arranging for alternate child care for emergency closings due to severe weather. The child care fees will not be adjusted for such closings.



PAYMENT POLICIES

SOW Academy charges \$50.00 per child as an initial registration fee. This fee must be paid at the time the contract is signed. The registration fee is nonrefundable and guarantees your child's place in our center.

Past Due Payments

Parents must pay child care fees on or before the 10th of each month. Payments may be made by check and cash. If fees are not paid in full and on time, parents must pay a \$25.00 per day late fee. If fees are not paid within 10 days of their due date (25th), the child will not be allowed to attend the facility until all amounts due are received in full.

Returned Check Fee

The parent must pay a \$25.00 fee for all checks returned unpaid.

Overtime Fees

SOW Academy will charge an overtime fee of \$2.00 per minute if a child is not picked up by the scheduled time. If a child is not picked up within 5 minutes of the scheduled time, the per minute late fee will start accruing from the scheduled pickup time. This overtime fee must be paid with the next scheduled payment.

CHILD ILLNESS

The goal of SOW Academy is to keep both the children and the caregivers healthy. Therefore, if a child exhibits any of the symptoms listed below, the child will not be allowed to attend the child care facility until the symptoms are no longer present (24hrs) or unless the parent has obtained a statement from the child's doctor that the child is not contagious. The final decision as to whether a child will be admitted to the child care facility will be made in the sole discretion of the provider.

Symptoms

- Breathing difficulty, rapid breathing, and/or severe coughing
- Diarrhea — in diapered children if stool is not contained in the diaper; in toilet-trained children, if diarrhea is causing “accidents”; in any child, if the child experiences two stools more than usual during the school day (e.g., three or more stools in two hours)
- Fever - (a) 101 or above with behavior change, OR (b) with a rash
- Head lice (may return when free of all lice and nits)
- Impetigo, ringworm, or trench mouth
- Rash or hives over the body
- Red eyes with discharge
- Severe or harsh cough with green thick discharge from nose
- Severe pain or discomfort
- Sore throat
- Vomiting — two or more episodes of vomiting in a 24-hour period
- Weeping or bleeding skin lesions
- Yellow eyes or jaundiced skin

Any temporary illness or injury that prevents the child from participating comfortably in activities or results in a greater need for care than staff can provide without compromising the health and safety of the other children at School.




Illnesses

- Chickenpox (may return when all lesions have dried or crusted, and no new lesions have appeared for at least 24 hours)
- COVID-19 positive test or potential exposure (may return when CDC or state/local guidelines allow)
- Strep throat
- Whooping cough

If a child exhibits any of these symptoms while present at the child care facility, the parent will be notified and must immediately remove the child. The child may be isolated from the other children at the child care facility until the parent arrives.

SOW Academy will notify the parent of any contagious diseases about which the provider has knowledge that a child may have been exposed to while at the child care facility.

The parent is responsible to arrange for alternate care if the child is sick or is otherwise unable to attend the child care facility. Child care fees will not be adjusted for the days that a sick child does not attend the child care facility.



Medical Emergencies

In the event of a medical emergency or accident, we shall contact the parents and the child's doctor. If we cannot reach either, and should emergency treatment be required, we will call for emergency medical assistance. Our emergency medical facility is New Hanover Regional Medical Center unless another facility is dictated by your insurance carrier.

Our entire staff is trained in CPR and First Aid according to Health and American Safety guidelines.

Emergencies

Emergency telephone numbers are posted at each telephone. Emergency evacuation plans are posted at each exit. Periodically, the children will practice the evacuation plans.

In case of an emergency, SOW Academy will first try to reach the parent. If the parent cannot be reached, SOW Academy will then contact the child's emergency contact person(s) as listed in the Family Handbook.

It is unavoidable that children will incur scratches and scrapes while playing. These minor injuries will be treated by SOW Academy with antiseptic and a bandage. SOW Academy will inform the parent of the minor injury and the treatment provided.

Child Guidance (Discipline) Policy

Children thrive when they are in a setting that has clear boundaries and expectations. We will make these expectations clear to each child and provide appropriate redirection when expectations are not met.

Under no circumstance is physical punishment, food withholding, or embarrassment/ridicule accepted. Our staff are prepared to handle unwanted behaviors appropriately, effectively and with child development in mind. As a last resort, time-out can be used if a child is harming themselves or those around them.

Our goal is to teach expected behaviors for each age group and how to respond in different situations when big emotions are involved. We believe that it is our responsibility to provide children with positive guidance and in our experience, most children will respond well to our approach. In the event that a child does not respond, we will notify the parents and work closely with them to develop a plan to help the child gain self-control and a positive attitude toward their peers and teachers. We reserve the right to remove a child from the center for continued inappropriate and unsafe behaviors.

I have read and understand the above Child Guidance (Discipline) Policy.

Signature of Parent/Guardian

Date

Family Handbook Receipt Acknowledgment

Parent/Guardian Acknowledgment

By my signature below, I represent and covenant to the School and SOW Academy that I have received, have read, understand, and agree to the terms of the Family Handbook. I understand that the Family Handbook forms a part of our contract with School and is a legally-binding document. I understand that my child as well as each Parent/Guardian of child must comply with the Family Handbook.

SIGNATURE OF PARENT/GUARDIAN

DATE