



Wise Owl Academy

SMART CHILDREN • BRIGHT FUTURE

Family Handbook

4 Merrit Parkway

Nashua, NH – 03062

info@wiseowl.academy

<https://www.wiseowl.academy>

(603) 883-3016

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Revision:

1. Updated Late Payment Fees
2. Added Late Payment Fees for State Assistance



Table of Contents

Welcome to Wise Owl Academy!	5
Mission Statement	5
Our Philosophy for care and education	5
Our Vision.....	6
Diversity Statement	6
Ratio	6
Hours of Operation	7
Enrollment and Tuition	7
Cut-off date	7
Immunization Policy.....	8
Rationale	8
Policy	8
Waitlist	9
Tuition	9
Registration Fee	9
Tuition Deposit.....	9
Late Payment Charges	9
Late Payment Charges for State Assistance.....	9
Payment Processing Fee	9
Failed Transaction or Returned Payments Charges.....	10
Tuition Refund Policy	10
Yearly Tuition Increase.....	10
Daily Closure Times & Limits on Length of Care	10
Late Pick-up policies.....	10
Holidays / Vacation Policy.....	11
Yearly One Week Closure.....	11
Unexpected Closings.....	11
Sign-in / Sign-out Policies (General scenario)	12



Sign-in / Sign-out Policies (COVID-19 scenario)	12
Withdrawal & Dismissal Policy.....	14
Daily Routine	14
Punctuality	14
Door Access.....	15
Role of Parent	15
Parent-Staff Communication/ Procare and Parent Conferences.....	15
Parent Involvement	16
Apparel & Personal Belongings.....	16
Treasures and Possessions.....	17
Clothing.....	17
Roles and Responsibilities of Caregivers.....	18
Child Abuse and Neglect	18
Bullying.....	18
Custody Order	19
Disaster Evacuation Procedure	19
Diapers & Toilet Training	20
Birthday Celebrations	20
Photographs and Publicity	20
Snack and Mealtimes.....	20
Healthy Choices.....	21
Food Allergies.....	21
Food Safety Policy	21
Immunizations and Physicals	22
Wellness Policy.....	22
Medicine	23
Injuries and Accidents.....	24
Discipline and Guidance Policy	24
Difficult Behavior	25



Initial Consultation:.....	25
Second Consultation:	25
Disenrolled:	25
Changes in Policies.....	26



Welcome to Wise Owl Academy!

We are delighted you chose our Center to meet your child's needs. You and your family are encouraged to visit our Center before the first day of enrollment to allow our teachers and your child to meet and become better acquainted. In addition, it will make separating on the first day a bit easier.

The *Parent Handbook* has been written to describe our program, philosophy, policies, and all the practical details that make each day as happy and successful as possible. Please carefully read this handbook and keep it for future reference. The Wise Owl staff would gladly address any of your questions or concerns. We aim to make your child's school experience pleasant and educational. Once again, welcome!

Mission Statement

At Wise Owl Academy, we enlighten the path of knowledge to inspire every child to learn. We are an education care center focused on children's overall progress. We are absolutely passionate about education and kids!

Our Philosophy for care and education

We believe that -

- Children pass through various stages as they develop. The purpose of education is to increase competence in all aspects of the developing self. Children learn most easily through actual, involving experiences with people and activities.
- We also recognize that children need time to be children. However, the overriding objective is the physical, intellectual, social, and emotional growth of each child in the classroom.
- Our program is flexible so that sequence and content meet specific needs and situations yet are structured to include all curricular areas appropriate to the ages, interests, and abilities of individuals within the group.
- We believe a child's first experiences in an academic environment should be joyful. As we strive to increase your child's realm of experience, we will also be increasing your child's self-confidence, vocabulary, and ability to function in a group.
- We promote educational objectives through the use of well-planned projects and materials.
- We also prioritize your child's individuality and the development of attitudes, interests, and beliefs to enable your child to be a happy, secure, contributing member of



society. We must have an emotionally warm, friendly, relaxed atmosphere to reach these goals.

Our Vision

Wise Owl Academy aims to create a confident student ready to enter the next phase of academic life. We are committed to providing a solid academic foundation and fun-filled social interaction bound by a disciplined and safe environment. We believe that these are fundamental ingredients for successful early-age growth.

At Preschool age, every child needs overall development. Therefore, we designed our curriculum to cater to body, mind, heart, and soul development; a proven academic curriculum that is evolving helps the learning mind.

Fun-filled social interactions support the emotional development of children. Having a disciplined and safe environment channelizes the energy and helps focus. This recipe prepares children for success by making them confident.

Diversity Statement

Wise Owl Academy accepts students and staff from diverse backgrounds and walks of life. At our Center, everyone's skills, talents, and backgrounds are recognized, respected, and valued. Such attributes will enhance the program and help all students and staff reach their full potential. All staff employed by the school have a responsibility to uphold these principles. In addition, we expect everybody to promote equality and diversity within the school.

Wise Owl welcomes those of diverse faiths, ethnic origins, and races.

Ratio

We follow the teacher-to-child (ren) ratio set by the State. Apart from these ratios, we also follow the room capacity allotted by the State.

0-12 months 1:4

12-24 months 1:5

25-35 months 1:6

36-48 months 1:8

48- 60 months 1:12



60+ months 1:15

Mixed-age classrooms follow ratios determined by the average age of children.

Hours of Operation

Wise Owl Academy and daycare hours are from 7:00 am – 5:30 pm, Monday through Friday.

Enrollment and Tuition

Children between the ages of 2 months and 13 years are eligible for enrollment at Wise Owl Academy. Children may attend the Center between 7:00 am and 5:30 pm, Monday through Friday.

Cut-off date

For Early Preschool: 3 years by September 31 for that school year.

For Pre-kindergarten: 4 years by December 31 for that school year.

For Kindergarten: 5 years by December 31 for that school year.

Documents to be completed and returned before enrollment are:

1. Completed and signed the registration form
2. A copy of the child's recent physical, including health form and Immunization records
3. A copy of the child's birth certificate
4. Photo permission slip
5. Food Allergy form
6. Child custody statement
7. Covid-19 related waiver (If Applicable)

Your child cannot start school until all forms, registration fees, and tuition deposits are submitted. All forms must be updated yearly. (and throughout the year should your emergency contact information change) In addition, parents must keep the (immunization record) up to date, as the health department has the authority to send children home if immunizations are not current. Besides, parents are asked to complete other forms and surveys that provide information on their child and their relationship with the family. This information will assist Center staff in providing the best care and education possible for your child.



Immunization Policy

Rationale

- The protection of children's excellent health and safety in our care is among the top priorities of Wise Owl Academy and Daycare. We strongly believe in the effectiveness of vaccines in preventing severe illness and saving lives.
- We cater to age groups ranging from 2 months to 12 years and have staff with different health conditions and immune systems. Therefore, yearly physicals and vaccination of every child and staff are essential to protect the ones we contact daily and us.

Policy

- Beginning January 1, 2020, new students (including siblings of current students) must have proof of up-to-date immunizations.
- "Fully Immunized" children are defined as, at a minimum, the child that has received the immunizations required by New Hampshire state law and regulation for attendance at public schools.
- Waivers for new students will be limited to approved medical exemption waivers from the student's physician.
- Current students with waivers classified as religious are allowed to enroll in our program. However, Wise Owl Academy and Daycare reserves the right to discontinue this practice of grandfathering.
- Wise Owl Academy Daycare reserves the right to decline admission or re-enrollment to any child who is not fully immunized.
- Wise Owl Academy and Daycare reserves the right, during illness outbreaks, to exclude any child who has not been fully immunized from the school. In such cases, there will be no refund or adjustment of tuition.
- Enrolled children must keep their immunizations current to remain at school.
- In addition to the above, each child registered at Wise Owl Academy and daycare must comply with state law requirements and regulations concerning immunizations.
- All Wise Owl Academy and Daycare employees must be fully immunized. Wise Owl Academy and Daycare reserves the right to decline the employment to or terminate anyone who is not fully immunized.



Waitlist

The classroom spots are offered on a first-come, first-serve basis. If there are no current openings in the appropriate age group, families may choose to be placed on a waitlist. Families on the waitlist will be contacted when a space becomes available.

Tuition

A non-refundable registration fee and non-refundable tuition deposit payment are due at the time of enrollment. Please note that paying the registration fee and tuition deposit is mandatory to hold a spot for your child. We cannot guarantee your child's enrollment in our program unless all the paperwork and fees are paid.

Registration Fee

One-time registration fee per year per family: **\$100**

Tuition Deposit

There is a one-time tuition deposit of **\$550** per family. Note that the tuition deposit will not be refunded if you decide to leave or move for any reason. It will only be applied towards the May month of that school year. For example, if your child is enrolled for 2019-2020, the tuition deposit must be paid before September 2019 and adjusted towards the May 2020 tuition.

Late Payment Charges

We offer flexible timings and a number of days per week choices to parents. Tuition is charged monthly per the number of days and time commitment you select. **Tuition is due before the 10th of every month. \$25 Late fee** will be charged for overdue payments after the 10th of the month. Late fees are charged at the rate of **\$5.00 per day after 10th of the month. Enrollment will be revoked if the payment is not received by the 15th of the month.**

Late Payment Charges for State Assistance

For the parents receiving state assistance, family share **payment is due on a Monday** for that week. Late fees are charged at the rate of **\$5.00 per day** Monday onwards from the following week. **Admission will be canceled if the payment is not received by Friday of the following week.**

Payment Processing Fee

A payment processing fee of 3% will be applied if paid by debit or credit card.



Failed Transaction or Returned Payments Charges

All fees and deposits are non-refundable. In addition, a \$40.00 fee will be charged for any returned checks or failed transactions on the online billing platform. Checks should be made payable to **Wise Owl Academy**.

Tuition Refund Policy

There are no reductions or refunds for absences, vacations, or withdrawals. If you decide to take a time out for vacation and do not want to pay, you need to withdraw your child's admission. That spot will be allotted to another child who is on the waitlist. We may offer the spot for your child only if it is available when you return. Requests to hold a child's spot for an extended period for any reason (i.e., extended vacations, work schedule changes, visiting relatives, family illness, etc.) will be made **ONLY** if payment for the extended period is paid for in advance of the leave.

There is no refund for the snow day closures.

Yearly Tuition Increase

Every year, tuition will increase on average by 5%. New tuition is applicable from September. The tuition increase will be communicated during the admission process and around July.

Daily Closure Times & Limits on Length of Care

Our childcare ends promptly at 5:30 pm. Please remember that our staff members have other responsibilities, and it is unfair to leave children in their care after their scheduled pick-up time. Parents must be prompt when picking up their children. In an emergency, please contact the school if you know you will be late. Please allow enough time for appointments, traffic, and other delays.

Late Pick-up Policies

Children enrolled part-time are expected to be picked up at the agreed-upon daily time. The parent or guardian of a child, who is not picked up until after the agreed time or past closing (5:30 pm) will be **charged \$1 per minute. Families who pick up late more than three times in one year will pay \$5 per minute after 5:30 pm.** All late fees are expected by 5:30 pm the following day. This fee applies per family. Payment should be given directly to the staff member. **This is important to encourage punctuality and discipline to pick up your child on time.**



Holidays / Vacation Policy

Kindly note that we still provide care when you take time off for vacation or family time. It is not the policy of Wise Owl Academy to give refunds or reductions for vacation or time off. Please plan your vacations, keeping the school calendar in mind.

Child Care will be closed on the following holidays:

Columbus Day	Veterans' Day	Thanksgiving Day	Friday after Thanksgiving
Christmas Day	New Year's Day	Martin Luther King Jr. Day	President's Day
Memorial Day	Independence Day	Labor Day	

If any of the above holidays fall on a weekend, the closest Friday or Monday will be selected.

Please note that there will be an early closing of the Center on December 31 at 4 pm.

Regular tuition is expected as our teachers are paid for these days.

Wise Owl Center is open only for Full day children during Christmas, Winter, and Spring Break.

Yearly One Week Closure

Wise Owl Academy will be closed for one week, usually after the preschool graduation in June. This closure gives a much-needed break to Wise Owl Staff. The exact week will be communicated in advance so parents and staff can plan accordingly. There is no tuition due for that week.

Unexpected Closings

Wise Owl will be open on public school-designated "snow days." We may open late or close early if necessary. Our Center may be forced to close on rare occasions due to a situation beyond our control (e.g., ice storm, electrical outage, no water service). Every attempt will be made to inform parents of an emergency closing. There is no refund for the snow day closures.

Please use your "Procare App" for the updates or <http://www.wmur.com> for the news update.

In situations like COVID-19, we might be unable to operate in person. We will offer online classes for the age groups preschool and up.



Sign-in / Sign-out Policies (General scenario)

Parents are expected to walk their children into the Center. The teachers will gladly assist you and your child at your drop-off time. However, teachers will not assume direct responsibility for your child until you are ready to walk out of the building. The teacher needs to keep a watchful eye on all the children in their care. Once you drop your child off, kindly leave the facility to avoid separation issues. We will call you if we need you to pick up your child.

Only the individuals listed on the Child Information Record or a written permission note from the parent will be allowed to leave with a child. In addition, the staff is expected to request a picture I.D. from an unfamiliar person (including grandparents). If there is any concern, the staff of Wise Owl reserves the right to deny a person's request to pick up a child.

Your child's teacher may be available at pick-up time for short questions. However, please schedule an appointment for more extended discussions or particular concerns.

Parents are expected to take full responsibility for their children till they enter the classroom. Please do not allow your child to touch the exit door handles or open the doors and play yard gates for your child's safety. Also, please hold your child's hand while walking in the driveway. Finally, please do not leave any younger or older sibling alone in the car while coming to pick up your child. Wise Owl will not be responsible for any unattended child by any parent. We work very hard at teaching the children to stay safe.

Sign-in / Sign-out Policies (COVID-19 scenario)

We understand that this is not going to be an ordinary school year. However, that does not change what's crucial to us, our students, and our families safety and comfort. Our teachers and staff are committed to following necessary preventive measures and providing a safe and healthy environment for all children entering our facility.

To ensure the smooth implementation of the preventive measures and promote health, we have decided to make the following changes to our school's guidelines due to COVID-19:

- 1) Parents or visitors will not be allowed entry inside the classrooms.
- 2) Before entering the building, be sure to complete a daily health check.
- 3) Every child and adult (including Staff members) entering the building will be screened for temperature. Child and staff temperatures will be recorded each day. Anyone with a fever of 100.4 degrees Fahrenheit or higher will be sent home.



- 4) Pick-up and drop-off policy: Please walk your child to the main door and wait in the office area for screening. Once you and your child have been screened and show no symptoms of COVID-19, office staff will take your child (along with their belongings) to wash their hands before entering the classrooms. Your child will be allowed to enter their classroom after that. Please call us when you arrive at the Center during pick-up and wait for your child to be dropped off by a staff member outside.
- 5) The use of masks by all adults will be compulsory on the school campus and inside the building.
- 6) Students, Parents, Staff, and Teachers will follow social distancing and minimize exposure at all times. Compromises in hygiene and protective practices will not be acceptable.
- 7) Any family member with a fever must be reported at the Center.
- 8) Any family member with a fever must be reported at the Center.
- 9) If a child develops a fever, sore throat, or starts vomiting while at the Center, that child will be sent to another private room with one of the staff members to avoid spreading the illness. A parent will be notified and has to pick up the child immediately. If the parent cannot pick up, any adult on the emergency pick-up list on the child's file must get the child.
- 10) If a child is sent home with vomiting, diarrhea, fever, conjunctivitis, etc., they would not be readmitted for 48 hours. Children must be fever-free for 48 hours without medication. State guidelines state that if any child has a 101 degrees or higher fever, a parent or another authorized adult must pick up the child. We will need a note from the child's physician before returning to school.
- 11) During a COVID-19 breakout, the Center will be closed and sanitized thoroughly. We will communicate with parents through email and our Bright Wheel App.
- 12) We expect honesty from parents, staff members, and administrators to avoid unwanted conditions.
- 13) Families that traveled out of the State of New Hampshire by plane, bus, car, or train must be self-quarantined for 14 days regardless if they test negative. Self-quarantine starts when they return home from vacation. After that quarantined period, if they are not sick, show no symptoms(and have not been exposed to anyone that tested positive, they can return to the Center.
- 14) Online and in-person classes will be offered for parents to choose from during the pandemic. Zoom links will be shared for each class. In addition, a detailed email will be sent to parents.



Withdrawal & Dismissal Policy

We hope you stay with us and complete a school year with us. We plan our budget depending on the tuition that we receive. If for any reason, you withdraw your child's enrollment during the school year, we don't get new enrollment right away. This jeopardizes our budget. Kindly note that we cannot refund tuition deposits or adjust monthly fees for any reason for withdrawal. Account must be paid in full before withdrawing—including your child's tuition for those two months. Any account past due at the time of dis-enrollment will be paid thru our electronic withdrawal option.

Pre-Kindergarten (4 Years) and Kindergarten (5 Years) programs run from September to June. We expect the children to be present throughout the school year. Therefore, the tuition Deposit for this program is adjusted only in May. If you withdraw admission before the school year, the tuition deposit is not refunded or adjusted for another month's tuition.

The Director at Wise Owl reserves the right to cancel the enrollment of a child at her discretion or for the following possible reasons:

- Non-payment or excessive late payments of tuition and fees.
- Not observing the rules of the Center as outlined in the parent agreement.
- Our current staffing patterns cannot adequately meet the child's special needs.
- Physical or verbal abuse of staff or children by parent or child.
- Expired or non-immunizations or physical.

Daily Routine

Daily routines are different for different age groups. They are designed as per the requirements of each classroom. You will receive a copy of your child's daily classroom routine when you come for the tour. Please let us know if you do not receive the copy.

Punctuality

Each class participates in the morning meeting, setting the tone for the rest of the class time. When children arrive late to class, they miss important information, directions, skills review, introduction to themes, etc. In addition, it is very disruptive to the class when a child arrives late and requires time to acclimate to school. Please check with your child's teacher for a daily schedule and consider this class schedule when dropping your child off.



Door Access

The safety of your children is a major objective of Wise Owl. As reminders, please make a note of the important points listed below: -

- Once your child is enrolled in our program, you need to download an app called VIZpin. Then, you will be guided and get access to enter the building through your mobile.
- Only let yourself and your child in through the door. Be careful to keep out people who try to “piggyback” and come in with someone else.

Role of Parent

Wise Owl Academy staff recognize parents’ vital role in their children’s school life. For this reason, parents are considered an integral part of all phases of the program. The Center is a living and learning laboratory where parents, teachers, and children work together for the children’s greatest possible gains.

Parent-Staff Communication/ Procare and Parent Conferences

Staff members seek opportunities to communicate frequently with parents concerning child-rearing practices and to share specific ideas for promoting children’s healthy development and learning. The Procare app will be used in each classroom for sharing and communicating day-to-day updates. In addition, parents will be further informed about issues concerning children and families through a weekly newsletter, bulletin boards, and quarterly parent-teacher conferences. Additional updates will also be posted from teachers and the Directors. Please let us know your needs so we can do our best to assist you.

Teachers communicate verbally with family members daily at drop-off and pick-up times. These discussions must be brief because the teacher’s primary responsibility must be the care and education of the children. If more time is needed, please feel free to call the Center and leave a message for the teacher to schedule a meeting. Meetings will be offered to parents at least twice during the year to discuss their child’s developmental progress. Conferences may also be called by teachers or parents as the need arises. During formal parent-teacher conferences, parents express goals for their children and input what they see in their development.



Parent Involvement

Families and staff should work together to develop a “Whole Child.” Hence, we recommend the active involvement of parents in your child’s education and reinforcing school concepts at home. We also ask that you encourage your child and help them complete homework assignments on time. We welcome any comments or suggestions from parents about programming or the care of their children. If any parents wish to volunteer at the Center or on outings, please get in touch with offices to make the necessary arrangements. Our doors are always open to parents who want to be involved in their child’s care and education.

Apparel & Personal Belongings

- Provide your child with a reusable water bottle.
- Provide an extra pair of clothing and outdoor apparel that allow for independent dressing when age-appropriate.
- Teach preschool-aged children and older to dress and undress themselves, including shoe tying independently.
- Wear appropriate footwear if your child is walking (hard sole, secure, closed-toe).
- Dress your child appropriately for the weather. Children play in all weather, including sun, cold, rain, and snow.
 - Provide adequate outdoor clothing during the cold months (winter coats, snow/ski pants, hats, warm mittens, and boots). Scarves and sweatshirts or jackets with pull strings are not permitted due to the choking hazard on playground equipment.
 - Provide sun hats and sunscreen in hot, sunny weather. Teachers may additionally request waterplay wear during the summer months.
- Dress your child appropriately for hands-on learning activities, outdoor education, and messy activities.
- Provide a bag or backpack that will enable the child to be responsible for their belongings.
- Provide 1-2 changes of clothes if the child’s clothing becomes wet or soiled. This includes both bathroom accidents and wet and dirty clothes from outdoor play.
- No electronic devices are allowed in school/care.
- No toys from home, apart from a favorite lovey/cuddle/stuffy/blanket, are permitted in school.



- No accessories (e.g., necklaces, bracelets, rings, tiaras, scarves, inappropriate footwear, etc.) or dress-up clothes from home are permitted in school.
- **LABEL ALL CHILD'S ITEMS, CLOTHING, BOOTS, BAG, ETC. WITH THEIR FULL NAME.** The Center and staff are not responsible for lost, damaged, or misplaced items.

Treasures and Possessions

Each child will need a blanket (labeled with the child's name) to use at naptime. A cloth bag with your child's name is also requested for storing the blanket. This bag and the blanket are taken home each Friday to be washed and returned the following Monday. A small pillow or small stuffed toy is permissible.

Sometimes children need to bring special toys or newfound treasures as a "bridge" between home and school. We will work with you and your child to make it a positive sharing experience on these occasions. However, experience has shown us that toys from home often create school problems. Therefore, we encourage you to keep personal belongings and toys at home unless the teacher has scheduled a "show-n'-tell" day. Videos brought in to share with the class must be 'G' rated. **Wise Owl will not be responsible for any lost items.**

Important! There are four things we feel must remain at home:

1. **toy guns,**
2. **gum,**
3. **money,**
4. **and candy.**

Clothing

Because of the wide range of activities, it is recommended that children be dressed in washable, comfortable clothing. The Center will provide plastic aprons for art and water activities.

Water activities, sand play, and occasional bathroom accidents necessitate an extra set of clothing at the Center at all times. All extra clothing should be marked with the child's name and placed in a labeled plastic bag. Clothing should include underwear, socks, pants, and a shirt. If wet or dirty clothes are sent home, please return an extra clean set the following day.

Licensing requires that children be taken each day outdoors. The children will play outdoors if the temperature is 34°F or warmer. Children should be dressed accordingly: light jacket, cap, rain boots (for damp days) in fall and spring, heavy winter jacket, mittens, scarf, hat, and snow



boots in winter. An extra sweater or sweatshirt at school is recommended for sudden temperature changes. **All clothing, including coats and boots, must be labeled clearly with your child's name.**

If a child does not have proper outdoor apparel, they must remain indoors with another teacher/classroom. Unfortunately, this happens often in winter because of a lack of snow pants, hats, and mitts. Please leave an extra pair of these items with us, or bring them daily.

Roles and Responsibilities of Caregivers

At Wise Owl Academy, we believe in the overall development of every child. To do that, teachers and caregivers will observe and promote the activities that challenge each child as per their capabilities. In addition, teachers need to be made aware of any special needs or requirements a child has. Here are the responsibilities that caregivers or teachers have:

- Provide a safe, healthy, and joyful learning environment for children.
- Offer choices to children as per their age-appropriate development.
- Praise the children for positive behaviors
- Please communicate with the child's family verbally and in written form on a child's daily note regarding their behavior.
- Complete the incident report for the child's family to review and sign as needed.
- Schedule Parent-teacher conferences to give an overview of the child's progress.

Child Abuse and Neglect

As the State of New Hampshire requires, we will report any suspicions of child abuse or neglect to the Division for Children and Youth Services. Please be aware also that children will NOT be released under any circumstances to impaired individuals. If we have reason to believe that any person picking up a child is under the influence of drugs or alcohol, an emergency contact will be called to pick up the child. The incident will also have to be reported.

Bullying

At Wise Owl, we all are committed to a safe and healthy educational environment for all students, employees, and volunteers free from harassment or bullying. Bullying is a form of abuse. It comprises repeated acts involving an actual or perceived power imbalance over time, with the more powerful individual or group abusing those less powerful. The power imbalance may be social power or physical power. It typically involves subtle methods of coercion, such as psychological manipulation. Bullying includes exclusion, gossip, threats, non-verbal body language, and physical violence.



Bullying consists of five basic types of abuse:

1. Emotional
2. Written
3. Verbal
4. Cyber
5. Physical

People who believe they have been bullied should immediately bring a grievance to a trusted adult, teacher, deputy head of school, or head of school. Similarly, if a person has questions about whether certain conduct is unlawfully discriminatory or constitutes bullying, the grievant is encouraged to speak with the Director. Wise Owl will not tolerate any form of bullying by any student, staff member, teacher, etc.

If it is suspected that bullying is taking place, if found, the following measures will be taken:

- Meeting with students and parents
- Corrective action plan

If actions are repeated, the offending student will face the following:

1. Suspension
2. Expulsion

Custody Order

Until a court action has established custody, one parent may not limit the other from picking up a child in our care. The Center must be notified immediately of any changes in custody orders. Certified custody orders must be given to the center director.

Disaster Evacuation Procedure

In an emergency (fire/flood/otherwise), children and staff will be evacuated to the Soccer field on the opposite side of the road and near Main Dunstable Elementary School. It is just a short walk from the Center, and that will be how the children will be transported there. Emergency contact information will be transported with us, so you will be contacted to pick up your child at an alternate location. The location can also be contacted directly by calling the Director's cell number.



Diapers & Toilet Training

Parents/guardians are responsible for supplying diapers, wipes, ointments, etc., for children who are still in diapers.

At Wise Owl, we believe children should show signs of toilet training readiness. These signs can be determined by each child's physical and mental developmental milestones.

Some indications are verbalizing the request to change the wet or soiled diapers, keeping diapers or pull-ups dry for more than 2 hours, pulling pants or pull-ups up or down without an adult's support, and showing a desire to use the bathroom for potty.

Once a teacher notices some indications or signs of readiness, parents will be notified, and the staff will work closely with parents to begin the process. But, again, remember repetition and following the same protocol at home would help the child get toilet trained faster.

All children must be toilet-trained to be eligible to start in preschool classrooms or higher.

Birthday Celebrations

Parents are welcome to send a treat to share with their child's classmates on birthdays or special occasions. However, some classrooms have strict allergy guidelines. Inform your child's teacher beforehand about what kind of treats you will bring. It is for the safety of all of the children. Ask your child's teacher for suggestions. Of course, parents are always welcome at their child's birthday celebration.

If a birthday is to be celebrated away from school and the entire class is not invited, please mail the invitations. You may distribute the invitations into the cubbies if the entire class is invited. Our Center will not distribute mailing lists or phone numbers.

Photographs and Publicity

At Wise Owl, we take class pictures or videos to update parents about their child's activities. We mostly share it through Procure App. We do not post these pictures on our websites. If you do not want your child photographed, kindly select that option in the photo permission slip form. We will not take and share a picture of your child without permission.

Snack and Mealtimes

We are working on our food license and will let you know once that is in place. Until then, parents are responsible for providing lunch, snacks, juice boxes, water bottles, etc. To be as environmentally friendly as possible, we encourage parents/guardians to pack their children's



lunches in reusable containers (like Thermos or Pyrex boxes if the food needs to be warmed) and use reusable drink containers. We warm lunch before we serve them. Throughout the day, water drinks are available for the children as needed. During drinking and eating, children are required to be seated and not engaged in any play activity. It ensures safety (to avoid choking) and promotes healthy eating/drinking habits. Under no circumstances will young children be allowed to walk around or play with bottles in their mouths. Pacifiers are encouraged for use at nap time only, and if your child requires a bottle at nap, it will be given to them before they get into bed. Under no circumstances will children be allowed to go to sleep with bottles in bed. This is also to ensure safety (prevent choking) and to prevent dental problems.

Healthy Choices

While the occasional donut, chocolate milk, and fruit snacks make a good treat, they do not necessarily make a healthy meal. We ask that parents reserve these items for special occasions. Bringing these items daily for their child does not encourage healthy eating patterns. We encourage parents to send at least one fruit per day. We are happy to provide parents with a list of healthy, fun alternatives upon request.

Food Allergies

If your child has a food intolerance or food allergy, the parent or guardian must inform school authorities about any such conditions. In addition, parents/guardians must provide us with a written statement of said allergies from the child's doctor. Precautions, treatment, and an emergency plan must be included in this statement.

Food Safety Policy

It is difficult for children and adults to stay safe around food when intolerant or allergic. It is incredibly tempting for a child to want to eat something their peers are eating. It is also nearly impossible to verify that there are no traces of an allergen in food from processing, packaging, cross-contamination of food prep surfaces, or mishandling. You have trusted us to keep your children safe from harm. It is a huge responsibility and can be very difficult to manage with the number of food allergies we have here at school. Therefore, the following policies apply:

- Food sent from home, either store-bought or homemade, will not be served to other children in the classroom under any circumstance.
- Children will not share any snacks, treats, lunches, etc.
- Food will not be used as rewards, prizes, or treats.



- If a child or another adult brings any food item into school to share, it will not be distributed to the children.

Immunizations and Physicals

All children attending childcare programs in New Hampshire are legally required to be fully vaccinated. Therefore, wise Owl requires immunizing all children enrolled in the program. A Health form is required before enrollment. This form requests a record of your child's immunizations, their last physical examination date, and the allergies or conditions we should be aware of.

***Important: As a parent or guardian, you must maintain up-to-date immunizations and physicals for your child (ren). Updates must be reported to the center director in writing.**

A Health record form of your child's physical exam must be submitted, and the medical examiner must sign and date this form. Physical regulations are as follows:

- The child's physical should be done within the last twelve months.
- Children younger than 2 ½ years must have a physical within three months preceding enrollment and repeated yearly.
- Children 2 ½ years to Kindergarten-- a physical must be within the previous year (before enrollment) and repeated every two years.
- Kindergarten children and older--parents must sign the Physical Health/Immunizations Parental Acknowledgement for School-Age Programs letter, plus submit a copy of the child's immunization record to the office. A new letter must be signed yearly.

Wellness Policy

You are the best judge of your child's health, and we trust that you will not bring a sick child to the Center. However, if while in our care, your child becomes ill, displays an unknown rash, or acts out of character, your child's teacher will consult the Director, and you may be called to come to take your child home. You (or an alternate emergency person) are expected to come immediately when called. This is to protect the health of your child and their classmates. Your cooperation is much appreciated.

The following criteria will be considered in determining if your child must go home:

- Unknown rash.
- Fever of 100° or higher. For mild fever, muscle aches, toothache, or headache, Tylenol (supplied from home) may be administered. *See Medicine below.



- Highly contagious conditions such as head lice, chickenpox, strep throat, pinworms, mumps, impetigo, conjunctivitis (pink eye), etc.
- Diarrhea or vomiting (more than two loose, watery stools). Consideration will be taken if your child is allergic to certain food/drink products or on medication.
- Persistent cough for an extended time (cough suppressants or allergy medications are not recommended unless prescribed by a doctor).

If your child is too ill to play outside with their class or participate in regular classroom activities, they are too ill to attend the Center.

Your child may return to the Center after the following:

- Obtaining a **written verification** from a doctor.
- Fever-free for 48 hours (new guideline due to COVID-19) without Tylenol or other fever-reducing medications.
- In the case of chickenpox, when all the lesions are scabbed over.
- In the case of head lice, follow treatment with appropriate shampoo (such as Kwell or RID) so that all nits (eggs) are gone.
- In the case of a contagious illness, your child should take an antibiotic for 24 hours before returning.
- In the case of persistent cough, 24 hours without cough suppressants or allergy medication.

***If questions arise regarding the appropriateness of a child's return to the Center, the decision will be that of the Center Director or Assistant Director.**

Medicine

Non-prescriptive medication (Tylenol, nose drops, etc.) and prescription medication will only be administered after a parent signs and dates a form entitled Medication Permission. The parent must provide all medications.

Prescription medication must be in the original container and labeled with the child's name. A parent or guardian must administer the first dosage under their supervision, never the center staff. We will not administer cold medications to any child.

Staff cannot administer medication (prescription or over-the-counter) without the proper dosage for that child listed on the container. For example, if the container reads, "Consult/see



Doctor,” then a note from the doctor with the child’s weight and the dosage recommended must be provided.

A Non-Prescription Release form for other applications, such as diaper wipes, sunblock, soap, etc., will be signed upon enrollment.

Injuries and Accidents

Every consideration will be taken to ensure your child’s safety while in our care. Should an injury occur, a Minor Incident Report would be completed by the closest adult and signed by the Center Director, Assistant Director, or appropriate person. A copy of this report will be sent home. In addition, a parent or guardian will be notified regarding any injury that occurs while your child is in our care.

In a major medical emergency or accident, the center teacher or Director will call 911 first. Then, the child will be transported to the hospital noted on the Child Information Record (or the closest hospital). The parent/guardian will be called immediately for the details.

Discipline and Guidance Policy

At Wise Owl Academy, we focus on self-discipline. Our staff works with the children to develop internal control of their behavior. We aim to encourage children to become creative, independent, responsible, and socially mature. This involves learning to make responsible choices and accepting the consequences of such choices. But, of course, this is only possible with proper guidance.

- **Environment:** A place designed for children. Each room is age-appropriate in furniture size, large and small manipulates, and supplies required for hands-on experiences.
- **Logical Rules:** Sharing is caring and respecting our classroom materials.
- **Curriculum:** Is developmentally appropriate, based on the children’s interest and level of readiness.
- **Positive Behavior:** We reinforce the behaviors we wish to see repeated, like keeping our hands to ourselves.
- **Redirection:** Engaging a child in another activity can often eliminate the potential difficulty. We might ask a child to help us or send a child to a different area to play.
- **Positive Reminders:** Tell the children what we want them to do rather than using “no” or “don’t.” For example, instead of “No running,” we say, “Use your walking feet.”
- **Renewal Time:** Occasionally, a child must be removed from the situation for a brief break as a last resort. This allows the child time to calm down and consider an alternate



behavior. We talk to the child and ensure they come up with an alternate solution instead of telling them what they would have done.

Difficult Behavior

Every child is different and hence their behaviors. Some children demonstrate difficult behaviors. It's an unpleasant situation for parents and staff to address the issue. In those circumstances, we will work with the parent or guardian to ensure a cooperative approach for children with behavioral difficulties. We are here to serve and protect all of our children! A parent may be called at work or home when the child exhibits uncontrollable behavior that the Center's staff cannot modify. The parent may be asked to take the child home immediately. The following steps may be taken regarding children who display chronic disruptive behavior, upsetting another child's emotional or physical well-being or an adult's.

Initial Consultation:

The Director may request that the parent or guardian meet for a conference. First, the problem will be defined on paper. Then, intervention strategies will be discussed. Finally, the center director, teacher, and parent or guardian will agree on the best solution to solving the problem.

Second Consultation:

If the initial plan for helping the child fails, the parent will again be asked to meet with the Director and teaching staff. Another attempt will be made to identify the problem and establish a new or revised approach to solving the problem. Parents may be asked to consult outside professionals or bring in behavioral specialists to help identify the problems or provide new strategies for Wise Owl Academy to continue care. Our goal is to work as a team to serve each child better.

Disenrolled:

When the previous attempts have been followed, and no progress has been made toward solving the problem, the child may be disenrolled from the Center at the discretion of the center director.

NOTE: Corporal punishment will not be allowed. This is defined as negative physical touching (spanking, slapping, pinching, etc.), exclusion from large motor or outdoor activities, or exclusion from any learning activity. In addition, no unusual punishment, such as humiliation, ridicule, threat, or coercion, will be allowed.



Wise Owl Academy
SMART CHILDREN • BRIGHT FUTURE

Changes in Policies

The fees, procedures, and policies stated in this handbook are subject to change at the center director's or owner's discretion.

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Thank You.

Wise Owl Academy

4 Merrit Pkwy.

Nashua, NH

03062

www.WiseOwlAcademy