



Dear Parents:

We appreciate your choosing Happy Campers for your child. We are most interested in making an impact in your child's life by providing a wide range of developmentally appropriate activities, as well as a nurturing place to grow. These are crucial years in your child's life, and we would like for you to consider us as an extension of your family.

We hope that this booklet will provide you with important information about our programs, as well as what to expect from us. This is a general guide to our policies at all locations. If you have specific questions about one of our centers, please check in with your Center Director. We always have an open-door policy, and encourage you to communicate with us often.

We look forward to watching your child grow and learn with us. Please feel free to become as involved as your schedule will allow. Our purpose is to assist you as much as we can for the development of your child.

Sincerely,

Cindy Alonso

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A Little Bit About Us....

Mission Statement

At Happy Campers, our mission is to provide each child a positive, enriching environment in which to grow and learn and promote social/emotional, physical and cognitive development. We are committed to providing a safe, well-planned, and nurturing learning environment for children based on developmental play activities.

What We Do

We are licensed child care facilities serving the children between the ages of 6 weeks and five years old (our John Knox location has school age, which is up to 12 years old). We have year-round open enrollment for families interested in our programs. We are open Monday through Friday, between the hours of 7:00 am and 6:00 pm.

Holiday Schedule

Happy Campers will be closed the following days:

Martin Luther King Jr. Day
Memorial Day
Juneteenth
Independence Day
Labor Day
Thanksgiving (Wed., Thurs., and Fri.)
Winter Holiday December 24 through Jan.1
(Temple location is closed for Yom Kippur and

Compliance File

Our DHS compliance file is a notebook with contains copies of all documentation related to compliance from DHS within the last 120 days. This file is located in the office, and parents and staff are welcome to view it at any time.

Education and the Classroom

Non-Discrimination Policy

It is our policy to provide an environment that is free from unlawful discrimination of any type, including discrimination based on race, color, religion, sex, national origin, age, disability, veteran status, or any other characteristic protected by law.

Classrooms

Your child's classroom is arranged into learning centers that encourage exploration within a predictable daily routine, including small and large group times. In each of our classes, you will see children working and playing together in small groups, in self-directed activities, and in teacher initiated instruction.

Home to School Transition

Some children have a small adjustment period to new surroundings. It is not an indication that there is a problem or your child doesn't like his new school. Here are a few ideas to help with the transition:

- * Bring your child by Happy Campers to meet the teacher and to see her classroom
- * Discuss with your child that this will be a new place, but it will be fun meeting new friends, and that you will be back to get them at the end of the day
- * Always talk positively about the transition, and don't lead on that you, too are nervous
- * **Most Important:** establish a routine that you do the same time each morning. For instance, maybe you sit down with your child to engage her in an activity, and then after a couple minutes say, "Mommy is going to go now. I will see you after nap. I love you!" and quickly make your exit. Lingering around because your child is upset only teaches your child that if he cries, you will stay. You may always call us as soon as you leave to see if your child has settled into the routine.

Lesson Plans

Teachers in each classroom will post weekly lesson plans that provide you with information on the week's activities and the skills to be developed through the activities.

Music

Music is a part of our creative curriculum at our center. We also offer an additional music class (Music for Kids with Jenny Kane) for \$35 per month which incorporates additional musical development, allowing for the exploration of musical equipment, and to engage in plenty of diverse, stimulating musical activities. Extra curricular music class is once per week and is billed through Happy Campers.

Other Extra Curricular Classes

Please check with your Center Director about other classes that are offered. Spanish and Dance are two other classes that are offered, and families pay these programs directly.

Outdoor Activities

Research shows that children benefit greatly from playtime outdoors. We will take the children outside often, so please plan to dress your child appropriately and bring additional layers when necessary. While we may not stay outside as long if the weather is not ideal, we will still try to go out for a shorter period of time, so it is important that our students are dressed for the weather.

During the warmer summer months, our classes will have "water days" where the children play in sprinklers and water toys on the big playground. Your teacher will let you know of your classes scheduled "water day". If your child will be participating in water activities, you will be asked to send your child to school with sunscreen (already applied), a swimsuit, water shoes, and a towel. Additionally, we require a signed authorization for the application of sunscreen or insect repellent.

Summer Activities

Each summer we try to plan special activities for the kids in addition to water play. These may include visits from community helpers such as a fire truck, police car, and ambulance. Yoga is sometimes offered as a part of the summer curriculum, as well as visits from our librarian. Summer is a super fun time around Happy Campers!

Enrollment and Tuition

Enrollment

When enrolling your child with us, you are required to complete an **Enrollment form, emergency card**, and provide the center with a **copy of immunizations**. A \$200 application and supply fee is due upon enrollment (\$300 for two children), and annually during re-enrollment in March. These fees are non-refundable.

Billing Fees

Tuition: Fees are based on a yearly tuition, with HC's scheduled days closed factored out, and divided into monthly payments for the school year. When your child's birthday occurs, the new rate will be applied the **following month** (the month after the birthday occurs).

Late Fees: A late charge of \$30 will be assessed 5 days after the due date, or if you have a balance left over at the end of the month. We cannot carry over a balance from month to month. There will be a \$30 charge for all returned checks due to insufficient funds or declined credit cards.

Billing and Payment: Tuition is payable in advance and is non-refundable. Payment is due on the first day of every month, regardless if your child is present or not. We regret that we cannot credit your account in the event of a family vacation. In a Pre-school setting, you are actually paying for the **spot**. You will be billed for tuition until you notify HCA in writing that you are withdrawing your child. **HC requires a 30-day notice before withdrawing your child.**

Church or Temple members: John Knox Presbyterian Church members are eligible for a 10% discount in tuition at HCJK. If you are interested in becoming a member of JKPC, you may speak with Pastor Jeff London in the John Knox church office. We are happy to help you get in touch with the Reverend London to inquire about JK membership.

Similarly, Temple Israel members receive a 10% tuition discount at HCTI. If you are interested in Joining Temple Israel, we would be happy to help you get in touch with Rabbi Weinstein regarding Temple membership.

Late Fees: Hours are from 7:00am to 6:00pm. If you know that you are running late for pick up, please call the school as soon as possible so that we can reassure your child. A late fee of \$1 per minute will be imposed upon late arrival of your pick-up time for repeated disregard of this policy.

Summer Policy: Since we are a year-round school, we cannot permit a family to take the summer off and still be guaranteed a spot for the fall in our infant through PreK classrooms. If you choose to take your child out for summer, you will lose your spot and be placed on the waiting list for fall.

Extra Day: If you are a part time customer, and discover you occasionally need an extra day, please call the Center Director to see if there is space available. All extra time must be cleared through the office. There is a \$50 charge for attending an extra day.

Disenrollment: In certain circumstances it may be necessary to discontinue a child's enrollment. This decision is based on the best interest of the child concerned, other children in the class, and the well being of everyone at the school. Every effort will be made to correct a situation before a final decision is made (ie. Moving a child to another class, redirecting behaviors, providing choices, separating children who are not getting along, or other interventions). Please know that if one child in the family is disenrolled, the entire family is disenrolled from the program. We do not allow siblings to stay when one child in the family is disenrolled.

Disenrollment may be a result of the following:

- + Abuse of other children, staff, or property by child or parent
- + Continued violation of policies by child or parent
- + Disruptive or dangerous behavior by child or parent
- + The school's inability to meet the child's needs or parent's expectations
- + Non-payment of tuition.

This is a partial list, and we reserve the right to end the enrollment of a child at any time for any reason deemed appropriate.

Operational Policies

Emergency Closing and Inclement Weather Information

It is our intention to be open and provide child care services every weekday of the year, excluding the holidays mentioned above. However, situations out of our control such as inclement weather, natural/national disasters, or major building issues may disrupt service from time to time.

In the event of inclement weather, the school will make a decision on each individual storm as to how to safely meet the needs of our children and parents. If the School decides to open late or close after students have been dropped off, such as in the case of extreme weather or unsafe conditions such as no electricity or water, parents and/or emergency contacts will be notified and we will announce the closure on the local television stations.

Natural Disasters Such as Tornadoes or Earthquakes

In the event of a tornado, we go to the lowest level of the center in the hallway where we will move all

children and staff. We have an emergency kit down there in case we need to take cover.

We have not yet experienced an earthquake in Oklahoma that proved to be disastrous, and we hope that we never will. However, we do like to be prepared, so in case we have a disastrous earthquake that makes our building structure unsafe, we will proceed to the playground and begin calling families to come pick up children.

We also can walk the children to the back area of the property to be safe, and call parents from there to pick the children up.

As is the case with any emergency, the safety of our children is our first priority. Each teacher carries with her the emergency cards for her class, so that we can call parents when necessary. We also have extra food/snacks/water/milk available in case an emergency happens where parents are prevented from coming to get their kids (ie extreme road conditions). We will do whatever it takes to keep our children safe, happy, and healthy.

Utility Outage Protocol

Electrical Outage

If the power is out when the opener arrives at the center:

- Immediately notify the Center Director
- Teachers will text parents that the power is out, but stay at the school
- Children will not be accepted
- If power is on by 9:00am, we will open like a normal day. If power does not on by 9:00am we will close for the day

Electrical Outage Mid-Day

- If the power goes out in the middle of the day, teachers will text their parents a heads up, that if the power is not restored within two hours, children will have to be picked up.
- If the power is restored within the two-hour timeframe, we continue our normal day. If power is still out at the two-hour mark, parents will be texted that they need to pick up children within a certain timeframe – usually no longer than 30 minutes

Water Outage

- Parents are text and given a heads up that the center does not have water.
- If water is out over one hour, children must be picked up.
- Parents are given a timeframe in which to pick up children - usually no longer than 30 minutes

This policy may be changed at any time due to the many circumstances that can present themselves during a situation such as a power outage. These policies are put in place for the safety of teachers and families.

Personal Items

Appropriate dress for school: Please dress your child in comfortable, washable play clothes when coming to school. Please keep in mind that the children will be going to the playground, and possibly doing art and other activities that could dirty their clothes. We feel that this is a part of a young person's day! Also, during seasons where the weather is changing, your child may need to bring additional layers that will allow for outside play. Items such as hats, gloves, coats, and or raincoats may be stored in their cubby, but it is still imperative that these items be labeled with your child's name.

Tennis shoes or other closed-toed shoes are best for school. Shoes such as flip-flops, sandals, boots and open back shoes could cause a problem in climbing the stairs and/or playing on the playground, so we ask you to leave these types of shoes at home.

Personal Items to BRING to school:

Infants: Your baby will need enough clean bottles for an entire day, formula or breast milk, several changes of clothes, diapers and wipes, a sleep sack, and a pacifier (if baby uses one).

Toddlers and older: Your older child will need at least one change of clothes, a pacifier if they use one, a blanket for nap time, diapers and wipes if still using, and a snuggly to sleep with if they prefer to have one. **If your child has specific dietary needs, you will also need to bring a lunch for your child. We are sorry that we are not always able to meet the dietary needs of children with special diets. It will be the family's responsibility to supply meals and snacks when our food does not meet the needs of the child (allergies or other food preferences)**

Personal Items to LEAVE AT HOME: Please refrain from bringing valuables or family treasures to school, such as favorite books, jewelry, toys, or expensive baby dolls. Please help your child understand that it is not wise to bring such items that they may not wish to share with the class. We cannot be responsible for lost or damaged items.

Lost and Found: If your child is missing anything, please inquire at the school as soon as possible. It is much easier to return a lost item if it is labeled with the child's first and last name, so please label everything, but the best option is to leave personal items at home.

Nutrition

HC provides a balanced nutritional lunch which contains 1/3 of the daily nutritional requirements for young children. Our menu is planned with a wide variety of foods, including some of your child's favorites. Lunch is served in the classrooms and is considered a learning experience for the children. **If your child has special dietary needs or restrictions, we ask that you provide a substitution for your child's meal and speak to the teacher and director regarding your child's dietary restrictions.**

Each child will have a morning snack (around 8:30) and afternoon snack. If you would like to bring a special snack for your child's birthday, please notify your child's teacher. Any outside food brought in to share with the class must be store bought. This is a requirement set forth by the Tulsa County Health Department and is meant to protect those that may have food allergies. Store bought items clearly have allergy information marked so that teachers will know if a child will need an alternate snack.

Monthly menus are posted on our website, and on the bulletin board. Feel free to visit with the Center Director if you have any questions or comments.

Injuries

All of our teachers are certified in pediatric CPR and first aid. If your child is injured at school, the child's teacher will call you and explain the injury, how it was sustained, and first aid given. An incident report will be filled out and kept in your child's file.

Illnesses

If your child becomes ill while at school, we will phone parents to come and pick up your child if any of the following symptoms are observed:

- a fever of 100.4 degrees or above
- two loose stools*
- vomiting
- an undiagnosed rash
- head lice or nits or other infestations
- chicken pox
- any illness causing the child to be severely uncomfortable ie. Lethargy, persistent crying, difficulty breathing, etc.
- Eyes that are pink/green gooey/crusty that lasts after being cleaned
- A few illnesses require a longer stay at home – RSV, Flu, Rotavirus – 48/72 hours
- If your child is put on antibiotics for ears, eyes, viral or other illness, your child must stay home on medication for 24 hours before returning (please read below)

*Loose stools may be caused by medication. If this is the case, please discuss with Center Director, and we may require a doctor's note.

If a student has been sent home due to an illness, that child may not return to school until the child has gone **24 hours symptom free**. This means that if your child goes home with a fever on Monday, the soonest we can accept them back to school is Wednesday, presuming that the fever dissipated on Tuesday. **Please do not bring them back at 3:00pm on Tuesday because they were sent home at 3:00pm on Monday (we will not accept children to come for the afternoon only who were sent home the previous day just to fulfill the 24-hour rule. We will accept your child the following morning)**. The child should be fever (or symptom) FREE for 24 hours. We also require children to stay home longer in some cases of illness including, but not limited to, RSV, the flu, and rotavirus.

We realize that there are several pediatricians in Tulsa who will write a doctor's note for parents to send the child back to school. While this is helpful to parents, it defeats the purpose of our school having an illness policy and trying to keep all of our students happy and healthy and our center germ free. If your child's classroom has experienced one case of a documented illness, and your child is exhibiting the very same symptoms, we reserve the right to override the doctor's note and require you to keep your child home. Please know that we are not trying to be difficult for you, but we are attempting to keep all of our children safe. We have had instances in the past where a child came back with a doctor's note and we allowed him to stay, and the following day that very child was in the hospital with a more serious illness. Please keep your children home if they are experiencing symptoms where they are uncomfortable, lethargic, or just not themselves.

If parents are giving their children Tylenol or an anti-diarrheic to mask the symptoms of the illness, the germ will still be passed from one child to another. We reserve the right to remind you of this policy if you bring your child the days following the illness. We appreciate your cooperation in observing this policy.

Medication

Medication can be administered by HC staff, but will be only be administered under the following conditions:

- Medicine must be in its original container with the product information label
- No medication will be added to formula or juice in a bottle
- Medicine must be labeled with the child's full name
- Specific dosage instructions concerning amount and time must be provided in writing
- The medication log in the office must be signed by a parent for each medication
- No medication may be administered that would mask the symptoms of an illness, reduce fever, or control diarrhea.
- All medication must be stored in the medication box (meds may not be left in your child's bag)
- A doctor's note may be required to administer some medications
- The first dose of any medication should be given at home, and only one dose of any medication will be given at school ie. If a med is to be given three times a day, the parent will administer the med in the morning and evening, and HC will administer a mid-day dose.

Drop Off and Pick Up

The safety of our students is of greatest importance to us. To help ensure the safety of each child, we have set forth a few guidelines. The doors to the preschool have a safety system (keypad) in place, and you must have a code to enter.

Every child must be taken to his/her classroom. Children are not permitted to enter the building unattended. Please make sure you sign in your child in the morning and sign out your child in the evening. We ask that you bring your child by 9:30 each day so that he has an opportunity to be apart of morning activities including art, reading, and circle time. Drop off is not permitted between 10:00am and 3:00pm.

If you are going to have someone else pick up your child from school, please notify the school. Children will only be permitted to leave with those persons authorized to pick up the child as indicated on the emergency card. It is our policy that we ask for identification (photo ID) from individuals other than parents, until we become familiar with those persons. If someone other than a parent calls and says they will be there to pick up the child, we will verify with the parent before releasing a child to someone other than the parent. For the safety of the child, we **will not** release a child to a non-parent without permission from the parent.

Please let the school know if there is a situation where someone is NOT authorized to pick up a child. In the instance where this may be one of the parents, we must have legal documentation from the courts on file.

Infant Safe Sleep Environment

At HC, we follow the DHS required guidelines for an infant safe sleep environment. Infants ages 6 weeks through three months are able to be swaddled with an infant sized, thin fabric, such as a receiving blanket, only when a signed permission slip is in the child's classroom. As soon as the infant turns 4 months old, we are unable to swaddle the baby. Pacifiers without attachments are allowed in the crib with baby (we are not able to use pacifier clips and/or stuffed animal attached to the pacifier while baby is in the crib). Beginning 1/1/16, we are no longer able to use blankets *in the crib* while your baby is at HC (this is now a statewide DHS rule) for infants ages 4-12 months. Sleep sacks will be used in place of a blanket, so please bring a sleep sack from home if you prefer for your baby to be covered during nap. We know that this may be different from what you do at home, but they are wonderful and safe for us to use while your baby is at "school". DHS regulations require us to not have anything besides the baby and the sleep sack inside the crib. This includes stuffed animals, snugglies, silkies, pacifier clips, etc. We know that many of these items are used at home, but we can't use them here due to safety reasons. Thank you for your understanding.

Behavior Management

Discipline and guidance shall be consistent and based on an understanding of the individual needs and development of the child. We ask for the parents' help and support in this issue. The staff shall direct discipline to the goal of maximizing the growth and development of the children and for protecting the group and individuals within it. The staff will interact with each child in a positive, respectful manner. Positive behavior will be praised. The discipline approach shall always be gentle, but firm. Redirecting the child to another activity shall always be the first method of discipline. Time out is used as a last resort. No child will be subjected to physical or psychological punishment.

Toilet Training

Learning to use a toilet is a gradual process that takes place over a period of time as a child's body matures. Successful toilet learning depends upon the physical, cognitive, and language development of the child. For example, for a child to be ready for toilet training he or she must:

- Be aware of bowel and bladder fullness.
- Have the muscle development to control elimination.
- Have the language and motor skills to signal the need to the caregivers.
- Have the gross and fine motor skills to get to the toilet on time, remove clothing independently, and then to actually use the toilet.

A child shows his readiness to begin toilet training when he recognizes his diaper needs to be changed. At this point, a child may be ready to learn and be able to control his bowels and bladder. Beginning the toilet learning process too early will cause frustration for children. Toilet training is recommended for children between the ages of 2 and 3 years old. We cannot force a child to go to the restroom—any resistance to use the restroom will stop all attempts made by the teacher and a pullup or diaper will be put on. We appreciate your support in this situation, and understanding that some children who willingly visit the restroom to try to use the potty at home, may not want to leave friends and toys to try to go at school. At this point we can set up a reward system, but we will not make toilet training a stressful situation for the child.

Our staff will be sensitive to this learning process by assisting the parents in establishing a routine at school which would be similar to the routine established at home. However, a child in a group setting

will react differently at school than at home. We fully expect children who are toilet training to have accidents, and you too, should expect even the most careful child to have an accident or two while at school. There are a lot of activities going on at school, and learning to tune in to the feeling of a full bladder and being able to stop what they are doing to use the restroom takes time and patience. All toileting accidents will be treated discretely and respectfully. We ask that parents bring at least 3 full changes of clothes while your child is learning to use the toilet. For health and safety reasons, we are not able to wash or rinse soiled clothing. All soiled clothing will be placed in a sealed plastic bag and returned to you for pick-up at the end of the day.

Children will be assisted, as needed, when using the bathroom. Children will flush the toilet and be assisted with washing their hands with soap and water. All efforts by the child will be positively acknowledged and encouraged.

Biting

If you are the parent of an older infant or toddler, we know it is distressing to learn that your child has been bitten or has bitten a friend. Experts in the field of child development agree that biting is within the range of expected behaviors among toddlers 13 months to 3 years of age. Common reasons cited for biting are: need for autonomy and control, exploring, teething, attention getting, frustration (frequently due to lack of language or unmet needs), anxiety, mimicking, self defense, and lack of experience interacting with children in a group.

At the first sign of biting, we evaluate the environment and activities at the time of the bite. If warranted, adjustments in the environment, routines, or the transitions in the classroom may be made. If a bite occurs, the teacher will first tend to the bitten child by comforting the child and gently cleaning the bitten area with soap and water. Staff will complete an incident report for the bitten child. The child who was the biter will be removed from the immediate area and closely supervised for a period of time after the incident. We will complete an incident report for the child who bit and discuss the incident with the child's parents. It is important to remember that biting is a developmentally appropriate behavior. For children who continue to bite, more specific intervention will be initiated, including a plan set forth by the staff, in hopes that the biting will cease. Disenrollment of a child for biting rarely happens, but is a possibility if the biting persists over a long period of time.

Due to confidentiality, staff cannot discuss with either parent the identity of the other child involved in the incident.

Policy for Suspected Child Abuse

Oklahoma State law requires every person having reason to believe that a child has sustained non-accidental physical injury resulting from physical or sexual abuse or neglect to report the situation promptly to the local office of the Department of Human Services. It is a misdemeanor for a person to knowingly and willfully fail to promptly report suspected child abuse. A person who acts in good faith and with the exercise of due care in reporting child abuse has immunity under Oklahoma law from civil and criminal liability for making the child abuse report.

Child abuse situations involve educators in sensitive judgmental decisions. The fundamental legal, ethical, and moral principle is protection for the child. It must be recognized that parents also have rights which must be respected. What may appear to be child abuse may have a perfectly innocent explanation. But teachers and administrators must be mindful that the fundamental policy underlying the child abuse reporting requirement is the protection of the child. Teachers and administrators

should not hesitate to make a report when the collective judgment is that child abuse is likely to have occurred. Finally, the Oklahoma law standards of good faith and due care for immunity necessitate a careful and prudent approach to suspected child abuse.

If any child in our care shows any signs of abuse or neglect, we will report the situation to law enforcement officials or the Department of Human Services representatives.

Birthdays

Birthdays are treated as a special day for your child. You may bring a special treat to school on this day to be served at snack time. All items must be store bought, per the Department of Health. Please notify your child's teacher in advance of your plans.

Late Arrival/ Nap Time

It is important for children to have continuity in their Pre-School routines. We are fairly flexible with schedules; however, teachers plan your child's day with consideration for the way one activity leads to another, making for smooth transitions for your child. These routines add security to your child's day. It is important that your child be in his or her classroom by 9:30 to begin the day with the group. We understand that occasionally this will not be possible. Please let us know if your child will be late and we can plan for his or her arrival. Arriving at school between the hours of 10:00 and 3:00 will not be permitted except in infrequent circumstances. It is too disruptive to lunch and nap schedules and tends to upset the schedules of the entire class.

Parent Teacher Conferences

Conferences with your child's teacher(s) will be held twice a year. These scheduled conferences are optional but are highly recommended. They are simply a chance for you to check on your child's progress. HC has developed age-appropriate outcomes for each of our classes. This is a great way to see what your child has learned and the things that they are currently working on in class.

You may arrange a time to meet with your child's teacher at any time in which you feel necessary. Please let the teacher know that you would like a conference, so that she may set some time aside for you other than arrival and departure time.

Parent Involvement

HC has an open-door policy. Please feel free to come and visit to see first hand what your child is doing during the day. We believe it is important for parents to be involved in their child's preschool experiences, just as it is important in grade school, middle school, and high school. Many opportunities will be presented throughout the year.

Nursing

Feel free to come up to HC to nurse if you are a breastfeeding mom. Your child's teacher will help to coordinate a schedule that will be good for you and your baby.

Parent Resources

Our front hallway has a table which we have dedicated to parent pamphlets, and information pertinent to community events for the family. We are in the process of building a parent library. If you are interested in more information on a specific topic of child development, please contact the Center Director. Also, if you are interested in donating parent books for our library, we would greatly appreciate it.

Field Trips

HC brings in special guests for “in house” field trips. If you have an idea for a fun and educational guest for our children, please talk with the Director.

Happy Campers at John Knox does transport children for weekly field trips for **school age children only**. All field trips will be planned with permission slips sent home.

Policy on Calling Parents

We ask that you call your child’s teacher and/or the center, when you are not going to be in attendance for the day, or the days you are planning to be on vacation. If we have not heard from you, we will be calling you to make sure that your child is safe. This policy is being implemented as a safeguard, so that hopefully we can avoid an accident of leaving your child in the car.

Open Door Policy

Happy Campers always has an open-door policy if you ever have a question, concern, or compliment. We welcome constructive dialogue regarding the center. We would much rather talk out an issue than lose you as a customer, and subsequently cause your child to have to adjust to a new pre-school. We are extremely passionate about our center, our children, and our programs, and we strive to be the best pre-school that Tulsa has to offer.

Conflict Resolution

In the event that a dispute arises out of, or relates in any way to our services, we encourage you to attempt to resolve such matters in good faith directly with management. In the event that the conflict is not resolved with management, HC will then conduct a review of the dispute in a meeting with the owner, Center Director, and our upper management personnel, to discuss the issue and alternative action that may be taken.

Family Expectations

Just as we set guidelines for appropriate behavior for the children in our care, we also must ensure that parents and other adults who come into our school know what our expectations are in terms of their interactions with our staff, other children, and parents.

Appropriate language: Parents and guardians and their guests must use appropriate language while on school property. Foul language of any type is not permitted at Happy Campers, which includes our parking lot and playgrounds.

Smoking: Smoking is not permitted on any HC property, including the school building, parking lot, or playground.

Physical and Verbal Punishment: We do not allow parents or their guests to use any type of corporal punishment on any child, whether enrolled in our program or not, while on school property. This includes our parking lots, playgrounds, and bathrooms. Further, while verbal reprimands may be appropriate, it is not appropriate to do so in the center. Doing so can cause undue embarrassment and emotional distress to a child.

Parents and their guests are also prohibited from addressing or disciplining a child that is not their own. If you have a concern about the behavior of another child at our school, please bring your concern to a member of our management team, who will address your concern and resolve the issue.

Threats and Threatening Behavior: We have a responsibility to provide a safe environment for our employees, the children we serve, and other adults. Therefore, we have a zero-tolerance policy regarding threats or threatening behavior in our school, whether the threat comes from a child or an adult, and regardless of who is the target of the threat. This includes, but is not limited to, threats to do physical harm to someone or threats to retaliate in any way. This type of behavior will result in immediate disenrollment from our program.

Firearms and Weapons: At no time is any person permitted to possess firearms, ammunition, or other weapons on school property, or at events sponsored by HCJK. Persons authorized to carry concealed weapons, we respectfully request that any/all weapons be left in your vehicle during the period of time when you are in the center.

Custody and Visitation Issues: It is our policy to not interfere with the custody relationship of a child's parents. As such, we assume that both parents/guardians have equal rights to pick-up/drop-off, visit, or request documents about their child. If that is not the case, it is the parent's responsibility to provide court documentation and/or legally binding parental agreements to clarify the rights and responsibilities of the parents and /or guardian. We ask that parents keep the school, our staff, and other children out of any legal entanglements or other custodial issues and resolve these issues in another forum. Failure to adhere to this request may result in disenrollment.

Staff Hired by Parents: We strongly discourage our employees from making independent child care arrangements with families at the school. However, in the event that you enter into an agreement with a Company employee to baby sit for your family outside of the employee's normal working hours and/or outside of the school hours, it must be done away from the school and with full knowledge and understanding that the sitter enters into such an agreement as a private citizen and not as a Company employee. We cannot be responsible for our employees away from the school, outside their working hours, and will not be liable for their acts or omissions when not on our property. You may be required to sign an acknowledgement and waiver to this effect. If you hire a staff member to work for you and that employee resigns their position with us in order to accept your employment offer, **you will be required to pay the Company a \$1500 finder's fee.**

In addition, staff is absolutely prohibited from transporting any children to or from the school in their personal vehicles without a signed Release of Liability form from the parent or guardian.

Persons appearing to be impaired by Drugs or Alcohol:

If a parent or other adult enters the school to pick up a child and appears to be intoxicated, smells of alcohol, or his or her actions appear to be impaired, we may refuse to release the child to them and call

another contact on the emergency contact list to pick up the child. If the intoxicated individual becomes aggressive or unruly, the management may notify the local authorities.