



**BALANCED** *Family* **ACADEMY**  
OF DUBLIN

**PARENT HANDBOOK**

2024

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**EVERY SINGLE CHILD.  
EVERY SINGLE FAMILY.  
EVERY SINGLE TEACHER.  
EVERY SINGLE DAY.**



**BALANCED *Family* ACADEMY  
OF DUBLIN**

We take pride in building strong relationships with our families. Through open and frequent communication, we will keep you informed of updates, current events and our Academy's policies and procedures. Please feel free to contact our administrative team at any time with questions. We are thrilled you have chosen Balanced Family Academy of Dublin to be your home away from home! We are honored to have the opportunity to nurture the growth of your child, and look forward to sharing many special moments with your family!

## ADMISSIONS

Your child is considered to be on the waitlist only after the applicable registration fee has been processed and the registration application has been received. Once the Director of Enrollment confirms the availability of a spot at the Academy, a \$1,000 deposit is due to secure your child's spot. The first half of the deposit will be applied to your child's first month of tuition and the remaining half will be applied to your last month's tuition. An outstanding balance beyond the deposit is due on your child's first day at the Academy. You will also be charged \$120 for the annual supply fee, or the prorated amount if not starting in August. Tuition shall be prorated if you start on any day other than the first of the month. Enrollment paperwork must be completed and returned to the Academy Director on your child's first day and any changes to this information must be communicated to the office immediately so that current information is always on file. A medical form signed by a physician or certified nurse practitioner is required to be submitted within 30 days of admission, and this form must be updated every 12 months.

## VACCINATIONS

Students attending Balanced Family Academy of Dublin must follow the 2024 Child Care Immunization Requirement for children birth through 6 years old per the Ohio Department of Health. If your child is unable to receive a vaccination at the time of his or her scheduled visit to the doctor due to illness or insufficient supplies, we will allow a twelve (12) month grace period to the required schedule. If your child does not receive the required vaccination(s) within this timeframe, he or she will be released from the Academy.



## HOURS & DAYS OF OPERATION

In general, the Academy will be open Monday through Friday, 6:30 a.m. – 6:00 p.m. A late fee of \$3 per minute will be charged to your account if your child is not picked up by closing. We understand that life happens; however, we ask that you please call us to let us know if you are going to be late.

Balanced Family Academy will be closed on the following holidays:

- Presidents' Day • Day After
- Memorial Day • Thanksgiving
- Juneteenth • Christmas Eve\*
- Fourth of July • Christmas Day\*
- Labor Day • New Year's Eve\*
- Thanksgiving • New Year's Day\*

\*Depending on the days on which Christmas Day and New Year's Day fall, we may be closed for additional days before and after the holidays for a holiday break.

Additionally, we may close for a teacher in-service day at the start of each school year. An Academy calendar will be released on an annual basis. Full tuition is due for the days on which these closings fall.



## OUTDOOR & INDOOR PLAY

Weather permitting, children have an opportunity to play outside on our state of the art playground equipment and inside in our multipurpose room every day. We may limit the amount of time outside when the temperatures are very warm or very cold. Children will not be taken outside when the temperature drops below 20 degrees or rises above 90 degrees. On days that outdoor play is not provided due to inclement weather conditions, we may include a time for indoor gross motor activities. Please send your children with appropriate clothing so they are comfortable and safe when we are outside. If the multipurpose room is not available, we will rearrange the classroom setup to ensure children receive gross motor opportunities.

## SEVERE WEATHER CONDITIONS

In the event a level 1 snow emergency is issued for Franklin County, we may operate on a 2-hour delay. If Franklin County issues a level 2 or 3 snow emergency, we will likely close the Academy. We will notify you via text message and email through CareDay by 5:30 AM of a delay or closure.

Please note, we do consider precautions the local school district (Dublin) takes with respect to delays or closures.

If the Academy is closed or services are otherwise unavailable, the applicable tuition amount due shall not be reduced.

## NEW MOTHERS

We have private facilities available at our Academy for you to pump and/or breastfeed your child. Please let us know and we would be happy to provide you with a comfortable chair and a privacy sign. Otherwise, please feel free to use the space in the lobby, or your child's classroom.

# STAFF/CHILD RATIOS & MAXIMUM GROUP SIZES

Balanced Family Academy of Dublin will not exceed the following state required ratios:

## 1:5 OR 2:12 INFANTS

(0-12 months)  
maximum group size  
of 12

## 1:6 OR 2:12 INFANTS

(12-18 months)  
maximum group size  
of 12

## 1:7 TODDLERS

(18-30 months)  
maximum group size  
of 14

## 1:8 TODDLERS

(30-36 months)  
maximum group size  
of 16-24

## 1:12 PRESCHOOLERS

(3-4 years)  
maximum group size  
of 24

## 1:14 PRESCHOOLERS

4 years until eligible  
for kindergarten  
maximum group size  
of 26

## 1:18 SCHOOL AGERS

Kindergarten & Latchkey Students



## ABOVE AND BEYOND - BFA RATIOS

At Balanced Family Academy, our low student-to-teacher "BFA ratios" set us apart from other child care centers and allow us to provide additional support and individualized care to our students.

In order to staff the Academy in a way that meets the state-mandated ratio requirements during our hours of operation, we utilize various 9-hour shifts (ex: 6:30-3:30, 7-4, 8-5, 9-6) with a one-hour lunch break. We monitor drop-off and pick-up trends to ensure that we always meet state ratio requirements and do our best to modify teachers' schedules when necessary to provide BFA ratios.

We strive to provide BFA ratios in each room during the bulk of the day when the majority of students are present. Our goal is to staff an additional teacher in every classroom, above state requirements, and staff two additional teachers in our infant classrooms. Our ratios allow us to provide quality care and individualized support for every child. Additional support can include full-time classroom teachers - which is, of course, preferable - resource teachers, or administrators! Please note that teachers occasionally step out of the room to use the restroom, gather supplies or lesson plan and typically have a one-hour lunch break.

While it is our hope that staff members work their scheduled shift every day and that we far exceed state minimum ratios, unfortunately, that isn't always the case. Teachers take vacation, are out due to illness or are absent due to emergency situations. We do our very best to manage the schedule to allow staff scheduled time off; however, unexpected call offs do occur.

We strive to maintain a 1:3 ratio in the infant rooms, a 1:5 ratio in the toddler rooms, and a 1:8 in the Preschool + Pre-K classrooms. Please note that ratios for toddlers and preschoolers may be doubled for 2 hours at nap time as long as all children are resting quietly on their cots and enough staff is in the building to meet the regular required staff/child ratio, if there is an emergency. Maximum group size is defined by the number of children in one group that may be cared for at any time. Limitations do not include nap time, lunch time, outdoor play, or other special activities.

## OUR COMMITMENT TO EXCELLENCE

Our commitment at BFA is to provide exceptional care to your child and an overall exceptional experience to your family. We strive for excellence every single day by going above and beyond for our students, staff and families. Providing you and your child with a loving and nurturing environment is a responsibility we do not take lightly. We offer an extensive training program to our teachers upon hire, and work diligently to ensure they have a clear understanding of BFA expectations, as well as ODJFS licensing requirements.

At BFA, we expect teachers to always exemplify all of our core values - spirited, reliable, adaptable, reassuring and respectful. We keep a pulse on the overall health of our teachers from their very first day at the Academy. These efforts include 30-day + 90-day check-ins; a monthly teacher touch base; and an annual review. We offer multiple opportunities to meet with our staff throughout the year and are always available to touch base to learn more about their personal and professional goals, as well as the ways in which we can support them in their overall success at BFA!

With regard to classroom specific ongoing growth and development opportunities - we engage in monthly training exercises with our staff that allows for them to grow their existing skills as a teacher at BFA!

We have exceptionally high standards at BFA and our goal is to help our teachers meet these expectations each and every day. With that said - If a staff member (new or tenured) is unable to meet these expectations in the classroom and are not demonstrating the necessary improvement or growth needed to consistently provide the level of care we expect, we will always prioritize the quality of care over retaining a teacher who is not a model BFA employee.

We kindly ask that you partner with us in reassuring our employees that their efforts in the classroom do not go unnoticed! Help us recognize our amazing teachers by filling out our staff shout out form via the QR code on your child's classroom door. We encourage you to fill these out as often as you can, as notes are shared with teachers and are incorporated into our monthly staff newsletters!

## DAILY SCHEDULES

Listed below are sample schedules that illustrate a typical day in each classroom. We ask that all children who are attending for the day arrive by 10:00 and please follow a similar eating and sleeping routine prior to your arrival to allow for a successful day.

## INFANT CLASSROOMS

In our younger infant classroom, we honor the napping and eating schedule to which your baby is accustomed, making the transition easy for little ones. In our older infant classroom, we will encourage a morning and afternoon nap as well as scheduled meals. Time is set aside for age-appropriate physical activity, such as tummy time, sitting up, crawling, and eventually, standing and walking. We connect with infants through sign language, picture books, sensory play and of course singing!

**6:30-8:30 Individual Activities -**

**Exploration of materials**

**8:30-9:00 Snack**

**9:00-9:15 Diaper Checks**

**9:15-11:00 Morning Nap**

**11:00-11:15 Diaper Checks**

**11:15-11:45 Lunch**

**11:45-12:45 Individual Activities**

**12:45-1:00 Diaper Checks**

**1:00-3:00 Afternoon Nap**

**3:00-3:30 Wake up, diaper checks**

**3:30-4:00 Afternoon Snack**

**4:00-5:00 Outside Play/Indoor**

**Gross Motor Activities**

**5:00-6:30 Quiet Activities**

## BOTTLE LABELING

Bottles containing breast milk must be labeled by the parents/responsible adult with the following:

- child's name
- date prepared
- date expressed
- marked with "breast milk"

Bottles containing formula must be labeled by the parents/responsible adult with the following:

- child's name
- date prepared
- marked with "formula"

## TODDLER CLASSROOMS

Toddlers participate in our Full Circle Curriculum that includes a different theme every month. Each day, the children may read an entertaining, adventurous book followed by a group activity and creative arts project. The children may also participate in a variety of activities to enhance fine and gross motor skill development. When your child is ready to move out of diapers, our staff will help to make this a smooth transition. In these classrooms, children will be encouraged to express their independence by washing their own hands, feeding themselves using utensils, and choosing their own activities during center time.

**6:30-8:00 Free play**

**8:00-8:30 Potty attempt, wash hands for morning snack**

**8:30-9:00 Morning snack**

**8:30-9:00 Outside play/Multipurpose room play**

**9:00-9:15 Clean up, wash hands, potty attempt**

**9:30-10:00 Circle time and shared reading**

**10:00-10:30 Group activity – game, discussion, skill-based activity, songs and poems**

**10:30-11:30 Learning centers and creative arts activity in small groups**

**11:30-12:00 Outside play**

**12:00-1:00 Wash hands, lunch, potty attempt**

**1:00-3:00 Nap**

**3:00-3:15 Potty attempt and wash hands**

**3:15-3:45 Afternoon snack**

**3:45-4:15 Multipurpose room play**

**4:15-5:00 Outside play**

**5:00-5:15 Wash hands and potty attempt**

**5:15-6:30 Free play**



# PRESCHOOL/PRE-K CLASSROOM

Once children reach the Preschool/Pre-K room, the monthly themes are subdivided into weekly themes to cover a wide range of topics. The daily activities are similar to the toddler rooms although math, science, and writing are added into the Full Circle curriculum. Children have the opportunity to explore in learning centers, which change to correlate with the theme of the week.



- 6:30-8:00 Free play
- 8:00-8:30 Clean up, wash hands, potty attempts
- 8:30-9:00 Morning snack
- 9:00-9:30 Circle time and shared reading
- 9:30-10:00 Group activity – Science, cooking, songs and poems
- 10:00-11:00 Language Arts and Math in small groups
- 11:00-11:30 Learning centers
- 11:30-12:00 Outside play
- 12:00-1:00 Wash hands, lunch potty attempt, get ready for nap
- 1:00-2:00 Recess/Multipurpose room
- 2:00-3:00 Rest period
- 3:00-3:45 Multipurpose room
- 3:45-4:00 Wash hands, potty attempts
- 4:00-4:15 Afternoon snack
- 4:15-5:00 Creative arts
- 5:00-5:30 Learning centers
- 5:30-6:30 Outside play

## PARENT PARTICIPATION

Parents are encouraged to participate whenever possible in the activities at the center. You may have unlimited supervised access to all areas of the building used for child care during hours of operation. Parents may participate in class parties, special luncheons, or simply stop in to join the daily fun, as long as it is not distracting or disruptive to your child or the classroom at large! Teachers are available to discuss your child's progress or needs at any time, but we prefer you to schedule a conference.



# PRIVATE KINDERGARTEN

- 6:30-8:30 Free choice/recess/morning snack
- 8:30-9:00 Morning bins/reading/morning song
- 9:00-9:45 Morning meeting/calendar/phonics/question of the day
- 9:45-10:45 Storybook/literacy activities & learning centers
- 10:45-11:45 Math mini lesson & learning centers
- 11:45-12:45 Lunch
- 12:45-1:45 Recess
- 2:00-2:15 Novel read aloud/quiet reading
- 2:15-2:30 Poetry
- 2:30-2:45 Sight word activities
- 2:45-3:30 Free choice centers/clean up
- 3:30-4:00 Afternoon Snack
- 4:00-6:00 Art activity/free choice/recess



# SUPPLEMENTAL KINDERGARTEN

Our supplemental Kindergarten program is designed to compliment the surrounding school districts' Kindergarten programs. We are able to accommodate students enrolled in the Dublin school district.

- 6:30-8:30 Free choice/recess/morning snack
- 8:30 AM Kindergarteners depart for school
- 12:00 AM Kindergarteners return to BFA
- 12:00-12:30 Lunch
- 12:30 PM Kindergarteners depart for school
- 4:00 PM Kindergarteners return to BFA
- 4:00-6:00 Afternoon snack/free choice/recess/extracurriculars



**IT IS NOT  
WHAT IS  
POURED  
INTO A  
STUDENT  
THAT  
COUNTS,  
BUT WHAT  
IS PLANTED.**

## MOVING CLASSROOMS

Many factors such as age, developmental readiness, parent and teacher recommendation and availability determine when a child is ready to move to the next classroom. As part of the transition process, our staff will develop a transition plan. Our goal is to make the transition as smooth as possible!

Prior to the transition, you will receive a letter from our administrative team regarding your child's scheduled time to visit their new classroom. Additionally, you are welcome to schedule a time to meet with one of your child's new teachers. This is a wonderful opportunity for you to ask questions and share any specific information about your child, as well as discuss learning goals for the new classroom!

If a child transitions to a classroom with a lower monthly tuition rate, the new rate will not apply until the child's first full month in his/her new classroom.

## NAPPING SCHEDULES

Each child will be provided with an opportunity to nap/rest for a time that is appropriate for their developmental needs. Cribs, cots, and linens will be provided and will be cleaned on a weekly basis unless they are soiled and need to be cleaned sooner. Nap schedules may fluctuate from classroom to classroom depending on the needs of the class as a whole. If schedule changes occur, we will provide you with an electronic and printed copy of the new schedule in advance. If your child does not fall asleep during nap time, they will have the opportunity to engage in quiet activities if they wish. Please note: we will do our best to accommodate individual schedules and provide your child with a quiet, separate place within the classroom to rest if their schedule differs from the group schedule.



## MEALS & SNACKS

We believe in real food. That means food that is wholesome, balanced, and freshly prepared. Menus focus on seasonal ingredients, so we can use local producers whenever possible, and for the foods that matter most - the "dirty dozen," milk, and chicken - we go organic. And, none of this really matters if the food isn't delicious; we're committed to that too. A copy of our current monthly menu is available on our website and in the lobby announcement board. In general, we provide a morning snack at 8:00 a.m., lunch at 12:00 p.m., and an afternoon snack at 3:00 p.m. Each of the snacks will contain nutritional foods from two different food groups. Lunches contain food from four different food groups as well as organic milk. Please let us know ahead of time if your child is not permitted to have certain foods due to allergies or religious beliefs, and we will provide a substitute meal option. Please note, there may be additional steps required for certain food preferences and allergies, as required by ODJFS. We prohibit our families and staff members from bringing food in from home containing peanuts, tree nuts, or other known allergens. If your child requires a supplement or medical food, we are happy to accept your request and administer the supplement or medical food in accordance with instructions from you and your child's pediatrician.



## TUITION, FEES, & PAYMENT POLICIES

Tuition is processed on the first of each month. In the event that payment is not received within 3 calendar days of becoming due, we may, without liability, suspend performance for all services and our obligation hereunder until payment has been made in full. Our monthly tuition is based off an average of fifty-two weeks. In the event that you pay any amounts owed by credit card, you authorize Balanced Family Academy to add an additional three percent (3.5%) credit card processing fee to the amounts owed and charge such amounts to the payment method you provide. Tuition pricing is subject to an increase on an annual basis, typically in January.

## SCHEDULE OPTIONS AT BFA

We offer a full-time or part-time schedule at BFA. Part-time schedules include Mondays Wednesdays & Fridays, or Tuesdays & Thursdays. Schedule change requests must be made in writing 30 days prior to when the change is to take effect and the new schedule must take place on the 1st of the month, unless coordinated with the Director of Enrollment.

## ADDITIONAL DAYS

If your child attends BFA on a part-time basis and you would like to add a single day, you may do so at an additional charge, as long as space is available. If a child attends BFA on a part-time basis and you would like to make up a missed day, you may do so at no additional charge; however, the swap must take place within the same calendar week and is subject to availability.

## VACATION & SICK DAYS

In the event that your child is ill, on vacation, or otherwise unable to attend the Academy, the applicable tuition amount due shall not be reduced. In the event that your child is absent from the academy, please email your Academy administrative team as soon as possible.



## SUPERVISION POLICY

Providing a safe and secure learning environment is a top priority at Balanced Family Academy of Dublin. Our staff is alert to the safety needs of your child, will anticipate possible hazards, and will take the necessary and appropriate precautionary and preventative measures. Each staff member is required to fill out an incident/injury report form if an accident occurs (please see accidents/emergencies for further details). We ask that you read over and sign the report, so that you are aware of the situation. If you ever have additional questions regarding the event, do not hesitate to reach out to the academy administrators. Our staff will fully supervise your child at all times, including nap time. If your child becomes ill, they may be isolated in a section of the room not in use, but within the sight and hearing of a staff member.

## ARRIVAL/DEPARTURE

Please walk your child into their classroom and your child's teacher will assist by checking your child in with the classroom iPad. For the safety of your child, a staff member must be made aware of your child's presence before you depart. Any special messages, medications, special notes, etc. are to be given to your child's teacher. At the time of pick up, we ask that you make contact with your child's teacher to ensure that they are aware that your child has been picked up. You are also responsible for the supervision of your child before signing and after signing them out. Your child may not be passed over the playground fence for pick up or drop off. If your child is going to be absent, please email the administrators, call the center, or mark your child absent using the CareDay app as early as possible, preferably by 9 a.m.

## CHILD PICK-UP

Our staff will only release your child to individuals on your approved pick-up list. If an emergency arises, you must provide a written, signed note giving the person permission to pick-up your child. Staff may check ID's of anyone they do not recognize. Please let people know about this ahead of time so they bring a picture ID and are aware of our procedures. Your child's safety is our priority!

## CUSTODY AGREEMENTS

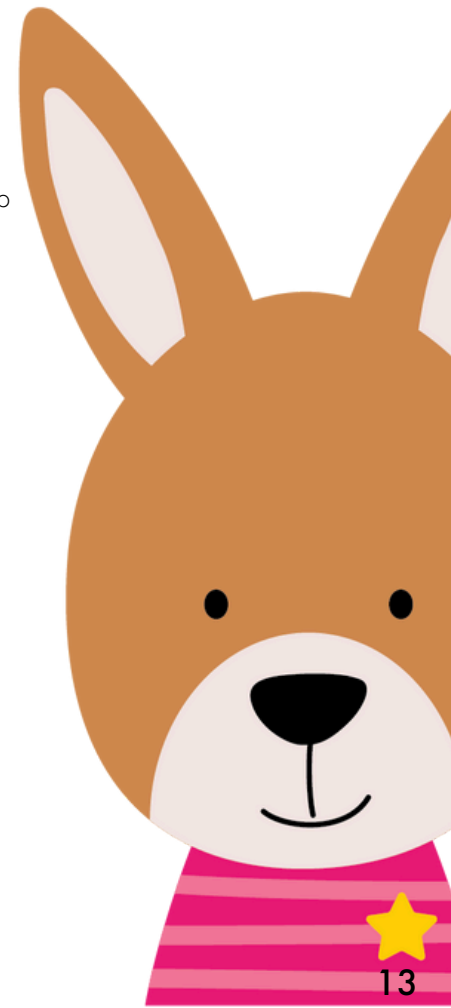
If there is a custody agreement or dispute related to the custody of your child, you must provide us with appropriate legal documentation indicating who has permission to pick-up your child. The Academy may not deny a parent access to their child without proper documentation.

## CHILD ABUSE REPORTING

All staff members are mandated reporters of child abuse. If staff have suspicions that a child is being abused or neglected, they **MUST** make a report to the local children's services agency. If our administration team is informed of or observes suspicious activity within the classroom setting, action will be taken immediately. The action plan will be determined by administrators and owners and parents of children involved will be notified of the situation.

## RECORDS RELEASE

If you wish to have your child's records released from BFAD to any third party, you must sign a written release before we can provide any documents. Examples of records may include: Child Medical Statements, progress reports, daily reports, etc.





## OUR TEACHERS ARE OUR **HEART**

We invest in our community and our people. We have developed training, curriculum, methods, processes, and other confidential and proprietary tools. You acknowledge that it would be impossible for our teachers to work in a similar capacity or provide competing services without drawing upon and using confidential information gained during their association with us. Accordingly, you agree not to directly or indirectly solicit or induce for employment, or otherwise employ or engage as an independent contractor for the provision of childcare services or any services that compete with any of our services, any of our personnel or contractors during any period you receive any services from us, without our prior written consent.

In the event we designate an approved childcare or other services tool, the solicitation and engagement of such individuals through such tool shall not be deemed a violation of the services agreement. In the event you solicit or induce for employment or engage an individual in violation of this Handbook, we may immediately terminate services to you, in whole or in part, without further obligation, and for the avoidance of doubt, without refund of any amounts paid, deposited or otherwise prepaid.

**THE MEDIOCRE  
TEACHER TELLS.**

**THE GOOD TEACHER  
EXPLAINS.**

**THE SUPERIOR  
TEACHER  
DEMONSTRATES.**

**THE GREAT TEACHER  
INSPIRES.**

## TEACHER GUIDANCE

In order for our teachers to provide the best care for your children, we provide daily support and guidance to promote ongoing growth opportunities and a sense of community within the Academy. In the event one of our teachers encounters an obstacle relating to the center, our administration team will work with the teacher and anyone other involved individuals to determine a plan to resolve the problem.

## CHILD GUIDANCE

Every child at Balanced Family Academy of Dublin will be treated with loving care and respect. Our hope is that each child will learn self-discipline through careful guidance. Methods of positive reinforcement (commenting on your child doing the "right" thing) and positive redirection (removing your child and giving them an appropriate activity) will be used. Our staff will not impose punishments for failure to eat, sleep or toileting accidents. They will use developmentally appropriate techniques suitable to your child's age and relevant to the circumstances, such as:

1. Setting clear limits.
2. Redirecting the child to an appropriate activity. (A quiet place where they can regain control)
3. Showing children positive alternatives. (Our hands are for hugging and not for hitting)
4. Modeling the desired behavior.
5. Reinforcing appropriate behavior.
6. Encouraging children to control their own behavior, cooperating with others and solving problems by talking things out.
7. Intervene, when needed, as quickly as possible to ensure the safety of all children.

## ASSESSMENTS

At Balanced Family Academy of Dublin, we complete assessments 3 times per year in every classroom. The assessments are designed to gauge a student's ability to grasp the concepts of the Ohio Early Learning Standards at each stage of their development. The results of these assessments are not shared with anyone other than you and Balanced Family Academy of Dublin's staff. We use these assessments to help measure areas in which your child is excelling and areas in which there is room for growth. Based on the needs of each classroom, teachers are able to adjust the curriculum to focus more time on areas that need extra attention.



## GUIDANCE & CHALLENGING BEHAVIORS

At Balanced Family Academy of Dublin, we strive to create an environment where teachers are respected and children can develop age appropriate social-emotional skills, gain confidence; establish and maintain positive relationships; make responsible decisions; solve challenging situations; and set and achieve positive goals. We accomplish this by modeling positive behavior equipping children with problem-solving skills, providing ongoing support in the form of positive reinforcement, and redirecting children when undesirable choices are made. Despite our best efforts to avoid challenging behaviors, we understand that children experience different phases in their lives that can result in issues in the classroom. These behaviors can include physical (hitting, kicking, scratching, biting) or verbal abuse, refusal to comply with simple classroom expectations, or destruction of objects. Further, we classify some of these actions as challenging behaviors if they become repetitive and interfere with the learning and interaction of other students in the classroom. If we experience continued challenging behavior, we do everything we can to work with all stakeholders - administrators, teachers, parents, community partners and the child - to improve the situation.

## STEPS WE TAKE TO HELP CHALLENGING BEHAVIORS

- We carefully observe the student, document challenging behaviors, and note triggers. A stakeholder meeting will be held to develop the student's Behavioral Management Plan.
- An evaluation by a Board Certified Behavioral Analyst may be required as a part of a student's Behavioral Management Plan. This may include observations, screenings and assessments. Any costs incurred by a third party will be the responsibility of the parent or guardian.
- If the student's challenging behavior persists, ongoing sessions with a Registered Behavioral Technician may be required as part of the Behavioral Management Plan. Any costs incurred by a third party will be the responsibility of the parent or guardian.
- If a situation arises where a child is endangering him or herself, peers or staff, or if it is determined that Balanced Family Academy of Dublin is not the appropriate environment for the student, it may result in an immediate dismissal from the Academy.



## CONFLICT RESOLUTION/ WITHDRAWAL FROM THE ACADEMY

Always feel free to contact the Academy administrators should you have questions, comments, or concerns regarding to your child's care at Balanced Family Academy of Dublin. We are always happy to meet to discuss the situation and find a solution. If you wish to withdraw your child from the Academy, a 30-day notice, in writing, is required. You will be billed for the following month.



## EMERGENCY TRANSPORTATION

In the event that emergency transportation is necessary, Balanced Family Academy of Dublin may utilize EMS to treat and transport your child. You hereby consent to the use of EMS in the event of your child's injury or illness.

## FIELD TRIP TRANSPORTATION

Field trips off campus may occasionally be provided. Transportation may be provided by parent volunteers through a vehicle caravan or in one of our 14-passenger buses driven by a licensed bus driver. Prior to the field trip, Balanced Family Academy of Dublin will use commercially reasonable efforts to ensure that a valid driver's license is on file for every driver participating in the field trip caravan. Additionally, Balanced Family Academy of Dublin will make a list of drivers accessible to parents upon request. Directions will be made available to all drivers participating in the field trip caravan, and certain child enrollment and medical paperwork will be made available when applicable. For any children attending field trips, a permission slip must be signed by a primary parent/guardian.

## WATER PLAY INFORMATION

Your child may be provided with water play opportunities at Balanced Family Academy of Dublin. These opportunities may include sprinklers and water tables. We provide sunscreen, but you are more than welcome to provide an alternative option if you wish. You will be asked to sign a written permission slip for your child to participate in water play activities. Our staff will be supervising very closely at all times to ensure water play is a safe activity. Please remember to send bathing suits and a towel for your child. In order for staff to apply sunscreen, you must also have a medication form completed. If your child burns easily, please include a UPF shirt to be worn during water play.

# MANAGEMENT OF ILLNESSES

At Balanced Family Academy of Dublin, we provide children with a clean and healthy learning environment. We achieve this by cleaning toys and surfaces on a regular basis all throughout the day and thoroughly at the end of each day. We also employ a professional cleaning service to deep clean the Academy on a daily basis. Additionally, we practice thorough hand washing upon students' arrival and throughout the day. Despite these practices, we realize that children become ill from time to time. If this is your child's first group care experience, it is possible that he or she may experience more frequent illnesses at the beginning of care before their immune system becomes more active. Out of respect for others, we ask that you please do not bring your child to the Academy if he or she is ill. Please plan ahead and have an alternative care plan in place.

A child with any of the following observed symptoms will be isolated and asked to be immediately picked up by a parent or emergency contact:

- Temperature of 100\* F or higher
- Vomiting one time
- Diarrhea (two or more abnormally unexpected or unexplained loose stools within a 24-hour period)
- Severe coughing (causing the child to become red in the face or to make a whooping sound)
- Difficult or rapid breathing
- Yellowish skin or eyes
- Redness of the eye or eyelid, thick and purulent (pus) discharge, matted eyelashes, burning, itching or eye pain
- Untreated skin patches, unusual spots or rashes
- Unusually dark urine or grey or white stools
- Stiff neck with an elevated temperature
- Evidence of untreated lice, scabies or other parasitic infestation
- Sore throat or difficulty swallowing

Any child demonstrating signs of illness listed will be isolated and carefully observed for symptoms, and parents or guardians will be notified immediately. Further, if a child does not feel well enough to participate in activities, we ask that you please pick up your child. Anytime a child is isolated they will be kept within sight and hearing of a staff member. The cot and any linens used will be washed and disinfected before being used again. Parents will be notified by a sign on the door if we learn that children have been exposed to a known communicable illness. A student may be readmitted to the academy after at least 24 hours of being fever-free and is no longer experiencing the above-mentioned symptoms. If they are not symptom free, a doctor's note will be required stating that the child is not contagious.

## ADMINISTRATION OF MEDICATION

In the event that you complete a Request for Administration of Medication form, you authorize Balanced Family Academy of Dublin to administer medication to your child in accordance with such request. You represent and warrant the accuracy and completeness of information provided on any Request for Administration of Medication form and any other form you provide to us. Medication will be stored in a designated area. Medication may NOT be stored in your child's bag. You must provide a member of our administrative team with the appropriate medication each day. If your child is in Kindergarten, they may have access to over-the-counter topical products and ointments, but they must be stored inside the classroom and not in your child's bag. Any other medications are not permitted unless you come in to administer them in person. We will not provide over-the-counter medication such as Tylenol or Motrin to your child.

## PRESCRIPTION MEDICATION

Prescription medication will only be accepted if received in the original container and will be administered in accordance with the instructions on the label. Over-the-counter medications will be administered in accordance with label instructions, only if provided with a note from your child's physician. If you request any different dosages or uses, a physician must provide written instructions on the applicable Request for Administration of Medication form.



## ACCIDENTS/ EMERGENCIES

Balanced Family Academy of Dublin has devised several procedures to follow in the event an emergency would occur while a child is in our care. In the event of a fire, tornado, or building lock-down, staff will follow the written instructions posted in each classroom, describing emergency evacuation routes and the procedures to be followed to assure that children have arrived at the designated spot. In order to prepare children for the unlikely need to evacuate, we conduct monthly fire drills, and periodic tornado and lock-down drills. Should we need to evacuate due to fire or weather conditions, the loss of power, heat, or water, we will evacuate to our emergency destination located next door. A sign will be posted on the front door of the Academy indicating that we have evacuated and the location where you can pick up your child. You will also be contacted as soon as possible to come to pick up your child. If you cannot be reached, we will attempt to contact the emergency contacts listed on your child's enrollment paperwork. In the unlikely event there would be an environmental threat or a threat of violence, the staff will secure the children in the safest location possible, contact and follow the directions given by the proper authorities and contact you as soon as the situation permits.

An incident report will also be provided to you if any of the following occur: your child has an illness, accident, or injury which requires first aid; your child receives a bump or blow to the head; your child has to be transported by emergency squad; or an unusual or unexpected event occurs which jeopardizes the safety of your child. In the event that there is a serious incident at the school, we will contact ODJFS and complete a serious incident report by the next business day, which will include all details from the incident. Serious incidents include: death while at the center, a bump or blow to the head that requires first aid or medical attention, an incident, injury, or illness that requires removal from the center for medical consultation or treatment, and unusual or unexpected incident which jeopardizes the safety of a child or an employee at the center. You authorize us to provide any information related to you, your child, and the Services to ODJFS and its representatives. The report will be provided to ODJFS licensing staff and to you within 24 hours of when the incident occurred.



## EMERGENCY EVACUATION LOCATIONS

- Perimeter Campus  
Good Life Veterinary Care  
6051 Perimeter Drive  
Dublin, OH 43017
- Innovation Campus  
Pelini, Campbell & Williams, LLC  
5880 Innovation Drive  
Dublin, OH 43016
- Bradenton Campus  
Jezerinac Geers & Associates Inc.  
5640 Frantz Road  
Dublin, Ohio 43017

## MEDICAL ADVICE & **ACTIVITIES**

Any health, wellness, or nutrition information provided by us or an Authorized Person is for informational purposes only and is not intended to replace the relationship between you and your physician or other medical provider. We are not a licensed medical care provider and have no expertise in diagnosing, examining, or treating medical conditions of any kind, or in determining the effect of any specific exercise on a medical condition. You and your child may have access to certain fitness activities including without limitation, obstacle courses, gymnastics, yoga, music and movement, and fitness classes (each an "Activity" and collectively the "Activities"). You and your child should always consult a physician before starting a fitness program, changing your diet or if you have any questions regarding a medical condition. Never disregard professional medical advice or delay in seeking it because of information you or your child may have received from us or an Authorized Person or have read on or through our website or other media. You should consult with your physician before you or your child follow any training instructions you receive from us or an Authorized Person or participating in any Activity. Not all Activities are suitable for everyone. You should understand that when participating in any exercise or exercise program, there is the possibility of physical injury and/or death. If you think you or your child may have a medical emergency, call your physician or 911 immediately. If you or your child feel discomfort or pain, immediately stop the activity causing such discomfort or pain. People who have Type 1 diabetes or other adverse medical or nutritional conditions should not participate in Activities unless such use is directed and closely monitored by a physician. By you or your child's participation in an Activity, you represent that you have received consent from your physician to participate in the Activity. We are not responsible for any health problems that may result from your child's participation in activities. If you or your child engages in any activity, including fitness classes received or learned about through the services you agree that you and your child do so at your own risk and are voluntarily participating in these activities. You are aware and understand that the activities are dangerous activities and involve the risk of serious injury and/or death and/or property damage. You acknowledge that any injuries that you or your child sustain may be compounded by negligent emergency response or rescue operations of Balanced Family Academy of Dublin or its authorized persons.

You acknowledge that you or your child are voluntarily participating in the activities with knowledge of the danger involved and hereby agree to accept and assume any and all risks of injury, death or property damage, whether caused by the negligence of Balanced Family Academy of Dublin, its authorized persons, or otherwise. You hereby expressly waive and release any and all claims, now known or hereafter known in any jurisdiction throughout the world, against Balanced Family Academy of Dublin and its authorized persons, on account of injury, death or property damage arising out of or attributable to the activities, whether arising out of the negligence of Balanced Family Academy of Dublin or its authorized persons or otherwise. You covenant not to make or bring any such claim against Balanced Family Academy of Dublin or its authorized persons and forever release and discharge Balanced Family Academy of Dublin and its authorized persons from liability under such claims. You shall defend, indemnify and hold harmless Balanced Family Academy of Dublin and its authorized persons against any and all losses, damages, liabilities, deficiencies, claims, actions, judgments, settlements, interest, awards, penalties, fines, costs, or expenses of whatever kind, including attorney fees, fees and the costs of enforcing any right to indemnification under this handbook and the cost of pursuing any insurance providers, arising out of resulting from any claim of a third party related to the activities. By signing, you acknowledge that you have read and understood all of the terms of this agreement and that you are voluntarily giving up substantial legal rights, including the right to sue Balanced Family Academy of Dublin and its authorized persons.

## ACTS OF **GOD**

We shall not be liable or responsible to you, nor be deemed to have defaulted or breached this Handbook, for any failure or delay in fulfilling or performing any term of this Handbook when and to the extent such failure or delay is caused by or results from acts or circumstances beyond our reasonable control including, without limitation, acts of God, flood, fire, earthquake, explosion, governmental actions, war, invasion or hostilities (whether war is declared or not), terrorist threats or acts, riot, or other civil unrest, national emergency, revolution, insurrection, epidemic/pandemic, lockouts, severe weather, strikes or other labor disputes (whether or not relating to our workforce), or restraints or delays affecting vendors or contractors, or inability or delay in obtaining supplies of adequate or suitable materials, materials or telecommunication breakdown or power outage.

## HANDBOOK TERM

We may terminate this Handbook and our obligations contained herein with immediate effect upon written notice to you, if you fail to pay any amount when due under this Handbook, or if you fail to perform or comply with any of the terms of this Handbook, in whole or in part, or if you become insolvent, file a petition for bankruptcy or commence or have commenced against you proceedings relating to bankruptcy. No waiver by us of any of the provisions of this Handbook is effective unless explicitly set forth in writing and signed by our authorized representative. No failure to exercise, or delay in exercising, any rights, remedy, power or privilege arising from this Handbook operates or may be construed as a waiver thereof. No single or partial exercise of any right, remedy, power or privilege hereunder precludes any other or further exercise thereof or the exercise of any other right, remedy, power or privilege.

## ADDITIONAL MEDIA POLICIES

You may have the opportunity to receive photos, videos, and notes by email through CareDay and view your child's portfolio through the CareDay app. Throughout the day, we may have the opportunity to photograph you or your child. We may display these pictures in the center and may post or upload pictures, video and other information to your private CareDay account, our website, and social media networks. You permit, authorize and license us and our affiliates, licensees, subcontractors, representatives, employees, members, directors, and agents (each and all of them "Authorized Persons") to display, exhibit, transmit, broadcast, reproduce, record, photograph, digitize, modify, alter, edit, adapt, create derivative works, otherwise use and permit others to use your and your child's name, image, likeness, appearance, voice, and other personal characteristics and all materials created by you or your child or us that incorporate any of the foregoing and any material created by you or your child through or during the Services (the "Materials")

on a perpetual basis throughout the world and in any medium or format whatsoever now existing or hereafter created, and you irrevocably transfer and assign to us your and your child's entire right, title and interest, if any, in and to the Materials and all copyrights in the Materials arising in any jurisdiction throughout the world, including the right to register and sue to enforce such copyrights against infringers. You acknowledge and agree that you will have no right to review or approve Materials before they are used by us and that we have no liability for any editing or alteration of the Materials or for any distortion or other effects resulting from our editing, alteration or use of the Materials. We have no obligation to use the Materials or to exercise any rights given by this Handbook. To the fullest extent permitted by applicable law, you hereby irrevocably waive all legal and equitable rights relating to all liabilities, claims, demands, actions, suits, damages and expenses, including but not limited to claims for copyright or trademark infringement, infringement of moral rights, defamation, invasion of rights of privacy, rights of publicity, intrusion, false light, public disclosure of private facts, physical or emotional injury or distress or any similar claim or cause of action in tort, contract or any other legal theory, now known or hereafter known in any jurisdiction throughout the world (collectively, "Claims") arising directly or indirectly from the Authorized Persons' exercise of their rights under this Handbook and the use and exploitation of the Materials, and whether resulting in whole or in part by the negligence of the us or any other person, covenant not to make or bring any such Claim against any Authorized Person and forever release and discharge the Authorized Persons from liability under such Claims. You represent and warrant to us that the Authorized Persons' use of the Materials and the rights and license granted hereunder do not, and will not, violate any right of, or conflict with or violate any contract with or commitment made to, any person or entity, and that no consent or authorization from any third party is required in connection herewith. You agree to defend, indemnify and hold harmless the Authorized Persons from and against all claims, including without limitation Claims by third parties resulting in whole or in part from your breach of the Handbook, including without limitation your breach of any representations or warranties contained herein.

## GOVERNING LAW

All matters arising out of or relating to this Handbook shall be governed by and construed in accordance with the internal laws of the State of Ohio without giving effect to any choice or conflict of law provision or rule. Any claim or cause of action arising under this Handbook shall be brought only in the federal and state courts located in Franklin County, State of Ohio, and the parties hereby consent to the exclusive jurisdiction of such courts. Each party waives any and all rights it may have to jury trial in connection with any litigation, proceeding or counterclaim arising with respect to rights and obligations of the parties hereto, related to the services, or under the handbook. All notices shall be in writing and addressed to the parties at the addresses set forth in this Handbook or the ODJFS FORM #01234 or then current form, as may be applicable, or such other address as the parties may later designate. This Handbook constitutes the sole and entire agreement of the parties with respect to the subject matter contained herein and supersedes all prior and contemporaneous understandings, handbooks, representations and warranties, both written and oral, with respect to such subject matter unless incorporated by reference herein. If any term or provision of this Handbook is invalid, illegal or unenforceable in any jurisdiction, such invalidity, illegality or unenforceability shall not affect any other term or provision of this Handbook or invalidate or render unenforceable such term or provision in any other jurisdiction. This Handbook is binding on and shall inure to the benefit of the parties hereto and their respective successors and assigns. If any term or provision of this Handbook is invalid, illegal or unenforceable in any jurisdiction, such invalidity, illegality or unenforceability shall not affect any other term or provision of this Handbook or invalidate or render unenforceable such term or provision in any other jurisdiction. The provisions of this Handbook, which by their nature should apply beyond their terms, will remain in force after any termination or expiration of this Handbook including, but not limited to, the following provisions: Tuition, Fees, and Payment Policies, Delinquent Accounts and Returned Checks, Registration Fee, Withdrawals, Governing Law, Governing Law, Our Intellectual Property and Representations, and Miscellaneous.

## OUR INTELLECTUAL PROPERTY & REPRESENTATIONS

We value our brand and we hope you do, too. All copyrights, trademarks, and other intellectual property rights related to the Services, are owned by Balanced Family Academy of Dublin or its licensors. You acknowledge that the Services and any technology used in connection with the Services contains our intellectual property and proprietary information and is protected by copyright, trademark and other such laws in the United States and foreign countries. You may not reproduce, distribute, modify or create derivative works of, publicly display (including by framing any content), or commercially exploit any part of the Services except as necessary to view the content therein and to create a reasonable number of copies of portions of such content (without modification) for your personal, non-commercial use. All rights in the Services not expressly granted to you by us are retained by Balanced Family Academy of Dublin and its licensors. We represent and warrant to you that we will perform or cause the Services to be performed using personnel of required skill, experience and qualifications, in a professional manner and in accordance with generally recognized industry standards for similar services. As part of the Services, you and your child may interact with certain Authorized Persons, such as food service contractors, fitness instructors, Unity Fi Solutions (our third party payment processor), and CareDay (our third party parent communication provider). We do not make any representations or warranties regarding authorized person products, services, content, accuracy of materials on authorized person platforms, or authorized person privacy practices. If access to authorized person products, services, or content is provided, it is provided as a convenience. You or your child's use of authorized person products, services, content, or platforms at your own risk.

Except as expressly set forth in this section, we make no warranty or representation regarding the services provided and we expressly disclaim and exclude any and all other express, implied, and statutory warranties, including without limitation any warranty of merchantability, fitness, for a particular purpose, or infringement of third party rights; you acknowledge that you have relied on no other warranties with respect to the services or the handbook when entering into this agreement. In no event shall we or any authorized person be liable for indirect, consequential, special, exemplary, punitive, or enhanced damages arising out of or relating to the services or any breach of this handbook, regardless of (A) whether such damages were foreseeable, (B) whether or not we were advised of the possibility of such damages, (C) and the legal or equitable theory (contract, tort, or otherwise) upon which the claim is based, and notwithstanding the failure of any agreed or other remedy of its essential purpose. In no event shall our or any authorized person's aggregate liability arising out of or related to the services and this handbook, exceed the total of the amounts received by us from you pursuant to this handbook in the three (3) month period preceding the event giving rise to the claim.

## CONFIDENTIALITY

All non-public, confidential or proprietary information of Balanced Family Academy of Powell, including but not limited to, classroom materials, recipes, trade secrets, technology, information pertaining to business operations and strategies, and information pertaining to customers, pricing, and marketing (collectively, "Confidential Information"), disclosed by us to you or your child, whether disclosed orally or disclosed or accessed in written, electronic or other form or media, and whether or not marked, designated or otherwise identified as "confidential," in connection with the provision of the Services and this Handbook is confidential, and shall not be disclosed or copied by you without our prior written consent. Confidential Information does not include information that is: in the public domain; known to you or your child at the time of disclosure; or rightfully obtained by you or your child on a non-confidential basis from a third party. You agree to use the Confidential Information only to make use of the Services and Deliverables. We shall be entitled to injunctive relief for any violation of this Section.

## MISCELLANEOUS

Neither the Handbook, nor any rights, obligations or duties hereunder, may be assigned or delegated by any party without the prior written consent of the other party; provided, however, that we may assign, license, or otherwise transfer any of our rights, or delegate or otherwise transfer any of our obligations or performance, under this Handbook to any of our affiliates, or in connection with any merger, consolidation or reorganization involving Balanced Family Academy of Dublin regardless of whether we are the surviving or disappearing entity, or a sale of all or substantially all of our business or assets relating to this Handbook to an unaffiliated third party. We may amend or modify in whole or in part in any manner the terms and conditions of the Handbook at any time, and upon request we will provide you with access to a copy of the current Handbook. This Handbook may be executed in any number of counterparts (including counterparts executed by less than all parties hereto and including counterparts delivered by facsimile or electronic mail), each of which shall be deemed to be an original, but all of which together shall constitute one and the same instrument.





## MISCELLANEOUS

Center Parent Information: Appendix 5101: 2-12-07

The center is licensed to operate legally by the Ohio Department of Job and Family Services (ODJFS). This license is posted in a noticeable place for review.

A toll-free telephone number is listed on the Academy's license and may be used to report a suspected violation of the licensing law or administrative rules. The licensing rules governing child care are available for review at the Academy.

The administrator and each employee of the center is required, under Section 2151.421 of the Ohio Revised Code, to report their suspicions of child abuse or child neglect to the local public children's services agency.

Any parent of a child enrolled in the center shall be permitted unlimited access to the center during all hours of operation for the purpose of contacting their children, evaluating the care provided by the center or evaluating the premises. Upon entering the premises, the parent, or guardian shall notify the Administrator of his/her presence.

The administrator's hours of availability to meet with parents and child/staff ratios are posted in a noticeable place in the center for review.

The licensing record, including licensing inspection reports, complaint investigation reports, and evaluation forms from the building and fire departments, is available for review upon written request from the ODJFS. Inspections are also online at <http://childcaresearch.ohio.gov/>. Parents may search for a specific program and sign up to be notified when the program's latest inspection is posted online.

It is unlawful for the center to discriminate in the enrollment of children upon the basis of race, color, religion, sex, national origin or disability in violation of the Americans with Disabilities Act of 1990, 104 Stat. 32, 42 U.S.C. 12101 et seq. To file a discrimination complaint, write or call Health and Human Services (HHS) or ODJFS. HHS and ODJFS are equal opportunity providers and employers.

Write or Call:

HHS  
Region V, Office of Civil Rights  
233 N. Michigan Ave, Ste. 240  
Chicago, IL 60601  
(312) 886-2359 (voice)  
(312) 353-5693 (TDD)  
(312) 886-1807 (fax)

ODJFS  
Bureau of Civil Rights  
30 E. Broad St., 37th Floor  
Columbus, OH 43215-3414  
(614) 644-2703 (voice)  
1-866-277-6353 (toll free)  
(614) 752-6381 (fax)  
1-866-221-6700 (TTY) or  
(614) 995-9961

For more information about child care licensing requirements as well as how to apply for child care assistance, Medicaid health screenings and early intervention services for your child, please visit <http://jfs.ohio.gov/cdc/families.stm>.

**LAST REVISED 2/1/24**



## BALANCED Family ACADEMY

Perimeter Campus  
6033 Perimeter Drive  
Dublin, Ohio 43017  
614.389.6323

Innovation Campus  
5900 Innovation Drive  
Dublin, Ohio 43016  
614.389.6205

Bradenton Campus  
255 Bradenton Avenue  
Dublin, Ohio 43017  
614.718.1717

For more information email [erin.miller@bfa.care](mailto:erin.miller@bfa.care) or visit [balancedfamilyacademy.com/Dublin](http://balancedfamilyacademy.com/Dublin)