

Parent Handbook

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A Nurturing Place to Grow



central
children's

ACADEMY

www.centralchildrensacademy.com

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CENTRAL CHILDREN'S ACADEMY

Fayetteville's Central United Methodist Church established the Children's Academy in August of 1978 to serve Northwest Arkansas families and their children. Central Children's Academy is fully licensed by the State of Arkansas and is certified Better Beginnings (the Arkansas Quality Rating and Improvement System for early education and care programs) Level 2. The academy provides year-round preschool childcare services to children from six weeks of age through pre-kindergarten. Our program provides parents with two, three or five-day care options. Our promotion schedule follows the Fayetteville Public Schools calendar.

The Academy operates Monday through Friday from 8:30 a.m. – 2:30 p.m. Enrollment is open to all families in Northwest Arkansas without discrimination and is not limited to members of Central United Methodist Church. The Academy Director reports to the C. U. M. C. Administrator.

History of Directors

August 1978 - March 1980:	Martha Jeffries
March 1980 - August 1987:	Linda Hill
August 1987 - August 1989:	Pam Kandare
August 1989 - July 1994:	Liz Coleman
July 1994 - September 1994:	Tonya Childress
September 1994 - May 1996:	Marge Bright
May 1996 - June 1998:	Janie Fletcher
July 1998 – July 1999:	Shelley Ouffut
July 1999 – December 2004:	Mollie Moore
January 2005 – July 2007	Kimberly Witte
August 2007-2012	Jane Mathias
January 2013-Present	Kimberly Brumley

STATEMENTS OF MISSION AND VISION

Central Children's Academy is a place where each child has daily educational and spiritual opportunities to grow and develop to his or her God-given potential.

Our mission is:

- To impact each child's intellectual growth by providing stimulating and appropriate activities for age and developmental levels.
- To impact each child's spiritual growth by providing Biblically based daily truths through songs, stories and prayers.
- To impact each child's physical growth by providing a safe environment with activities and nourishment that promote physical strength and wellness.
- To impact each child's social growth by providing small group sizes where positive social interactions are encouraged and supported.
- To impact each child's emotional growth by providing a social climate where all children are accepted, loved and respected.

SCHEDULED CLOSINGS

Central Children's Academy preschool program closes for three days for the Thanksgiving holiday and for the week between Christmas and New Year's. Other scheduled holidays include Martin Luther King, Jr. Day, Memorial Day, Independence Day, August Professional Development days and Labor Day.

STAFFING LEVELS AND REQUIREMENTS

Central Children's Academy is an equal opportunity employer. Any qualified person may submit an application to the director who will be responsible for the employment and promotion of employees as set forth within the standards set by the board to meet state minimum standards, Arkansas Better Beginnings guidelines, and the guidelines set by the National Association for the Education of Young Children.

All employees complete a rigorous screening process including background reviews through the Arkansas Child Maltreatment Central Registry and the Identification Bureau for the Arkansas State Police. Employees must have a nationwide criminal records check conducted by the FBI through a fingerprint check as well. Personal reference checks and professional employment verification for the past six years is sought for all employees. Each staff member receives an orientation session with the Academy director before being allowed to care for children. The orientation session includes a discussion of the DHS regulations, as well as identification and proper procedures of dealing with medical issues, including, but not limited to, food allergies and the Academy's policies and procedures for health, safety, and appropriate child care practices. Each staff member receives a copy of the Academy's employee handbook, as well as Minimum Licensing Requirements for Child Care Centers. Staff members are required to attend a minimum of 25 hours of early childhood education training each year to continue to improve their knowledge of current research and best practices for children. By following the above procedures, the Academy is compliant with state licensing regulations.

The National Association for the Education of Young Children (NAEYC) in the guidelines for Accreditation Criteria and Procedures (1998) states, "Smaller group sizes and lower staff-child ratios have been found to be strong indicators... of quality such as positive interactions among staff and children and developmentally appropriate curriculum." The following table illustrates the Academy's staffing ratios of adults to children during peak activity periods as compared to the state's minimum licensing requirements, and the NAEYC's recommendations for staffing levels.

Staffing Ratios

<u>Age</u>	<u>Approximate CCA Ratio</u>	<u>State Ratio</u>
6 weeks to 12 months	1:3.5	1:5
13 months to 23 months	1:5	1:5
24 months to 35 months	1:5.5	1:8
36 months to 47 months	1:6	1:12
48 months to 60 months	1:7.5	1:15

CURRICULUM

Central Children's Academy provides a developmentally and academically appropriate program that recognizes the value of child-initiated active learning by using High Scope Curriculum and the Arkansas Early Learning Standards. These curriculum models, which use activities that build on a child's natural curiosity and their current and emerging abilities, are recommended by the Department of Health and Human Services Division of Childcare and Early Childhood Education. The Academy's staff works to offer a loving and intellectually stimulating environment for all students, striving to meet the unique individual needs of each child.

The program curriculum includes opportunities for:

- Various approaches to learning
- Social and emotional development
- Physical development and health
- Language, literacy and communication
- Mathematics
- Creative arts
- Science and technology
- Social studies
- Development of a positive self-image
- Positive feeling of God and others

Standards

Unit themes, concepts, or project plans are used as a focus for developmental learning activities and experiences. Age appropriate activities are implemented to provide hands-on, concrete experiences that enhance individual physical, social, cognitive, language, and emotional abilities. The organization of program goals and objectives are designed to build a foundation of learning experiences that will increase the probability of each child's success in school. Curriculum is planned in accordance with guidelines set forth by the National Association of Education of Young Children (NAEYC), The High Scope Curriculum and Arkansas Early Learning Standards.

Assessment

Each child is evaluated in the fall and spring semesters using the *Ages and Stages Questionnaires*. *Ages and Stages* is designed to screen young children for developmental delays, helping us to identify those children who need further evaluation and those who appear to be developing typically. After the *Ages and Stages* Developmental Screening is completed, CCA provides a family conference with parents to discuss the results.

Recognition of Special Needs

Central Children's Academy works very closely with the Northwest Arkansas Educational Co-operative (Co-op), which is a division of the Arkansas State Department of Education. Children and families are referred to the Co-op when there is a concern for a child's development. The Co-op provides testing and therapy services for children who have developmental concerns relating to vision, hearing, speech, physical and/or educational domains. The Co-op staff may conduct all testing and therapy appointments at Central, and services are provided at no cost. Therapists not associated with the Co-op are welcome to utilize the facilities of CCA during care times as an added convenience to families.

Chapel

Chapel is held weekly in the “Central Park” area of the Student Ministries Building for preschool age children. A toddler version is presented in each individual classroom. A short Christian worship service is presented, including children’s music selections. The staff of Central United Methodist Church conducts chapel, which features basic Bible stories and biblical lessons.

Field Trips

Field trips are scheduled to help diversify activities and to enhance learning opportunities. Trips are announced in advance and each child must have a signed field trip form for each excursion. Permission forms are provided on an as-needed basis by the classroom teachers. Parents are required to arrange for alternative childcare for their child if they choose for their child not to participate in scheduled trips.

ENROLLMENT AND WITHDRAWAL CRITERIA

Registration Fee

Upon enrollment in Central Children’s Academy, a registration fee of \$50.00 per child is due immediately to hold the place. The registration fee is non-refundable.

Forms

Parents must complete all enrollment forms prior to the child’s first day at Central Children’s Academy. Parents must immediately notify the Academy office of any change in home and business addresses, phone numbers, place of employment, and family/marital status. Parents should inform the office of changes to their child’s medical records.

Immunizations

Accurate current immunization of all children is a requirement of the minimum standards of the Department of Human Services and our participation in the Arkansas Better Beginnings program. Each infant, toddler, and pre-school child admitted to the program must have an updated immunization record on file in the Academy office at all times. This record must be submitted to the Academy office upon enrollment and must be updated by the parent with regard to immunizations, allergies, and other pertinent medical information. If a child becomes “behind” in his/her immunizations, the child may be excluded from care until such a time as the immunizations are up-to-date. The responsibility of keeping immunizations current rests with each parent. The office periodically issues reminders when immunizations are past due, as a courtesy.

Central Children’s Academy does not accept requests for the waiver of the immunization requirement. All children who are accepted into the Academy must be immunized in accordance with the Department of Human Services schedule of immunizations.

Withdrawal

To withdraw a child from Central Children’s Academy, parents must fill out a “Withdrawal Form” and turn it in to the office as a two-week notice. Fees continue to accrue when notification is not given, and the legal contract between you and the Academy holds you responsible for payment of your child’s fees. Signed notification is also required for a “Change of Schedule”, whether temporary or permanent. Both the withdrawal and change of schedule forms are available in the CCA office.

Drop-ins

Central Children's Academy is not able to accept drop-in students. State regulation requirements for registration and immunizations do not allow us to accommodate drop-in care.

TUITION AND FEES

Tuition Payment

Tuition payment is due in full on the 1st of each month.

Payment Method

Payment of tuition is to be made by automated draft unless there are extenuating circumstances. Automatic bank withdrawals are made on the 1st or 15th of each month, with the additional option of ½ on the 1st and ½ on the 15th. Bank auto draft authorization forms are available in the office. Currently, we do not accept credit card payments.

Billing Statements

Billing statements will be sent around the 26th of each month to infant, toddler, and preschool parents via parent email. Please do not hesitate to check the Academy office with questions regarding payment status or the payment schedule.

Past due Tuition Fee

Payments received after the 15th of each month will be subject to a 10% late penalty. Students whose accounts are not paid by the end of the current month will lose their place in the class and a new student will be offered the position.

Tuition Assistance

If special payment arrangements are necessary, the Director must grant permission for the variance needed.

Gluten-Free Meal Fee

A monthly fee of \$25 will be charged, in addition to normal tuition fees, if a family chooses to have a gluten-free meal served, instead of the normal daily menu. This is a flat-fee charge, per child, regardless of attendance option.

Vacation Credit

There will be no tuition decrease for vacation time. There is not a significant reduction in expenses for the Academy (staff, utilities, etc.) to allow for this procedure.

Late Pick-Up Fees

Parents must pick-up children by 2:30 p.m. Our staff members have other obligations after 2:30 such as family, class, etc. Parents will be charged an additional fee of \$1.00 per minute after 2:30. Late pick-up fees will be billed monthly via each family's tuition statement. CCA follows the United Methodist Church policy of "Safe Sanctuary", in which there are always two adults present whenever at least one child is in a building.

Fundraisers

Central Children's Academy is a non-profit organization. Once or twice a year, fundraisers may be planned to raise money for classroom supplies and other needs. All parents and employees are encouraged to participate.

HEALTH POLICIES

Health

The Academy provides a clean, healthy environment for your children and the staff and meets or exceeds the standards for operation by the State Health Department. In the infant room, crib sheets are changed daily or more frequently, if they become wet or soiled. Children in the toddler and preschool programs sleep on cots that are individually labeled. Each child is provided with a bottom sheet that is laundered every three days, or as needed. All crib mattresses and cots are sprayed with a sanitizing agent at the end of the week as well as when needed. Children's hands are washed before and after meals, after bathroom use, after diaper changing times and other appropriate times.

Absences due to Illness

When your child is absent due to illness, please notify the Academy as soon as possible. Your consideration in observing this policy will help prevent the spread of illness and disease. We require that children be free of fever, diarrhea, undiagnosed rashes, or vomiting for 24 hours before returning to the Academy.

Exclusion of Children Due to Illness

Upon arrival, please inform your child's teacher of any unusual situations with your child so we may be alert for possible signs of illness. You will be notified if symptoms develop that require your child to be temporarily excluded from our care. We follow the exclusion criteria as required by Arkansas Department of Human Services [Minimum Licensing Requirements](#), as well as the recommendations of the American Academy of Pediatrics, as described in [Managing Infectious Diseases in Child Care and Schools](#) (2005).

Common childhood illnesses that result in children being excluded from group care are:

- Sudden change in behavior
- Fever of 101 degrees/oral or 100 degrees/axillary
- Diarrhea, if frequency exceeds 2 or more stools or cannot be contained in the diaper
- Blood or mucus in stools
- Vomiting illness (2 or more episodes in previous 24 hours)
- Abdominal pain which lasts more than 2 hours
- Mouth sores with drooling
- Rash with fever or behavior changes
- Conjunctivitis

- Pediculosis (head lice), until after the first treatment
- Active tuberculosis
- Impetigo, until treatment has begun
- Strep throat, until 24 hours after antibiotic has been started
- Chicken pox, until all lesions have crusted
- Whooping cough, until 5 days of antibiotic treatment
- Mumps, until 5 days after onset of gland swelling
- Measles, until 4 days after onset of rash
- Hepatitis A, until 1 week after onset of illness or as directed by Health Department
- Hand, Foot, and Mouth, until sores have scabbed with no fever or directed by doctor's note

Children should be free of fever without the benefit of medication for 24 hours before returning to group care.

Your child will be isolated immediately if he or she develops any of the above illnesses. A parent or someone on your emergency contact list will be required to pick your child up immediately. Central Children's Academy's teacher to child ratio will not be met when isolation occurs, therefore we expect your child to be picked up as quickly as possible. If a parent cannot be reached within a reasonable amount of time, we will begin placing calls to the people on the child's emergency contact list.

All children who are sent home from the Academy will receive an ill child form which lists the symptoms exhibited by the child, a contact number for more information, and the date and time that the child may return to care. The director or assistant sees all children who are suspected of being ill before parents are contacted.

Administration of Medications

In order for staff to administer prescriptive medication to your child, we must have a complete Request for Administration of Medication Form, which is available in the CCA office. After the medication has been administered, this form will become a part of your child's permanent file.

Department of Health and Human Services restricts us from administering medication except in the following manner:

Medications shall be given to children only with signed parental permission, which includes date, type, drug name, time and dosage. It shall be in the original container, not have an expired date, and be labeled with the child's name. Staff shall not dispense medications in dosages that exceed the recommendations stated on the medication bottle. Medication shall be stored in a locked area. A medication log will be kept in the CCA office where the person administering the medication will complete a medication provided form indicating the above information. The completion of the form will be witnessed by another CCA staff member.

CCA will only administer prescription medication that is prescribed for three (3) or more times daily.

We support the NAEYC's Children's Rights of Medication Administration:

1. verify that the right child receives
2. the right medication
3. in the right dose
4. at the right time

5. by the right method with documentation of each right each time the medication is given.

In Case of Injury

The staff will care for minor injuries and you will be notified in writing at the time your child leaves the Academy indicating the time and place of the accident/incident occurrence, any witnesses, and the way the accident/incident was managed. In the event of serious injury, you will be notified at once, and if necessary, emergency medical services will be contacted. Parents may be responsible for expenses incurred by providing emergency care for their child.

The Emergency Medical/First Aid Consent Form submitted when your child is enrolled will assure prompt treatment for any serious injuries that may be sustained at the Academy. Therefore, this form will be updated annually.

ARKids First Health Insurance

ARKids First health insurance provides two coverage options for Arkansas children who would otherwise be without health insurance. ARKids A offers low-income families a comprehensive package of benefits. ARKids B provides coverage for families with higher incomes.

- You can apply for ARKids First online at www.arkidsfirst.com or get an ARKids First application by calling the toll-free hotline, 1-888-474-8275. You do not have to visit a DHS office. Applications are also available in Central Children's Academy's Parent Resource Library.

DHS Child Abuse and Maltreatment Policy

All children must be available for Childcare Licensing Specialists, CCFS Special Investigations and law enforcement to interview children at any time for investigative purposes and/or for determining compliance with licensing requirements. Every employee of CCA is a mandated reporter of suspected child abuse and neglect and shall call the Child Maltreatment Hotline (1-800-482-5964) with such information.

BEHAVIOR AND DISCIPLINE POLICIES

Discipline

The goal of the Academy's discipline policy is to teach appropriate forms of behavior; it is not a means to punish inappropriate behavior. The purposes and objectives of the policy are designed to foster emotional growth and social skills in the development of self-discipline. Building a high level of self-esteem in children helps to develop an internal motivation to succeed and acts as a *deterrent* to failure. The cultivation of high self-esteem using positive reinforcement shows each child that he/she is respected and loved. The Academy's policy is described as the "3 R's" to teaching self-discipline:

1. **Replay** the social situation to teach appropriate methods of fulfilling wants and needs,
2. **Redirect** the child's attentions and energy into alternative activities, or
3. **Remove** the child from the situation for a period of time appropriate to the child's age.

The third step of the policy is used only after the first two attempts have not been successful. This Academy has a policy of no corporal punishment. *Parents may be asked to take their child home for the rest of the day if the child becomes unusually disorderly or aggressive and is unresponsive to efforts to keep all children safe.*

If a child consistently exhibits a behavior that may indicate a developmental/behavioral concern, parents may be counseled about the concern. The Academy has consistently been successful in dealing with difficult situations. It is very rare that any child is asked to withdraw, however, if the behavior continues after efforts to correct it have failed, parents may be requested to enroll their child in another facility. Notice will be given if the staff and the Central Children's Academy committee agree that the child should be asked to withdraw.

Biting Policy

Since biting is a common occurrence in a program that serves children under three years of age, and because biting is a common concern of parents of infants and toddlers, CCA has adopted the following procedure:

1. The victim receives the first response. Attention and any necessary first aid are immediately available.
2. The child who bit is dealt with firmly but kindly and briefly. She or he is told that biting hurts and that biting cannot be allowed at CCA.
3. Further response or action depends upon the reason for the biting incident.
 - a. If the child who bit is an infant, usually the child is biting just as he/she would bite a toy. He gets a response, so he bites again. Careful supervision is used to prevent bites and many chewable toys are provided.
 - b. If the child who bit is biting things as well as people and seems to have a need to bite, a substitute object such as a teething ring will be provided and the child is told that he can bite that object any time he wants to.
 - c. If the child who bit is verbal and communicating with a bite rather than using language to get results (to get a toy/keep another child from getting a toy, etc.), the child who bit is encouraged to use words instead. Appropriate words should be given to the child who needs them. The teacher can say, "Joe, use your words. Tell John, "No, that is mine."
 - d. If a certain child seems to be chosen often as the victim, that child is encouraged to be more assertive. Again, the appropriate words are given to the child. ("Roy, use your words. Tell Sue that biting hurts!")
 - e. If the child seems to be biting for attention, teachers focus on other times during the day that this child can be given extra attention to meet that need.

If a child is biting repeatedly, we discuss the matter with the parents of the child who bit in order to assure that the child is being dealt with in a consistent way.

After a child has been bitten, the name of the child who bit is not given to others. That child must be protected from any negative reactions from others. Biting is a normal behavior for a toddler, but some people may perceive a child who bites in a negative way. Toddler bites and infant bites are not intentional. The children are supervised very closely at all times. Everything possible is done to keep all children safe and secure. Just as all toddler falls cannot be prevented, all bites cannot be prevented. Accident reports are filled out on all bites that leave a mark. If the bite breaks the skin, the parent will be notified.

As a matter of procedure, we ask that parents work with us to resolve the situation.

Daily Operations

Each infant and young toddler is cared for per his/her own schedule and meals, while a more regular routine provides security for the older children. Parents are invited to visit at any time. Extended family are also welcome. We ask that you keep in mind, however, that naptime and lunchtime are very busy times and your presence may disrupt your child's regular routine.

Arrival

A parent or authorized adult must accompany each child into the Academy and notify the teacher of your arrival. Parents of children in the program must sign children IN and OUT on the daily attendance sheet. If your child's class is on the playground when you leave or pick up your child, the teacher will have the Sign-in/Sign-out form with them. To assist us in fulfilling our licensing requirements, please legibly sign your full name. No child will be admitted into a CCA classroom without the presence of a parent or authorized adult.

Departure

If a person other than a parent will pick up your child at departure time, please notify your child's teacher and Academy administration. Names of persons permitted to pick up children regularly must be listed on the child's enrollment form and updated as needed. Written and/or verbal parental permission must be granted for anyone other than parents to pick-up your child.

Meals

For the best start to your child's day, please serve her/him breakfast at home. Nutritious snacks are provided at 8:30 a.m. Lunch is served at 11:30 a.m. and monthly menus are posted in each classroom as well as being available in the CCA office and on the CCA website.

We are aware that some children require special diets. We will be glad to accommodate requests from parents to withhold certain foods from children if it is required for medical reasons. Please provide a signed statement from your physician if you wish us to withhold a certain food or food group due to a medical reason. This statement is required to meet standards of the Child Care Food/Nutrition Program. If a child is on a severely restricted diet parents may be asked to provide their child's meals. Should a parent choose to supply their child's meal, the USDA nutritional guidelines must be followed. Gluten-free meals may also be provided by CCA for additional monthly fee (see Tuition and Fees section). Copies of the guidelines are available in the CCA office.

In accordance with Federal Law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating based on race, color, national origin, sex, age, or disability.

Due to the severity and commonality of peanut allergies in children, Central Children's Academy has chosen to adopt a no-peanut policy.

Please do not allow your child to enter the Academy with food, drink, candy, or gum. Many children are generous and want to share what they have brought from home. Because of the hectic nature of morning arrival times, we are unable to provide the necessary level of supervision needed for a child who is still eating their breakfast from home.

Daily Communication

Daily communication between caregivers and parents is of the utmost importance for our staff to provide high quality care. Daily communication for preschool age is expressed verbally at drop off/pick up and at any other time needed throughout the day. For the infant and toddler ages, daily communication is utilized through a daily sheet form which parents complete in the classroom at drop off and teachers complete throughout the day and provide to parents at pick up. Communication with parents is also utilized throughout the day on an as needed basis in the infant and toddler classrooms.

Rest Time for Pre-School children

Rest time for infants is on an as needed basis. For older children, rest time is after lunch. The children rest on cots and are provided with a sheet. Parents must provide a blanket for their child. Children may bring a favorite quiet comfort item. Even if older children no longer nap, state licensing regulations require a quiet rest period of one hour.

Clothing

Each child should have a full change of clothing available at the Academy at all times. Please change your child's extra clothes as the seasons change. For infants, please provide at least two complete changes of clothing and diaper ointment (if needed). All clothing should be labeled with the child's name.

Items from Home

Please do not allow your child to bring toys from home. Special stuffed animals or blankets may be brought for naptime but must be kept in the child's cubby at all times, unless needed for comfort.

Backpacks and diaper bags are not allowed to be kept at Central Children's Academy. Backpacks and diaper bags may contain items that are not appropriate or safe to have in our classrooms, such as items that are choking hazards, medications, or ointments and creams labeled "keep out of reach of children."

"Due to the DHS regulation regarding strangulation and choking hazards", CCA does not allow children to wear items that may pose a strangulation and/or choking hazard. These items may include, but are not limited to, necklaces (including Amber) and any type of pacifier clip. Please make sure all such items are removed before leaving your child in the care of CCA. Bibs, shirts with neck ties and/or hoods will be removed before rest time.

Birthday Parties

Birthday celebrations are important events to each child and we will make accommodations for parents who wish to include their child's class in a celebration. Please make all arrangements through your child's teacher. Birthday activities are strictly voluntary, and we hope that you will not feel obligated to include the Academy in birthday activities.

Celebrations should be a positive addition to the children's day and not a disruption. Please keep all celebrations very simple. A special addition to our regular morning snack or lunch is a very appropriate way to include the class in your child's special day. The Washington County Health Department suggests that all treats be from a professional baker or prepackaged from the grocery. Please consider healthy foods as oppose to sugary/sweet treats.

Balloons have been known to cause choking deaths, even with very close adult supervision. Therefore, we have a very strict **“no balloon”** policy.

Birthday Party Invitations

Party invitations may be placed in parent files **when all children** in the classroom are invited. Please get individual parent information to send all selective invitations by phone or mail. CCA will not provide parent contact information due to privacy laws.

Library

We operate a small but growing library and all students who are accompanied by their parents may visit the library to check out materials. If library materials cannot be located and returned, the family will be financially responsible for replacement. The library is located across the hall from the office.

Policy for Nursing Mothers

Nursing mothers are welcome and we will make every effort to make both mother and child comfortable. CCA will accommodate mothers on an individual basis, with a designated area available for nursing.

Babysitting Policy

The management at CCA will not give out phone numbers or other information on staff to parents looking for afterhours babysitting, nor will we recommend babysitters. However, parents may solicit that information from staff members *on their own and at their own risk*. Please do not schedule a CCA staff member to babysit at any time when he/she is scheduled to be working at CCA.

Procedures for Emergency Relocation of Children

In the event an emergency renders our facility inoperable, children will be transported to Mt. Sequoyah Assembly. They will be located inside Galloway Dining Hall. Please be prepared to show an ID should Mt. Sequoyah staff be assisting us with the release of children.

Inclement Weather Closing

If weather conditions prevent the opening of the Academy at the regularly scheduled time, or closing for the day, an announcement will be made to parents via the Remind app. Instructions for signing up for the app may be picked up in the CCA office.

Under most circumstances, Central Children’s Academy children do not come to school if Fayetteville Public Schools are closed for inclement weather. However, an independent decision may be made by CCA management regarding openings, closings, and/or alternative operation times

Many criteria are considered before closing Central Children’s Academy for the day and are discussed by church and Academy administrators. We seriously consider the transportation safety of the staff and children in determining our course of action. We must also determine if we will be able to adequately staff the Academy with teachers and cooks to maintain our accepted standards of care. We understand that closing the Academy may inconvenience many parents and families and will only do so when it is the safest course of action.

- When the Academy closes during regular hours, parents are responsible for promptly picking up their children, so that staff may safely reach their homes.

GRIEVANCE PROCEDURE FOR PARENTS

1. A parent with a complaint should first discuss the problem with the teacher in their child's room, if appropriate.
2. If the problem cannot be resolved with the teacher, the parent should discuss the problem with the CCA Director. The Director maintains an "open door" policy.
3. If the problem is still unresolved, the parent should request a hearing with the CCA Grievance Committee (CCA Chair plus 2 members of the CCA board appointed by the Chair) and send a written statement to the CCA board Chair explaining the circumstances that caused the complaint. A written statement from the Director shall also be submitted. The parent and the teacher (and/or the Director) shall be present at the hearing.
4. The CCA Chair shall put a summary of the decision made by the CCA Grievance Committee in writing, with copies sent to the parent, the Director, and the Senior Pastor.

DIVORCED PARENTS/CUSTODY ISSUES

We recognize that many of our families have experienced marital separation or divorce. We strive to assist each child in adjusting and accommodating the changes in his/her home life. We respectfully ask that divorced or separated parents not involve the teachers or the Academy in situations or conflicts between parents.

Once court documents determine custody issues, we will follow the court's decisions. We ask that parents please provide a copy of the custody arrangement for their child's file. The Director maintains the confidentiality of the documents, and they are used only to provide documented support for parent custody issues in accordance with Academy policy, as related to parent pick-up rights and privileges, etc. For separated parents who do not have court documents, we cannot deny either parent full custodial privileges.

We will make available any paperwork that may be requested for a court issue with a subpoena.

While we will work with each family who is experiencing a change in their home life, we recognize that there may be circumstances where the withdrawal of the family from our program may be necessary if conflict cannot be kept from the classroom or the Academy.