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# Parent Handbook

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## Welcome

The Noble Academy was founded September 2006 by Sandra and William D. Noble Sr. Mrs. Sandra Noble served as a teacher in Chesterfield County for 23 years before becoming a school Administrator for 10 years. While working in that capacity, it became obvious that she wanted to continue to enrich the lives of children by providing a safe place to learn, grow, prosper, and rejoice in the Lord. The Noble Academy is a family-owned small business that provides excellent care for your children. Our mission is “To honor God, enrich lives and to serve people in an excellent way. We are determined to develop responsible citizens who are life-long learners.

## Hours of Operation

The Academy officially opens at 6:30 a.m. till 6:00 p.m.; Monday through Friday.

The Academy is closed on the following days:

- New Year’s Day
- Martin Luther King, Jr. Day
- President’s Day
- Good Friday
- Memorial Day
- Independence Day
- Labor Day
- Veteran’s Day
- Thanksgiving Day and the Friday After
- Christmas Eve
- Christmas Day

## Enrollment

Parents must provide the following information upon enrollment of child: (Information must be provided within seven business days.)

1. Previous daycare information
2. Two Emergency contact person’s names, addresses and telephone numbers
3. Certified copy of the child’s birth certificate

The Department of Social Services requires all forms including the physical/immunization record form must be turned in before your child's first day.

## Registration

A non-refundable registration fee of \$100.00 (effective 9/1/08) must be paid annually for all students. The registration fee must be paid annually between August 1<sup>st</sup> and September 1<sup>st</sup>. Only new students who pay the registration fee during the summer months of June, July, or August prior to the start of a new fiscal year are exempt from paying the fee for the coming program session (September through June).

## Tuition Policy

Weekly tuition is due on Monday and will be considered late if paid after Wednesday of each week. Tuition is not prorated and is owed and due in full on a weekly basis. Tuition is not refunded for Vacations, Unused Days, Holidays, Inclement Weather Closings, and/or an "Act of God" that results in a change in hours of operation.

Payment Methods Accepted:

- Pay by Pro-Care's "**Tuition Express**" (*Preferred method*)
- Pay by Check
- Pay by Money Order
- Cash Accepted (*Exact Amount Only*)

We do not accept postdated checks (checks held to be deposited later) or partial payments. Full tuition is charged to all full-time students even if they do not attend all 5-days of that week. Full time student's rates are the same regardless of the number of days the child attends. Part time students' rates are changed only if they become drop-in or full-time students. Formal notification of any status change must be given in writing to administration to be deemed valid. A second child in the same family shall receive a 10% discount on the lower of the two tuitions. \$30.00 will be charged to your account on each **returned check**. Only two returned checks are allowed within one year, if this limited is exceeded, checks may no longer be written to The Noble Academy, Inc only cash or money order will be accepted. Continual delinquency may result in program withdrawal. If weekly tuition fees (including applicable late fees) are not received at the Academy within 5 working days of the tuition's due day, the child may not be readmitted to the program. If a judgment needs to be filed due to non-payment, the parent is responsible for all attorney costs and collection fees. We do understand that at times there are extenuating circumstances; however, such circumstances need to be discussed with the Executive Director or the Administrator

of the Noble Academy. Unused tuition payments are fully refundable. The Noble Academy reserves the right to change its tuition policy as deemed necessary.

The Noble Academy, Inc. is not just a child care center. We are a business providing quality services and peace of mind for our families. As a business, we have obligations which can only be met with timely payments of all owed tuition. Parents who wish to pay tuition in increments of two, three or four weeks please note that you must pay ahead to avoid late fees.

## School Closing(s)

School age children will be provided breakfast, lunch, and snacks during their full day stay in the day care. They will join the activities as scheduled for the day. Extra payment should be made for those days as follows:

- \$15 extra for whole or partial day school closing

## Late Pick-up

- Late Pick-up Fee-\$5.00 for every five (5) minutes beginning at 6:05 p.m. and after 6:15 p.m., \$2 *per minute* until picked up.

## Vacation

Your child must be enrolled in our Academy for at least 1 year before you are entitled to one-week vacation without charge. You need to provide notice for a vacation at least a week in advance. You may take vacation only one time in a given fiscal year from September to September. If you have more than one child, both children are entitled to vacation so long as they meet the enrollment criteria above.

## Personal Belongings

Each child will be provided with a cubby and hook for their personal belongings. Each child needs to keep a complete change of clothing in their cubby with their name on each item. Children who take naps will need to have a labeled blanket.

## Health Policy

If any child exhibits one or more of the following signs/symptoms, he/she must be picked up from the Academy by a parent/guardian:

1. Mouth (oral) temperature of 99.6 or higher; or under arm temperature (auxiliary) of 98.6 or higher. Child may return to the Academy when they have been without a fever (afebrile) for 24 hours.

2. Milky white, yellow, or green nasal discharge that cannot be controlled with tissue and proper hand washing.
3. Non-allergy related sore throat and/or persistent productive cough. Child may return to the Academy when symptoms cease or released by a medical provider.
4. Complaint of symptoms within 24 hours of illness related absence.
5. Vomiting or persistent nausea.
6. Diarrhea – two or more loose stools in one hour, regardless of amount. Child may return when diarrhea has ceased for 24 hours.
7. Rashes of unknown cause. Child may return when rash is gone or medical provider states that rash is non-contagious.
8. Severe headache.
9. Convulsive seizure activity or Diazepam administration.
10. Severe accident or trauma
11. Lice or nits in hair or Herpes Simplex (cold sore, fever blister), Impetigo, Pediculosis (head lice), Pink Eye, Poison Oak, Ringworm (on body or scalp), Scabies, or Rashes.
12. Hypoglycemia that does not respond to two fast acting glucose sources plus a snack OR hyperglycemia with moderate to large amounts of ketones.
13. Repeated nosebleeds or one nosebleed lasting longer than 7 minutes.

**NOTE:** Child(ren) with possible communicable disease shall be excluded from the Academy. Child(ren) shall remain excluded until control measures are met AND a medical provider has released the child(ren) or the condition is completely healed or cured.

Children who become ill at the Academy must be picked up immediately (refer to health policy guidelines). If the child will be absent, the absence should be reported by 9:30 am.

## Medication Policy

- We currently do not give medication at our Center. No medication is to be left in child's bag or belongings.

## **Termination/Suspension Policy**

As your partner in caring for your child, it is important that good communication exists between the home and The Noble Academy, Inc. The Noble Academy, Inc. will keep you informed of any behavioral problems which may occur with your child while he/she is under our care. Every effort will be made to resolve any problems that may occur. However, we reserve the right to terminate any child immediately without prior notice, whose need for special attention becomes a threat to the safety of other children or staff at the Noble Academy, Inc.

Possible actions taken:

1. Incident reports home to parents about behavior
2. Conference with the Executive Director
3. If required, suspension from the Noble Academy, Inc.
4. In exceptional circumstances, immediate termination
5. The parent does have the option to withdraw their child at any time.

## **Parking Lot Safety**

For the safety of the children we ask that you share this policy with anyone that may be picking your child up from The Noble Academy, Inc. Thank you in advance for keeping our children safe.

1. Do not use the handicap parking space unless properly authorized
2. Do not leave cars running or children unattended in a car at any time.
3. Adults must accompany children when entering and leaving building.
4. Slow down when entering the parking lot.
5. Watch for children running across the parking lot.

## **Transportation Policy**

1. All children and adults riding in the Noble Academy, Inc. Vehicle use passenger restraints
2. Children do not share seatbelts
3. The maximum number of children being transported at one time as defined by state law is never exceeded
4. All doors are locked while vehicle is in motion
5. Discipline is maintained always

6. Children's arms, legs and heads remain inside the vehicle always
7. Children enter and exit the vehicle from a safe location (not into the lane of traffic)
8. Staff members open and close doors
9. A staff member stands by the door and helps children in and out
10. Children are not left in a vehicle unattended. Before leaving the vehicle unattended, the van driver checks all seats carefully ensuring that all children have exited
11. A count will be done each time the group departs and re-enter the vehicle for passengers
12. The vehicle is never left running without a driver in the driver's seat
13. Smoking in the vehicle is prohibited
14. Proper supervision is provided in the vehicle as stated by local regulations
15. Food or beverage is not consumed in the vehicle
16. Any person driving The Noble Academy, Inc. van is at least 18 years of age and holds a valid driver's license, as specified by local laws and regulations
17. Any incident of carelessness or unsafe driving results in immediate dismissal
18. Before operating a company vehicle, a Driver Certification form (05-5025) is submitted and placed on file
19. The Noble Academy, Inc. vans are used ONLY for The Noble Academy, Inc. business. No personal use of the company van is permitted
20. Making stops in the van on the way to or from The Noble Academy, Inc. while children are on board is not permitted
21. Children are to never be transported in the personal car of a staff member while on duty. This includes an on-duty staff person's own children on field trips.
22. Any time two staff members ride in the van with a group of children; one staff member sits in the back seat

## **Toy Policy**

Children are not allowed to bring in toys from home except for soft nap toys and show and tell items. Toys for show and tell must stay in the cubby before and after show and tell time. Please ask your child's teacher when their show and tell day is. Nap time toys and blankets must also stay in the cubby before and after the nap.

## **Food Policy**

Full time students may bring their own lunch. However, if you want your child's lunch prepared by the Academy, you must give us notice at least one day in advance. Menus have been prepared with variety and nutritional requirements in mind and are dated and posted by the kitchen door for your inspection. Any changes or substitutions will be written on the menu.



To insure the safety of our children, teachers, and staff we strongly prohibit the entrance of glass bottles, glass containers, forks, or other sharp objects on the grounds of the Academy.

Following good nutritional guidelines and Virginia Department of Social Services Standards, we will provide breakfast, lunch and afternoon snack to children who are present during scheduled serving times or for those whose parents have made special arrangements with the Executive Director to receive food at a special time.

Breakfast is served from 8:00 a.m. – 8:45 a.m. No breakfast will be served after 8:45 a.m. so that school age children have time to get prepared for the school bus and so that the cook can clean up and prepare preschool lunch. Lunch will be served from 10:45 a.m. - 11:30 a.m. No lunch will be served after 11:30 a.m. If a child enters the program after 11:30 a.m. he/she must bring his or her own lunch. We prepare lunch according to a lunch count that is completed by 9:30 a.m. Children entering the program after this time without calling to inform us that they will be eating, puts the Academy at an inconvenience and we therefore strongly encourage parents to have their child to school before this time. Meals and snacks will provide opportunities for children to learn to eat and enjoy a variety of nutritious foods. We follow the guidelines of USDA (United States Department of Agriculture).

We welcome special foods for celebrations. Any food brought for special occasions must have the prior approval of the Executive Director. It must be in adequate quantities to serve all the children present in the group at that time. It must be served as an addition to a regular meal or nutritious snack.

If a child's food is lost, becomes inedible, or is inadequate in nutrition or quantity, it will be replaced or supplemented by The Noble Academy, Inc. Similac Infant formula will be kept on hand.

Food brought in specifically for one child will only be served when the other students are eating to not distract the other students or disturb the scheduled program.

All food brought from home must be properly packaged by the parent and given to a staff member upon arrival at the center. Food will be stored in the kitchen and refrigerated if appropriate.

Food brought specifically for one child's diet will be served only to him/her and its consumption will be monitored by the staff to be sure that other children do not eat it.

All unused portions of food brought from home will be discarded or returned (if requested) to parents at the end of the day.

Times for scheduled meals will be posted on daily schedules. There will be at least one and one-half hours between meals.

## **Playground Safety Plan**

Children learn through active use of their sense, some great opportunities for learning occur outside. However, the playground is potentially an extremely dangerous place. With proper supervision, the playground can be a fun place for children and staff. The chance of injury to children should be reduced. All staff observes the following rules:

1. Staff members know how many children are in their care always.
  - a. Children are counted before taking them out.
  - b. Children are counted while they are out (more than once is preferable).
  - c. Children are counted when bringing them in (when in line outside and when beginning the next activity).
2. Children use equipment as it was meant to be used.
3. Children are not allowed to engage in hazardous play of any kind. Redirection, distraction, praise, and other techniques of positive discipline are used.
4. Children are never sent outside the playground fence to retrieve a ball, toy, etc.
5. Digging is limited to sandboxes.
6. Staff is actively involved with children and supervising any dangerous areas closely, not sitting; therefore, NO chairs are allowed on the playground. Staff must not congregate on the playground but must position themselves in various areas so that optimum supervision is assured.
7. Children are kept in sight of staff on the playground (never allowed to wander out of sight). When only one staff is on the playground, the children must be restricted to an area that can be fully observed by that staff person.
8. The number of children and age variation are limited to avoid overcrowding or dangerous situations.
9. Children are never left unattended. If a child is injured or sick, the staff member does one of the followings.
  - a. Call another staff member to assist
  - b. Send a child into the building to get the Director or another staff member to assist.
10. Parents pick up their children by entering the normal entrance and signing the child out properly. Children are never picked up directly from the playground. Children are released only to those adults authorized to pick them up, as indicated on the enrollment forms.
11. Staff members give their full attention to the children in their care.
12. Children must be monitored closely when going inside the building to use the restroom. A teacher inside the building must be notified when a child is coming in to use the restroom.

The resilient surfaces, such as rubber mats and shredded mulch, will be checked periodically to assure optimum safety in the fall zones, and they will be renewed or replenished as needed.

## **Nap Time**

Children (toddler age to 5 years old) cannot enter our program after 12:00 p.m. due to our scheduled nap time. Most children entering after 12:00 p.m. cannot nap and could disrupt other resting children.

## **Health Requirements**

Regulations by the State Board of Health for the immunization of school children require documentation of all age appropriate immunizations, prescribed in the regulations, before each child's enrollment to a center licensed by this Commonwealth. Updated information must be given to the school in accordance with the law.

The current form required by the Department of Health must be used to report immunization received and the results of the required physical examination.

## **Reporting Child Abuse and Neglect**

Abuse or neglect of a child, in any form (physical, sexual, or emotional) is never permitted. In Virginia, all personnel working in a licensed child day-care facility must report suspected child abuse or neglect. There is a criminal penalty for violation of the report law. This same law shields the person reporting from reprisal by holding all records and reports confidential. Teachers at The Noble Academy, Inc. are aware of their responsibility to children and will alert the Executive Director if they see any signs of abuse or neglect. The Executive Director is required by law to make a phone call to the appropriate local agency to report the suspected case.

## **Minimum Standards for Licensed Child Day Centers**

The Commonwealth of Virginia helps assure parents that child day programs, that assume responsibility for the supervision, protection, and well-being of a child for any part of a 24-hour day are safe. Chapter 10 of the Code of Virginia gives the Department of Social Services authority to license these programs.

Standards for Licensed child day centers address certain health precautions, adequate play space, and the ratio of children per staff member, equipment, program, and record keeping. Criminal record checks and specific qualifications for staff and most volunteers working directly with children are also required. Standards require the facility to meet applicable fire, health, and building codes.

Compliance with standards is determined by announced and unannounced visits to the program by licensing staff with in the Department of Social Services. In addition, parents or other individuals may register a complaint about a program which will be investigated if it violates a standard.

Three types of license may be issued to programs. Conditional Licenses may be issued to a new program to allow up to six months for a program to demonstrate compliance with the standards. A regular license is issued when the program substantially meets the standards for licensure. A provisional license, which cannot exceed six months, is issued when the program is temporarily unable to comply with the standards. Operating without a license when required constitutes a misdemeanor which upon conviction can be punishable by a fine or up to \$100 or imprisonment of up to 12 months or both for each day's violation.

If you would like additional information about licensing of child day programs or would like to register a complaint, please contact the Regional Office of Social Service closest to you.

Central Regional Office  
1604 Santa Rosa Road  
Suite 130  
Richmond, VA 23229-5008  
(804) 662-9743

## **STANDARDS FOR LICENSED CHILD DAY CARE CENTERS**

To review the most up-to-date standards that The Noble Academy adheres to, please visit the Department of Social Services link provided below.

[https://dss.virginia.gov/files/division/licensing/cdc/intro\\_page/code\\_regulations/regulations/final\\_cdc\\_reg.pdf](https://dss.virginia.gov/files/division/licensing/cdc/intro_page/code_regulations/regulations/final_cdc_reg.pdf)