

# Mary Carol ACADEMY



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**Building Bright Minds. Shaping Strong Futures**



3435 San Anselme Ave | Long Beach, CA 90808

# Welcome to Mary Carol Academy

From Executive Director Mrs. Akilah Bailey



**Dear Mary Carol Academy Families,**

Welcome! It is my joy and honor to welcome your family into a school community built on strong instruction, loving guidance, clear expectations, and the belief that every child can grow. When you entrust us with your child, you are not simply selecting childcare—you are joining an Academy Village committed to helping children become confident learners and responsible community members.

For more than 23 years, I have served children and families as a classroom teacher, curriculum leader, director, and educational founder. That journey has taught me that children thrive when adults teach with intention, repeat what matters, communicate honestly, and work together. At Mary Carol Academy, your child will be known, taught, encouraged, corrected with dignity, and challenged to reach meaningful goals.

Our educational program is strengthened by the Living Tree Rep Way: Teach → Repeat → Practice → Reinforce → Master. Children experience direct instruction, meaningful play, reading and handwriting practice, learning goals, homework, quarterly assessments, progress reports, character development, and consistent home-to-school communication.

We are believers in Christ, and our values are shaped by biblical principles such as love, truth, respect, compassion, responsibility, self-control, service, and stewardship. Faith is shared naturally and age-appropriately as part of our character and community—not as a condition of enrollment.

Thank you for trusting us. We are honored to partner with you as we build bright minds, shape strong futures, and help every child grow strong roots.

**With gratitude,**

Mrs. Akilah Bailey  
Executive Director, Mary Carol Academy  
Founder and Director, Living Tree Learning Center



# The Anointed Place Campus

From Pastor Lance Riley



**Dear Families,**

On behalf of The Anointed Place, welcome to our campus. We are grateful that this campus will be graced with new children, new families, joyful learning, and a renewed opportunity to serve our community.

Mary Carol Academy represents more than classrooms and buildings. It represents a place where children can be nurtured, families can connect, and a strong educational foundation can be established. We are honored to provide a campus home for this work and to support the Academy's commitment to learning, character, growth, and family partnership.

The Anointed Place is a church community that welcomes families. You are warmly invited to join us for Sunday worship or other ministry and community events offered throughout the year. Participation in church activities is always by invitation and is not required for Academy enrollment.

We are glad you are here, and we pray this campus becomes a place of safety, belonging, discovery, and success for your child and your entire family.

**Welcome to the Village,**

Overseer Lance Riley  
The Anointed Place Pastor



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The signed Admission Agreement, current fee schedule, annual school calendar, and required licensing forms work together with this handbook. When a date or dollar amount changes, the most current written notice controls.



## Statement of Faith

Mary Carol Academy is an educational program whose leadership believes in Jesus Christ and seeks to reflect biblical values in the way children are taught, guided, and cared for. We believe every child has value, purpose, and the capacity to grow.

Children may experience age-appropriate Bible stories, songs, prayer, holiday observances, and conversations about love, kindness, honesty, forgiveness, gratitude, responsibility, courage, service, and self-control. These experiences support character development and may arise naturally within the school day.

Faith is part of our foundation, but religious instruction is not the primary academic focus of the program. Families are not required to sign a statement of faith or belong to a church as a condition of enrollment. We welcome families from the community and communicate respectfully about the beliefs and values that shape our care.

## Mission

To provide high-quality early education in a safe, structured, nurturing, and spiritually grounded environment where children build strong roots in knowledge, character, confidence, responsibility, and purpose.

## Vision

To prepare children to enter their next level as capable readers, thinkers, problem-solvers, classmates, and community members who are confident in what they know and responsible in how they grow.

## Educational Philosophy

Children learn through intentional teaching, repetition, guided practice, meaningful play, clear expectations, and consistent reinforcement. Academic learning and character formation belong together. We teach not only letters, numbers, handwriting, reading, science, and social studies, but also honesty, kindness, respect, perseverance, responsibility, and wise decision-making.

Our classrooms are teacher-guided. Teachers establish routines, introduce skills, lead instruction, observe progress, and create opportunities for children to practice independently and with peers. Developmentally appropriate practice does not mean lowering expectations; it means teaching children in ways they can understand, repeat, and master.

# 1. Admissions, Enrollment, Assessment & Placement

## 1.1 Nondiscrimination and Program Fit

Mary Carol Academy welcomes children and families without unlawful discrimination. Enrollment depends on available space, completion of required records, the Academy's licensed scope, and the program's ability to safely and appropriately meet the child's needs.

## 1.2 How to Enroll

- Tour the campus and receive an overview of program expectations, tuition, fees, class placement, and school procedures.
- Submit the completed application and the \$450 non-refundable annual registration fee.
- Complete the child's enrollment assessment so current skills, readiness, and support needs can be identified.
- Administration reviews the application, space, assessment information, records, and program fit.
- After acceptance, submit the signed Admission Agreement, emergency information, authorized-pickup list, health and immunization records, licensing forms, Procare information, and any required care plans.
- Receive a confirmed start date, placement, supply information, uniform expectations, and classroom instructions.

Enrollment is not complete until required documents and payments have been received and a start date has been confirmed in writing. The registration fee reserves administrative processing; it does not guarantee placement before acceptance.

## 1.3 Student Assessment and Placement

Every child receives a basic assessment at enrollment. Teachers continue observing and assessing learning through classroom participation, work samples, curriculum checks, behavior data, and skill-based assessments. Formal progress reviews are completed quarterly.

| Class Identity         | General Level                     | Primary Focus                                                                                     |
|------------------------|-----------------------------------|---------------------------------------------------------------------------------------------------|
| <b>Terrific 3s</b>     | Preschool foundations             | Language, routines, pre-writing, letters, sounds, numbers, independence                           |
| <b>Fantastic Fours</b> | Pre-kindergarten readiness        | Handwriting, long/short vowels, blends, math concepts, science, social studies, work habits       |
| <b>Fresh Fives</b>     | Kindergarten/elementary readiness | Reading words, special sounds, sight words, sentence work, math, science, social studies, mastery |

Age is one placement factor, but birthday alone does not determine promotion. Administration also considers academic readiness, communication, independence, social-emotional development, behavior, work habits, attendance, classroom participation, and the child's ability to succeed with next-level expectations.

## 1.4 Summer Transitions

Class placements generally change during the summer transition period. Children are assessed before moving. A student may remain at the current instructional level when more time, support, or practice is

needed. Final placement decisions are made by administration and the child's teacher(s) in the best interest of the student and learning environment.

## 2. Fees, Financial Policies & Tuition Payment Options

### 2.1 Tuition and Fees

Mary Carol Academy operates as a 12-month, year-round preschool. Enrollment is continuous, but families are not committed under an annual tuition contract unless they select the discounted 12-Month Prepaid Tuition Option.

Tuition remains due throughout the year, including summer months, vacations, travel, illness, and other absences, unless the family has received written approval for the Enrollment Pause Plan.

| Payment Plan | Due Date                                                      |
|--------------|---------------------------------------------------------------|
| Monthly      | Due on the 1st day of each month. Late after the 5th.         |
| Bi-weekly    | Due every other Friday before the upcoming two weeks of care. |
| Weekly       | Due each Friday before the upcoming week of care.             |

All tuition billing and electronic payments are managed through Procare. Available methods may include credit card, debit card, ACH, scheduled autopayment, or another method approved by the office. Current processing charges, if any, are disclosed in the Admission Agreement or Procare.

### 2.2 Late, Returned, and Past-Due Payments

- A \$50 late fee applies when payment is not received according to the selected plan.
- Returned or rejected payments are subject to a \$35 fee.
- A written payment arrangement must be approved before the account becomes delinquent.
- The Academy may suspend care, refuse re-entry, cancel services, or terminate enrollment when tuition or fees remain past due.
- A student may be excluded from fee-based activities while the related fee or school account balance is outstanding.

### 2.3 Withdrawals and Refunds

Mary Carol Academy does not charge a withdrawal fee when the required withdrawal procedure is followed. Families must provide at least 30 days' written notice by completing and submitting the Academy's official Withdrawal Form. Verbal notice, text messages, emails, notification to a teacher, or discontinued attendance do not constitute official withdrawal.

Tuition remains due throughout the 30-day notice period, regardless of attendance. Once a billing month begins, the full monthly tuition obligation is due and will not be prorated, credited, transferred, or refunded.

To avoid August tuition, for example, the completed Withdrawal Form must be submitted no later than July 1, with withdrawal effective July 31.

Withdrawal does not release the family from tuition, fundraising obligations, incomplete volunteer-service charges, or other balances incurred before the effective withdrawal date. Once withdrawal becomes effective, the child's placement will be released.

## 2.4 Non-Payment and Suspension of Services

If a tuition account becomes delinquent due to non-payment, insufficient funds, or any other financial reason, educational services may be suspended until the account is brought into good standing. Families are responsible for ensuring that all scheduled payments are successfully processed through the billing system. Returned payments or failed transactions may result in additional service charges from the payment processor. Repeated payment issues may require families to use an alternative form of payment approved by the administrative office.

## 2.5 Enrollment Pause Plan

Mary Carol Academy offers an Enrollment Pause Plan for approved extended absences resulting from summer leave, family travel, medical circumstances, or other temporary needs.

Approved families may maintain their child's enrollment and fall placement by paying 50% of the regular monthly tuition during the pause.

### **The following conditions apply:**

- The pause may not exceed two consecutive months within a 12-month period.
- The student's account must be current before the pause begins.
- Advance written approval is required, except in a medical emergency.
- The child may not attend the Academy during the pause.
- AutoPay will continue at the reduced tuition rate.
- Full tuition automatically resumes on the approved return date.
- Failure to return or resume full payment will be treated as withdrawal.
- Registration and all other fees remain nonrefundable.
- The Pause Plan does not apply to the discounted 12-Month Prepaid Tuition Option.

## 2.6 Summer Enrollment and Fall Placement

Tuition remains due throughout the summer, regardless of attendance, vacation, travel, or temporary absence, unless the family has received written approval for the Enrollment Pause Plan.

Families who withdraw for the summer are not guaranteed placement for the fall. Once withdrawn, the child's space may be offered to another family.

A previously paid annual registration fee does not hold a space during withdrawal or nonpayment. Returning families must reapply and will be subject to availability, current tuition rates, and applicable registration requirements.

## 2.7 Delinquent Payments and Reenrollment

Enrollment or care may be suspended when tuition or fees remain delinquent. Accounts unresolved for more than 30 days may be referred to for collection.

Students with unpaid balances may not register, re-enroll, receive a future placement, or participate in the Enrollment Pause Plan until the account has been cleared. Collection costs may be added when permitted by the family's signed Financial Obligation Agreement.

### 3. Curriculum and Classroom Structure

**The Academy Village** is Mary Carol Academy’s learning-community model. It recognizes that children learn in different ways throughout the day and that every space, adult, routine, and family partnership contributes to growth.

| Village Space           | Purpose                                                                                                                |
|-------------------------|------------------------------------------------------------------------------------------------------------------------|
| Welcome Square          | Arrival, dismissal, cubbies, backpacks, morning and evening habits and family transition.                              |
| Gathering Square        | Central meeting space for circle time, reading, whole-group instruction, prayer or reflection, and community building. |
| Learning Areas (Lodges) | Age-group spaces for focused curriculum instruction, supplies, whiteboards, and individual student learning materials. |
| Activity Zone           | Open centers, manipulatives, cognitive materials, tables, and child-directed exploration.                              |
| Bridge Learning Area    | One-to-one support, redirection, additional practice, assessment, or calm re-entry to the group.                       |

Class groups may share a larger open environment while receiving instruction, assignments, goals, and expectations matched to their class identity. Teachers coordinate movement, volume, supervision, materials, and transitions so that the village remains safe and productive.

#### 3.1 Village Values

- Every child belongs and is expected to contribute.
- Teachers guide the learning; children practice active participation.
- Families and staff communicate early, honestly, and respectfully.
- Correction is designed to teach, protect, restore, and redirect.
- Growth is celebrated, and mastery is built through repetition.

#### 3.2 Daily Schedule Overview

**Children participate in a structured daily schedule that includes:**

- Morning arrival activities and breakfast
- Circle time and instruction
- Learning centers and structured activities
- Outdoor play
- Lunch
- Nap/rest time
- Afternoon activities and snack
- Dismissal and evening care

Specific group schedules may vary based on age and developmental needs.

### 3.3 Homework

Homework is a required part of our curriculum. Homework assignments reinforce concepts taught in the classroom and help strengthen school readiness skills. Parents are expected to assist their students in completing homework and returning it by the assigned due date. Regular completion of homework supports consistency between school and home learning environments.

### 3.4 Student Progress and Assessments

We do not issue traditional grades. Instead, children receive quarterly progress-based reports that reflect their academic, developmental, and social growth throughout the school year. These reports help parents understand how their child is progressing toward age-appropriate learning goals and school readiness skills. Each student will have at least one scheduled parent conference per year, which is a required meeting as part of enrollment. During this conference, teachers will review the students' progress, discuss developmental observations, and partner with families to support continued growth and learning. Additional conferences may be scheduled as needed.

## 4. The Continued Learning Model- THE REP WAY

The Continued Learning Model connects classroom teaching, practice, homework, assessment, family communication, and intervention so that learning does not stop when a lesson ends or when a student needs additional support.

| Stage     | What It Looks Like                                                                         |
|-----------|--------------------------------------------------------------------------------------------|
| Teach     | The teacher clearly introduces and models the skill.                                       |
| Repeat    | The skill appears again in songs, small groups, transitions, centers, and review.          |
| Practice  | The child completes guided and independent work.                                           |
| Reinforce | Teachers and families revisit the skill through feedback, homework, reading, and routines. |
| Master    | The child demonstrates understanding, retention, and increasing independence.              |

Quarterly assessments and progress reports identify what a student has learned, what needs more repetition, and what goals come next. When ordinary classroom support is not enough, an Early Intervention Plan may document goals, strategies, family responsibilities, referrals, and a review date.

## 5. School Calendar

| Program Period          | Hours                                                                   |
|-------------------------|-------------------------------------------------------------------------|
| Center Hours            | Monday–Friday, 6:30 a.m.-6:00 p.m.                                      |
| Morning Care            | 6:30-8:30 a.m.                                                          |
| Core School Day         | 8:30 a.m.-3:00 p.m.                                                     |
| Evening Care            | 3:00-6:00 p.m.                                                          |
| Monthly Early Dismissal | 12:00 p.m. on the last Friday of each month unless otherwise announced. |

The monthly early dismissal supports teacher planning, classroom preparation, student documentation, assessment review, and Watering the Roots staff development. Extended care on early-dismissal days is offered at additional fees separate from tuition fees.

### 5.1 School Holidays and Closures

| Individual Holidays        | Extended Breaks / Other Closures |
|----------------------------|----------------------------------|
| New Year's Day             | Thanksgiving Break               |
| Martin Luther King Jr. Day | Winter Break                     |
| Presidents' Day            | Spring Break                     |
| Cesar Chavez Day           | Summer Transition Break          |
| Memorial Day               |                                  |
| Juneteenth                 |                                  |
| Independence Day           |                                  |
| Labor Day                  |                                  |
| Veterans Day               |                                  |
| Christmas Day              |                                  |

Exact closure and vacation dates are published on the annual Academy calendar. The calendar may be updated for public-health guidance, emergencies, facility conditions, licensing needs, or program operations. Families are responsible for arranging alternate care during closures. Tuition remains due unless written policy states otherwise.

## 6. Attendance

Consistent attendance protects learning continuity, classroom relationships, and routine. Families must notify the office through Procare when a student is absent or late.

- Students should arrive by 9:00 a.m. to participate in opening routines and direct instruction.
- A student arriving after 9:00 a.m. may be denied attendance for the day unless the office approved the late arrival in advance.
- Repeated tardiness or absence may result in a parent conference, attendance plan, reassessment of placement, or enrollment review.
- When there has been no attendance or family communication for seven consecutive calendar days, the Academy will attempt contact. If the family does not respond, the space may be considered abandoned and offered to another child.
- Tuition is not reduced for absences, illness, appointments, vacations, suspension, or other unused days unless required by law or stated in writing.

### Approved late arrivals may include:

Medical appointments

Court visitation schedules

Therapy or specialist appointments

Emergencies

Parents should notify the Academy in advance whenever possible so the teacher and administrative staff can prepare for the late arrival.

## 7. Health & Safety

### 7.1 Daily Health Check and When a Child Is Too Sick for School

Staff conduct a brief health observation on arrival. A child must be able to participate in the full school day—including indoor and outdoor activity—without one-to-one care that prevents safe group supervision.

- Fever or symptoms suggest contagious illness.
- Vomiting, diarrhea, uncontrolled cough, breathing difficulty, or unusual lethargy.
- Red, swollen, or draining eyes; unexplained rash; draining sores; lice; scabies; or a contagious skin condition.
- Known communicable disease requiring exclusion under medical or public-health guidance.
- Pain, injury, or another condition that prevents safe participation.
- A need for care or observation beyond what staff can safely provide in a group setting.

Families must pick up an ill child promptly. Return requirements depend on symptoms, diagnosis, treatment, current public-health guidance, and any medical clearance requested by the Academy. A child should generally remain fever-free without fever-reducing medicine and free from vomiting or diarrhea for the period communicated by the Academy.

## 7.2 Allergies and Special Health Needs

Families must provide written information and required medical documentation for allergies, dietary restrictions, chronic conditions, emergency medication, or special health procedures before attendance. Emergency plans and medication must be current and immediately available as required.

## 7.3 Medication

Medication may be assisted with only after administration approves the request and all documentation is complete. Parents must submit the required consent and medication record, including LIC 9221 when applicable. Medication must be in its original container with the child's name, current date, unaltered label, dosage directions, and required physician information.

## 7.4 Refusal or Limitation of Health Services

Mary Carol Academy may decline to provide a requested medical, nursing, therapeutic, dietary, or health-related service that falls outside the program's license, staff training, safe group-care capacity, available resources, or approved written plan. The Academy may require updated medical instructions, a care conference, additional clearance, an adjusted schedule, or alternative placement when necessary for safety.

## 7.5 Accidents, Emergencies, and Ouch Reports

Minor injuries receive appropriate first aid and are documented through an Ouch Report or incident report. The report explains what was observed, the care provided, and any follow-up requested. Families may receive the report through Procure, on paper, or both, and may be asked to acknowledge receipt.

Parents are contacted promptly for serious injury, head injury, significant symptoms, or other urgent concern. Staff will call 911 when emergency assistance is needed and will contact the family as quickly as possible. The Academy will follow the emergency information and medical authorizations maintained in the student's file.

## 7.6 Safety and Hazards

- Do not send glass, coins, loose beads, small toys, weapon-like items, personal electronics, or other choking, breakage, distraction, or safety hazards.
- Unsafe items will be removed from the child and returned to the parent.
- Children must remain within staff supervision and follow classroom, playground, evacuation, and campus-safety directions.
- Families must keep emergency contacts, authorized pickup persons, addresses, telephone numbers, and medical information current in Procure and the student's file.

## 7.7 Notification of Illness to the Academy

If your child is exposed to or contracts an infection or illness and will not attend on a scheduled day, notify the Academy promptly. Report any diagnosed or suspected communicable condition. The Academy will protect the child's identity to the extent reasonably possible; however, certain illnesses must be reported to licensing, public-health authorities, or other families as required. Examples include:

Strep throat

Ringworm

Chickenpox

Viral gastroenteritis or another contagious stomach illness

Bacterial conjunctivitis  
 Scarlet fever  
 Fifth disease  
 Measles; hand, foot, and mouth disease  
 COVID-19

## 8. Arrival & Dismissal

### 8.1 Adult Escort and Sign-In

A student must be accompanied into the school by an authorized adult and transferred directly to staff. Children may not be dropped at the curb, gate, parking area, or entrance. The authorized adult must sign the child in upon arrival and out upon departure using the Procure QR code every day. This attendance record is required by Community Care Licensing and is the responsibility of the parent or authorized adult; staff may not complete the process for families. Failure to sign a child in or out may result in a \$5 fee per occurrence.

### 8.2 Authorized Pick-Up

Students will only be released to individuals listed as authorized on the child's enrollment records or authorized pick-up documentation. Any change to an authorized pickup person must be submitted to the Preschool Office in writing or in person. Phone requests for authorization changes cannot be accepted. Individuals picking up a child for the first time must present a valid photo identification before the child is released.

### 8.4 Late Pick-Up

**Students** must be picked up by their scheduled pick-up time. A **5-minute grace period** is provided. After the grace period, a **\$25 late fee plus \$1 per minute** will be charged. Late pick-up fees are **due immediately**.

Repeated late pickup may result in a conference, required schedule change, loss of extended-care privileges, written attendance agreement, suspension, or termination of enrollment. If staff cannot reach an authorized adult after closing, the Academy will follow emergency and licensing procedures.

## 9. Meals & Nutrition

Mary Carol Academy promotes balanced meals, hydration, age-appropriate portions, safe food handling, and calm mealtime routines. Children are encouraged to taste and eat their food and to eat before filling up on liquids. Staff will not force a child to eat, withhold food as discipline, or shame a child about food.

| Meal            | Typical Time            | Provided By      |
|-----------------|-------------------------|------------------|
| Breakfast       | 8:30-9:00 a.m.          | Playground Plate |
| Lunch           | 12:00 p.m.              |                  |
| Afternoon Snack | Approximately 3:00 p.m. | Parent           |

## 9.1 Parent-Provided Substitute Meals

A family may provide a substitute meal or food from home when the child cannot or will not eat the Academy meal, or when a documented allergy, dietary restriction, religious practice, or family preference requires an alternative. The substitute must be safe, nutritionally appropriate, fully prepared, and ready to serve.

- Food must not require cooking or reheating.
- Every container must be labeled with the child's first and last name and date.
- Glass containers, candy, and foods or drinks that are excessively high in sugar are not permitted.
- Families must provide safe substitutes for restricted foods and keep allergies or dietary documentation current.
- The Academy cannot guarantee an allergen-free environment but will follow approved plans and reasonable safety practices.
- Menus are posted monthly on the parent information wall.

## 9.2 Birthdays and Celebrations

Celebrations must be coordinated in advance. Shared food must be store-bought, sealed, age-appropriate, and approved. Homemade food is not permitted. Families must consider classroom allergies and provide safe, sufficient quantities.

# 10. Behavior Guidance & Discipline

## 10.1 Behavior Guidance Philosophy

Behavior guidance is teaching. Staff use modeling, repetition, encouragement, visual reminders, calm correction, redirection, logical consequences, supervised separation from an activity, and opportunities to practice a better response. Guidance considers the child's age, development, context, pattern of behavior, and response to correction.

## 10.2 Classroom Expectations

- Follow teacher directions and ask for help respectfully.
- Use kind words, safe hands, safe feet, and appropriate voice levels.
- Remain with the class or assigned group and do not leave supervision.
- Participate in learning and make an honest effort.
- Raise a hand, wait for a turn, share space, and respect the learning of others.
- Clean up, care for materials, tell the truth, accept corrections, repair harm, and make a better choice.

## 10.3 Five-Point Behavior System

Mary Carol Academy uses a developmentally appropriate point system to help children understand their conduct, follow classroom expectations, and recognize how their choices affect others. The system provides consistent guidance and positive reinforcement while helping students practice accountability, apply Academy rules, and develop healthy self-regulation skills.

## 10.4 Discipline Responses

- Verbal reminder, reteaching, or redirection.
- Separation from the group or activity.
- Loss of a related privilege or opportunity.
- Written discipline notice, Ouch Report, or incident report.

- Parent notification through Procure or telephone.
- Conference with the teacher, Executive Director, or administration.
- Early pickup, behavior agreement, support plan, shortened schedule, suspension, or termination of enrollment.

## **10.5 Disruptive, Unsafe, or Repeated Behavior**

Aggression, biting, threats, destruction, repeated refusal, unsafe climbing, running from staff, leaving the group, or behavior that substantially interrupts learning may require immediate administrative action. Some conduct may result in same-day pickup or suspension even if earlier steps were not used. Administration will consider safety, severity, frequency, developmental need, available support, and the effect on the learning environment.

## **10.6 Prohibited Discipline Practices**

Corporal punishment, humiliation, ridicule, intimidation, threats, mental abuse, and withholding food, water, rest, toileting, medication, shelter, clothing, or aids to functioning are prohibited. A child will not be locked in a room. Physical intervention is not a routine discipline method and may be used only to protect immediate safety consistent with law, licensing, and training.

## **10.7 Early Intervention and Continued Enrollment**

When a child needs more support than ordinary guidance provides, the Academy may create an Early Intervention Plan identifying strengths, concerns, strategies, goals, family responsibilities, referrals, and a review date. Families are expected to participate. When safety, learning, staffing, or the child's needs cannot be appropriately supported after reasonable efforts, the Academy may require services, adjust the schedule, suspend care, or recommend or require another placement.

# **11. Parent Communication & Documentation**

## **11.1 Procure**

Procure is the Academy's primary communication and billing system. Families use it to sign in and out, message staff, report absences, receive announcements, review billing, update authorized pickup persons, and receive daily information regarding activities, meals, rest, behavior, learning, and overall care.

## **11.2 Parent Communicator Folder**

Each child uses a communicator folder for homework, progress information, newsletters, flyers, notices, forms, and classroom communication. Families must check it daily, remove completed materials, sign or return requested items, and send it back as directed. A replacement folder is subject to a \$5 fee.

## **11.3 Ouch Reports and Incident Communication**

An Ouch Report documents a minor injury, bite, bump, scrape, fall, or similar event. It records available facts and care provided; it is not an admission of fault. Families should review the report, ask questions promptly, follow any monitoring instructions, and acknowledge receipt when requested. Reports involving other children protect confidentiality and will not identify another child.

## **11.4 Communication Path**

1. Use Procure for routine questions, updates, and teacher communication.

2. Schedule a conference when a concern requires more than a brief arrival or departure conversation.
3. Contact the Executive Director when a matter is urgent, involves safety, or remains unresolved after teacher communication.
4. Allow reasonable time for staff to review records, speak with people involved, and provide a thoughtful response.

## 12. Parent Conduct

Mary Carol Academy is committed to maintaining a respectful, safe, structured, and supportive environment for all students, families, staff, and visitors. Parents, guardians, authorized pickup persons, and guests are expected to follow the standards below while on campus and when communicating with the Academy.

### 12.1 Respectful Communication and Conduct

Parents, guardians, and authorized individuals must:

- Treat all staff members, students, families, ministry partners, and visitors with courtesy, respect, and professionalism.
- Refrain from aggressive, hostile, threatening, confrontational, or inappropriate behavior or language in verbal, written, electronic, or physical communication.
- Limit cell phone use while entering classrooms, during arrival and dismissal, and when communicating with staff. Adults must remain attentive to children and their surroundings.
- Follow Academy policies, campus procedures, safety requirements, and reasonable directions provided by staff or administration.
- Address questions and concerns respectfully through the appropriate communication channels.
- Support the Academy's efforts to maintain a structured, safe, peaceful, and productive learning environment for every child.

### 12.2 Noncompliance and Disruptive Behavior

Behavior that disrupts Academy operations, creates a hostile environment, interferes with staff responsibilities, or affects the safety and well-being of the school community will not be tolerated.

Prohibited conduct includes, but is not limited to:

- Repeatedly disregarding Academy policies or procedures.
- Refusing to follow reasonable directions from staff or administration.
- Engaging in confrontational behavior toward staff members, children, families, ministry partners, or visitors.
- Creating unnecessary conflict, tension, or disruption within the Academy community.
- Spreading misinformation or rumors or engaging in harmful gossip.
- Threatening, intimidating, harassing, or verbally abusing another person.
- Photographing, recording, or livestreaming staff members or children without authorization.
- Interfering with classroom instruction, supervision, arrival, dismissal, or normal Academy operations.

### 12.3 Complaints and Concerns

Mary Carol Academy values open communication and encourage families to share questions or concerns when they arise.

Families should:

1. Schedule a meeting with the appropriate teacher or administrator.
2. Clearly and respectfully explain the concern and provide relevant information.
3. Allow staff reasonable time to review records, speak with the individuals involved, investigate the matter, and provide a response.
4. Follow the Academy's formal communication or review procedures when additional administrative attention is needed.

Concerns will be handled as confidentially as reasonably possible and addressed in a timely manner. Complete confidentiality cannot be guaranteed when information must be shared to investigate a concern, protect a child, comply with licensing requirements, or fulfill a legal reporting obligation.

Complaints presented through threats, harassment, confrontation, disruption, or abusive communication may be paused until the concern can be communicated appropriately. Urgent health and safety concerns will always be addressed immediately.

## **12.4 Corrective Action and Termination of Enrollment**

When the conduct of a parent, guardian, authorized person, or guest becomes disruptive, unsafe, hostile, or detrimental to the Academy community, Mary Carol Academy may take appropriate action, including:

- Issuing a verbal or formal written warning.
- Requiring a parent to conduct agreement or behavior contract.
- Requiring communication to occur through a designated administrator or approved method.
- Restricting access to certain campus areas, classrooms, events, or staff members, consistent with applicable law and licensing requirements.
- Requiring an alternative authorized adult to complete arrival or dismissal.
- Suspending services while a serious concern is reviewed.
- Immediately terminating the child's enrollment when the seriousness of the conduct or safety risk warrants such action.

The Academy is not required to follow every corrective step in order. The response will depend on the severity, frequency, circumstances, and potential impact of the conduct.

These expectations protect the safe, respectful, and professional environment children need to learn and grow.

## **12.5 Parent Visitation and Classroom Access**

Mary Carol Academy respects parent visitation rights while also protecting classroom instruction, student confidentiality, supervision, and campus safety.

## **12.6 Classroom Visits and Observations**

Parents and authorized representatives have the right to enter and inspect the childcare facility where their child is receiving care during normal operating hours in accordance with California Community Care Licensing requirements.

Parents are encouraged to schedule classroom visits in advance when possible so staff can minimize disruption and prepare for the visit. Advance scheduling is encouraged but is not required for a parent or authorized representative exercising applicable visitation rights.

Visitors must follow all sign-in, identification, health, safety, supervision, and confidentiality procedures. Visitation may not interfere with the care, instruction, privacy, or supervision of children.

## 12.7 Parent Participation and Volunteering

Parent visitation is different from volunteering, participating in classroom activities, conducting an extended observation, or remaining in the classroom for an extended period.

Classroom participation and volunteering must be scheduled in advance through the Academy Office. Advance scheduling allows the Academy to protect classroom routines and maintain appropriate supervision, staffing, space, confidentiality, and safety requirements.

Parents may not bring additional visitors, family members, children, or guests into classrooms without prior administrative approval. Everyone entering for participation or observation must be authorized by the Academy and follow required identification and sign-in procedures.

Mary Carol Academy may limit, redirect, or reschedule classroom participation when necessary to protect children, preserve confidentiality, maintain supervision, or prevent disruption to the learning environment.

## 12.8 Outside Services

The Academy Office must be notified in advance when a child will receive an outside service on campus, including therapy, assessment, evaluation, behavioral support, developmental services, or another professional service.

All outside service providers must:

- Schedule visits through the Academy Office.
- Check in upon arrival.
- Present identification and verification of the organization or agency they represent.
- Provide any required authorization, consent, clearance, or service documentation.
- Follow Academy confidentiality, health, safety, and campus procedures.
- Conduct services in a designated area outside the classroom unless classroom access has been approved by administration.

These requirements minimize disruption to instruction, maintain appropriate supervision, and protect the privacy of every student.

## 12.9 Arrival and Dismissal

Parents, guardians, and authorized pickup person are expected to complete arrival and dismissal promptly.

To maintain safe supervision and smooth transitions:

- Adults may not remain in classrooms during routine arrival or dismissal unless authorized by staff.
- Lingering in classrooms, hallways, the Welcome Square, or other transition areas is not permitted.
- Conversations with teachers during arrival and dismissal must remain brief.
- Questions requiring detailed discussion should be sent through Procure or addressed during a scheduled meeting.
- Adults must supervise children in their care while entering or leaving the campus.
- Children must be transferred directly between the authorized adult and Academy staff.

These procedures support calm transitions, protect instructional time, and allow staff to remain focused on the supervision and care of all children.

## 13. Licensing & Parent Rights

Mary Carol Academy operates subject to California Community Care Licensing requirements applicable to its licensed program. The Academy maintains required records, staffing and supervision standards, health and safety practices, and reporting procedures.

Parents and authorized representatives have rights under applicable California law and licensing regulations, including the right to enter and inspect the childcare facility where their child is receiving care during normal operating hours, subject to safety procedures and lawful limitations. Visitors must check in, protect child confidentiality, and avoid disrupting instruction or supervision.

The Academy may be required to report suspected child abuse or neglect, certain injuries, unusual incidents, outbreaks, or other events to licensing, law enforcement, public health, or another authorized agency. Staff cannot promise confidentiality when reporting is legally required.

Current licensing notices, parent-rights forms, emergency information, and other required postings are maintained at the facility. Families should direct licensing questions to the office or to the agency contact listed on the posted notices.

## 14. Uniforms, Dress Code, Hair, Jewelry & Footwear

The uniform supports school identity, readiness, safety, and fewer distractions. Clothing must fit properly, allow movement, remain appropriately positioned, and be clean and in good condition.

| Day             | Bottoms                                             | Top / Layer                                         | Footwear                                    |
|-----------------|-----------------------------------------------------|-----------------------------------------------------|---------------------------------------------|
| Monday-Thursday | Navy pants, shorts, girls' skirt, jumper, or romper | White, or hunter green, polo; navy cardigan sweater | Closed-toe, secure athletic or school shoes |
| Friday          | Jeans or school-appropriate shorts                  | School-logo T-shirt                                 | Closed-toe, secure athletic or school shoes |

Skirts, jumpers, and rompers must allow safe, modest movement. Shorts worn under skirts are encouraged for active play. Sandals, open-toe shoes, slides, slippers, high heels, and shoes that do not remain securely on the foot are not permitted.

### 14.1 Extra Clothing

Keep one complete extra uniform in the student's cubby and another complete change of clothing in the backpack. Update sizes and seasonal items as the child grows. Clearly label uniforms, sweaters, jackets, underwear, socks, shoes, blankets, backpacks, lunch items, water bottles, and folders.

### 14.2 Hair, Beads, Jewelry, and Cosmetics

- Hair must be clean, safely secured when needed, and styled so the child can see, move, rest, and participate.

- A full-head color change or bold hair color that becomes distracting to the learning environment is not permitted.
- Beads and accessories must be securely attached and must not be loud, excessive, distracting, or a choking hazard.
- Jewelry should be minimal. Small earrings or studs are permitted. Dangling earrings, large hoops, necklaces, bracelets, rings, and valuable items should remain at home.
- Makeup, cosmetic products, and long or unsafe artificial nails are not appropriate for preschool.

### 14.3 Personal Belongings

The Academy is not responsible for lost, damaged, or stolen personal items. Toys, electronics, money, candy, and distracting or unsafe items should remain at home unless requested for an approved activity.

## 15. Family Partnership: The Village at Work

A student's success is strongest when home and school pull in the same direction. The Academy Village is not a slogan—it is a shared commitment. Teachers provide instruction, structure, observation, and communication. Families reinforce attendance, reading, homework, behavior expectations, healthy routines, and respect for the learning process.

| Academy Commitment                                              | Family Commitment                                                                            |
|-----------------------------------------------------------------|----------------------------------------------------------------------------------------------|
| Teach intentionally and communicate learning goals.             | Review Procare and the communicator folder every day.                                        |
| Provide quarterly assessments and progress reports.             | Attend conferences and respond to requests by the stated deadline.                           |
| Guide behavior with dignity, structure, and consistency.        | Reinforce school expectations without speaking negatively about staff in front of the child. |
| Share health, safety, academic, and behavior concerns promptly. | Keep records current and communicate changes early.                                          |
| Offer reasonable support and referral when needs arise.         | Follow through with agreed strategies, homework, referrals, and outside services.            |

Families may be invited to conferences, workshops, classroom events, performances, field trips, volunteer opportunities, church or ministry events, and other community activities. Participation in church events is welcomed but is not a condition of enrollment.

Volunteer or extended classroom participation must be scheduled through the office and comply with identification, clearance, confidentiality, supervision, and safety requirements.

**Signature Page to Follow**  
**Detach and Return After Signing**

## Parent Handbook Agreement

My signature confirms that I received, read, and understand the Mary Carol Academy Parent Handbook, Admission Agreement, current fee schedule, annual calendar, classroom information, and related policies. I understand that I may ask for explanation before signing.

I agree to follow Academy policies, use Procure, maintain current records, make timely payments, support attendance and homework, follow arrival and dismissal procedures, communicate respectfully, and partner with staff regarding my child's learning, behavior, health, safety, and development.

I understand that policies may be updated to comply with law, licensing requirements, public-health guidance, facility needs, or program operations. If this handbook conflicts with applicable law or a signed Admission Agreement, the controlling legal requirement or signed agreement will govern.

| Acknowledgment                         | Signature | Date |
|----------------------------------------|-----------|------|
| Child's full name                      |           |      |
| Parent/Guardian name (print)           |           |      |
| Parent/Guardian signature              |           |      |
| Second Parent/Guardian (if applicable) |           |      |
| Second Parent/Guardian signature       |           |      |
| Academy representative                 |           |      |
| Date received                          |           |      |

