



Family Handbook

July 2023



WELCOME

Dear Families,

We welcome you and your child to our family! We are honored that you have chosen Cadence Education® to care for and to educate your child. We know what an enormous decision it is to leave your child in the care of others. Our brand promise is to *“Provide families with peace of mind by giving children an exceptional education every fun-filled day in a place as nurturing as home.”* We look forward to providing that experience for your child, and to providing to you the comfort and confidence that comes with knowing your child is in a nurturing environment.

It is a privilege to have the opportunity to care for your child, and to be a part of his or her learning and growth. We will work hand-in-hand with you along the way. Please reach out to us with any questions or concerns at any time.

Sincerely,

Your Cadence Education® Team

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PHILOSOPHY & PROMISE

“Provide families with peace of mind by giving children an exceptional education every fun-filled day in a place as nurturing as home.”

Cadence Education® schools provide a variety of learning experiences, both indoors and outdoors. We believe that children learn best through hands-on activities. Our teachers will provide your child with the materials, freedom and support to learn at his or her own pace. Activities are child-directed and are developed from the children’s interests and abilities. We encourage an awareness of others and positive peer relationships. We will work with you to help your child develop a love of learning and the highest sense of self-esteem.

EXCEPTIONAL EDUCATION

Cadence Education® schools use an expertly developed curriculum refined over the years to give every student skills and confidence for the next step in his or her life.

- Our **Kind Child Culture** emphasizes social skills, courtesy, and internal values.
- **Kindergarten Club** prepares pre-kindergarten students with key skills to excel in problem solving, mathematics, reading/writing, social studies, and science.
- **Advanced Readiness** – nearly two out of three Cadence Education® students tested at an advanced Kindergarten readiness level.
- **Satisfied Families** – Our Families regularly share that they believe our teachers are exceptionally competent and genuinely concerned for each student in their care.
- **"Fun-Filled Days"** – Everybody learns better when they’re having fun. Cadence Education® schools make it happen every day by encouraging laughter, introducing frivolity and celebrating silliness. Children are amazing at catching our energy and creating memorable “events.”

NURTURING, HOME-LIKE ENVIRONMENT

Cadence Education® provides peace of mind to families. Our parents know their children are getting the finest education from nurturing professionals who make a child’s well-being – physical, emotional, and social – top priority. Simply put, our teachers care for your children as if they were their own.

ENVIRONMENT

Children flourish in home-like environments where they feel comfortable. We know the effects of lighting, colors, smells, sounds, surfaces, and spaces and optimize each school with a décor to encourage physical and emotional excellence. The effects are evident as visitors immediately feel the difference at our schools. The nurturing, home-like environment cultivated in our schools will support and facilitate your child’s home-to-school transition.

MENUS

Many of our schools offer lunch and/or snacks; some schools also offer breakfast (please see your School Director for offerings at your specific school). We carefully plan and test healthy menus children enjoy, that feed their bodies for growth and performance. Please check with your School Director for specific offerings at your school.

MEANINGFUL COMMUNICATION

Meaningful communication is essential when teaching children outside of the home. As parents ourselves, we understand that trust is the foundation for confidently allowing children to spend the day with others.

We provide:

- Information and photos through our online parent communication resource
- Skill-based curriculum
- Developmentally appropriate progress reports

FACULTY

OUR EDUCATORS

Each child's interests and growth are different. Our professional teachers recognize and respect the needs of each individual child. Cadence Education® strives to hire Certified teachers and actively recruits educators with a bachelor's degree or above. Each teacher is encouraged to continue their education in early childhood and to excel in his/her chosen field.

ADMINISTRATION ORGANIZATION

Cadence Education® schools are owned by Cadence Education® based out of Scottsdale, Arizona. Cadence Education® was established in 1969 and is one of the largest early childhood education organizations, with nearly 300 locations across North America. Throughout that time, Cadence Education® has earned a reputation of providing premier care, excellent educational programs and a love of learning to over 30,000 children each day.

Our Regional Directors and Area Managers support the day-to-day activities of the schools and are in constant contact with School Directors.

Within each school is a management structure created to provide multiple layers of supervision, support, and training, as well as to assure that all regulations are being followed.

School Directors are responsible for hiring, training and supervising all faculty members. The School Director is also responsible for overseeing adherence to licensing regulations and guidelines, monitoring of health and safety procedures and standards, as well as the overall daily operations of the school. Many schools have Co-Directors or Assistant Directors who share these duties. Please be sure to speak with your School Director or Assistant Director if you have any questions or concerns.

NON-DISCRIMINATION ACT

We welcome students of any race, color, creed, and national origin regardless of disability, toileting ability, sexual orientation, gender, and political or religious beliefs.

PROGRAMS

Cadence Education® uses a "Whole Child" approach that develops your child's cognitive, physical, social-emotional, and creative abilities. Each month, teachers focus on developing specific skills several learning domains: Literacy, Mathematics, Science & Sensory, Physical Fitness, Creative Expression, Kind Child, and Cultural Understanding.

How is the Cadence Education® program different from your previous curriculum and better than what is offered at other preschools? Children don't learn at the same pace or in the same way. Cadence Education® offers a balance of structure and flexibility, and enables teachers to individualize instruction to accommodate the interests and learning styles of each student. Your child's teacher is more empowered to introduce skills in the learning domains through small group instruction, progressively, age-appropriately, and at a more individualized pace that allows for development of skills over time and through repetition. The result is your child is even more engaged, supported, challenged and having fun while his or her independence and creativity soar.

Infants:

We believe that learning starts at birth. Our Infant Program provides a safe, nurturing and stimulating environment. Each child's interests and growth are different, and our teachers recognize and respect the needs of each individual child. Our teachers provide age-appropriate curriculum for each child's development such as sitting up, crawling, walking, "talking" as well as simple art projects, Baby Sign Language and opportunities for exploring their world. Along with the hugs, one-on-one attention and play, our rooms have toys and equipment to support your baby's ever-changing needs.

Toddlers:

Toddlerhood is an exciting stage in a child’s development. It is a time when language, social, physical and cognitive skills begin to flourish. Toddlers are learning during every moment of their day, using all of their senses to explore. Cadence Education® has developed its own Young Toddlers and Older Toddlers based on our extensive experience of what these young explorers are learning. Both of these programs focus on fostering social skills, language development, self-help, and early math and science concepts. They use a “hands-on” multi-sensory approach that are positive role models demonstrating manners, awareness of others, recognizing emotions and self-regulation. These programs engage our active toddlers with movement songs during circle time and with a sign-language program that will support vocabulary development. The Older Toddler program will build on the basics from the Younger Toddler program, which then flow seamlessly into our Preschool program.

Preschool:

The Preschool program is based on social skills development which is essential for success in each phase of life. Being proud of oneself and feeling successful within a group setting lends itself to succeeding academically in school. Additionally, the program provides an academic foundation that prepares children for later learning in the areas of literacy and math, bridging learning to our Preschool and Pre-Kindergarten programs.

Our Preschool Program is a comprehensive program developed for preschoolers that has activities in all areas of learning: Language, Math, Science, Social Studies, Music & Movement as well as Social Development.

Pre-Kindergarten:

Our Pre-Kindergarten Program has resulted in nearly two out of three Cadence Education® students testing at an advanced Kindergarten readiness level. Our Pre-Kindergarten children begin to develop important literacy skills such as letters, phonemic awareness, pre-reading, writing and listening. In addition, math, science, physical fitness, cultural awareness and social development are all included in our weekly lesson plans.

Midway through the school year, our Pre-Kindergarten students will begin participating in Kindergarten Club. Kindergarten Club prepares Pre-Kindergarten students with key skills to excel in problem-solving, mathematics, reading/writing, social studies, and science.

KIND CHILD CULTURE

Our Kind Child program is used with all ages and is designed to incorporate kindness and respect into everyday life. Through deliberate language, actions and activities, teachers’ role model and reinforce what it means to respect yourself, others and our communities. From manners to diversity, and everything in between, we believe it is never too early to start teaching “kindness.”

SUMMERTIME & SCHOOL-AGE CHILDREN

We have designed an enrichment program during the summer months for our Pre-Kindergarten classrooms, as well as Kindergarten and/or school-age children, which is available at many Cadence Education® schools. This program is a combination of traditional summer camp-like activities based on educational themes and a continuation of our daily routine of hands-on learning. Activities will include arts and crafts, sports and games, water play and visits from local experts in a variety of areas such as firefighters and animal caregivers. Please see your School Director regarding availability at your school.

PARENT INVOLVEMENT**COMMUNICATION**

Communication between parents and your school is a key ingredient for a successful experience for your child and family. We will communicate with each other often through:

- Personal conversations
- Telephone conversations
- Conferences
- Personalized daily notes and photos shared through a parent engagement app

- E-Mails from the school management
- Postings with reminders and event dates
- Parent Bulletin Board
- School Facebook Page or other social media venue

These are all communication tools used to keep you informed and involved.

Effective communication between teachers and parents is of utmost importance in promoting the learning and development of young children. Our teachers strive to provide the best service for your family, so feel free to communicate any questions, concerns or suggestions you may have directly with your child’s teacher. If you share a question or concern and it is not successfully resolved by communicating with your child’s teacher, please speak to your School Director. If your questions or concerns are not addressed to your satisfaction, please put your concern in written form and submit it to your school’s Regional Director.

We welcome the opportunity to meet with you at any time! Please do not hesitate to request a parent-teacher or Parent-School Director meeting.

A NOTE ON SOCIAL MEDIA

While Cadence Education® recognizes and uses social media to communicate with our families and staff, we kindly ask parents to refrain from “friending” Cadence Education® employees on Facebook or other social media outlets. We encourage families to connect using social media – but ask that they refrain from forming groups using the Cadence Education® name. We respectfully ask that, if there are any questions or concerns, parents speak directly with your School Director or Assistant Director rather than using social media so we can work together to resolve questions or concerns with you. Posting any photos or video of any children other than your own on social media is prohibited. Please refrain from posting any photos or video of any school events or of children in attendance at Cadence Education® schools on social media.

CADENCE CARES - COMMUNITY OUTREACH

Cadence Education® strives to serve as an important role model, along with our families, in encouraging altruism in the children in our care. As part of this mission, we make a difference in the lives of children beyond our school by partnering with our families to conduct charity drives throughout the school year to benefit different organizations (for example, our annual St. Jude Trike-A-Thon). We hope you will join us in supporting families in need and serving as a role model for your children!

POLICIES & PROCEDURES

ORIENTATION

The School Director will set a meeting with you prior to your child starting at your school. During this meeting, a Director will sit with you and review the registration process, along with this Family Handbook, to ensure that you feel well informed about our policies. You have been provided this Family Handbook which explains in writing our statements of purpose, financial responsibilities, services, referral policy, and other various policies and procedures, such as for scheduling parent conferences, for giving input, and for those relating to your child’s records, health and safety. This Family Handbook may be updated periodically, at our discretion, at which time, families will be notified of the update and will be required to review and acknowledge the updated Family Handbook.

Please be sure to read and understand our policies. If you have any questions, please ask your School Director.

ACCLIMATING YOUR CHILD TO THE SCHOOL

Going to a new school is a very exciting experience for children, but it can also be a challenging time for them and you. New faces, new routine and the fear of the unknown all come into play. To make the transition into school a smooth one, we recommend the following:

Before Their Official Start Date:

- Introduce your child to the school gradually. Driving by the school and mentioning the names of the new faces is a way to introduce the school.
- You and your child are invited to visit your child's classroom and playground as often as you like prior to your child's enrollment. These transitional visits allow your child to become familiar with their new teachers, friends and surroundings. We strongly recommend it. It will also reassure your child that you feel positive and confident about them being here, as well as give you, the parent, time to adjust to the new surroundings of school. Typical transition visits last between 1-2 hours.

Once Your Child Has Started:

- During the first few weeks, arrive early to allow time for you to stay with your child while he/she explores the classroom.
- Gradually move out of the room. Be sure to let your child know that you will return to pick them up.
- Always say good-bye to your child. Leaving without telling your child makes it difficult for him/her to trust you will be back.
- Children are very intuitive about their parent's feelings. Please remain positive even if your child begins to cry. Your child will be comforted by the teachers and encouraged to join in activities.
- Children sometimes settle into the room quickly for the first few days. New toys and activities keep the child absorbed. Difficulty with separation may occur a few days later when the child becomes more aware of the separation. **The adjustment period is different for each child.** Our staff will assist you and your child in making the new environment a positive one.

Please keep in mind that it is normal for children to go through a period of adjustment. Being away from home and being able to accept changes are a part of each child's growth. You can help with this adjustment period by allowing the first few days of school to be as relaxed as possible. Please feel free to call the school to discuss any concerns.

ABSENCES/TARDIES

Please call us if your child is going to be absent regardless of the reason as we become concerned if your child is unexpectedly not at school. Similarly, if your child is going to be arriving late, please let us know. Having this information helps us coordinate staffing and meals.

SIBLING CARE DURING PUBLIC SCHOOL VACATION/HOLIDAY DAYS

Many Cadence Education® schools can also accommodate siblings or former Cadence Education® families with care during school vacations or closings. Please speak with your School Director in advance for specific rates, availability and requirements.

FIELD TRIPS

Many of our schools facilitate field trips for the children and transport the children to and from such field trips, either in school vehicles or by a private bus company. Written permission will be obtained for every field trip from a parent or legal guardian. A child will not be transported without the proper enrollment documents and or field trip permission forms. Children cannot be dropped off or picked up from a field trip.

TRANSPORTATION

Parents are responsible for the transportation of their children to and from our schools.

If you are contracting with a third party for the transportation of your child, a separate written authorization by a parent or guardian is required to release a child to a school or private bus company. Please clearly communicate to the bus company that **they must physically pass the child to one of our staff members.**

At some Cadence Education® schools, transportation is provided to area schools. ***It is the parent's responsibility to notify the School Director if their child will be dropped off or picked up at the elementary school and will not need our transportation. If there are repeated occurrences of not notifying us about changes in your child's pick-up schedule, it could result in termination of services.***

If a child(ren) is/are scheduled for morning drop off to their elementary school by a Cadence Education® school, it is the parent's responsibility to have the child(ren) at our school before the scheduled time of the bus departing. If the child(ren) is/are not there at the scheduled bus departing time it will be the parent's responsibility to transport their child to the elementary school.

If a child(ren) is/are scheduled for afternoon pick up from their elementary school by Cadence Academy, we will not leave the elementary school until all scheduled children are accounted for and or are on our bus. If a child that is scheduled to be picked up is not present, the bus driver will immediately call the school, the elementary school and/or the parent or legal guardian until he/she reaches someone regarding the child's whereabouts.

SUPPLIES – WHAT TO BRING TO SCHOOL

Parents are asked to provide the school with the following as a part of your child starting with us. Please label all items with your child's first and last name and refrain from leaving bags or backpacks at the school.

Infants:

- Diapers and wipes (Requirements in this category are school-specific. Please check with your school for specific requirements.)
 - Diaper creams and ointments (as needed). *We are unable to allow homemade diaper creams and ointments in our school, so please plan accordingly. Please check ingredients for possible nut allergens including coconut products.*
- Complete changes of clothing
- Only approved sleep sacks may be used for naptimes (no blankets are allowed in cribs). Sleep sacks must fasten under the arms, be restraint and swaddle free, and be no thicker than a regular-weight piece of clothing. Quilted, heavyweight, shearling, weighted or outdoor winterweight fabrics are prohibited as these products contribute to the SIDS risk factor of overheating. The use of sleep sacks will not be permitted in states where childcare licensing regulations prohibit their use. *Please do not bring in swaddle-blankets (even with arms) as swaddling is not allowed per licensing requirements and/or Cadence policy. Please note that some schools provide sleep sacks and do not allow parents to bring them from home – please see your School Director for specifics about your school.*
- Appropriate outdoor seasonal wear, as we do bring babies outside (weather permitting). This would include:
 - Spring / Summer items such as sunglasses, sun hat and bathing suit. If age appropriate, please include non-aerosol sunscreen and bug spray.
 - Winter gear including hat, mittens and snowsuit.
- Bottles/bottle liners (bottle liners are not permissible in some states – please see your School Director)
- Formula and/or breast milk (please speak with your School Director for specific preparation instructions)
- Pacifiers – if required by your child. Nothing attached to it please.
- Baby food including cereal (cereal is not permitted in MS or TN schools) must be labeled with your child's FULL NAME (please do not provide glass baby food jars)

Toddlers and Preschoolers:

- Diapers/Training pants/underpants (if applicable)
- Diaper creams and ointments (as needed). Please be sure to check ingredients for possible nut allergens including coconut products. *We are unable to allow homemade diaper creams and ointments in our school, please plan accordingly.*
- Crib sheet for rest mat (sheets are provided at some schools – please see your School Director)
- Lightweight blanket – crib size only (blankets are provided at some schools – please see your School Director)
- Complete changes of clothing (more if your child is toilet training – please see our Toilet Training section)
- Appropriate seasonal outside clothing:
 - Winter Gear: Hat, mittens, snow pants, and boots (if applicable)

- Summer Gear: Sun hat, water shoes, bathing suit, bath-sized towel, and non-aerosol sunscreen and bug spray

Please check ingredients on any sunscreen, moisturizers and the like for possible nut allergens - including coconut products.

Pre-Kindergarten:

- Crib sheet for rest mat (sheets are provided at some schools – please see your School Director)
- Lightweight blanket – crib size only (blankets are provided at some schools – please see your School Director)
- Complete change of clothing
- Appropriate seasonal outside clothing:
 - Winter Gear: Hat, mittens, snow pants, and boots (as applicable)
 - Summer Gear: Sun hat, water shoes, bathing suit, bath-sized towel, and non-aerosol sunscreen and bug spray

Please check ingredients on any sunscreen, moisturizers and the like for possible nut allergens - including coconut products.

MORE ON CLOTHING

School is a place for children to explore and to have fun! All children should wear comfortable clothes that do not inhibit physical activity. Outdoor play and messy art activities are part of the everyday curriculum in each classroom. Please dress your child accordingly. Our teachers are trained to make sure that all children’s clothing is free of potential choking hazards including necklaces, strings or laces. Potential hazards will be removed and sent home at pick-up.

Sneakers or durable, completely closed off, rubber soled shoes are necessary to ensure safe play. Sandals, Crocs, shoes with open sides and non-rubber soled shoes are not permitted in our schools.

To keep track of each child’s personal items, we ask that you permanently label ALL items brought into school with your child’s first and last name. Cadence Education® is not responsible for missing clothing or personal belongings.

Clothing must be labeled to be laundered at the school. However, any clothing that has been soiled with feces, blood or vomit will be placed in a plastic bag, sealed, labeled with your child’s name and will be sent home with you for laundering. Please note that not all schools have laundering capabilities – please see your School Director for details about your specific school.

LOST AND FOUND

Periodically, we collect unlabeled, unclaimed clothes for parents to re-claim. When clothes are left unclaimed, they are donated to local charities. Please ask at the front desk for the location of the lost and found bin.

ITEMS FROM HOME

We understand that children, like adults, find comfort in familiar objects. If your child has a “lovie” or a comfort toy that helps make the day easier, it is welcome at school. Items from home are very special to children. If your child chooses to bring an item from home to the school, we request the following:

1. The item must fit in your child’s cubby.
2. Fragile items must stay at home. In a group setting they could get damaged. This includes any electronic play item. (See below under “items not allowed at Cadence Education® Schools.”)
3. Toy weapons and/or war toys are not allowed.
4. Items should be labeled with your child’s full name.
5. The children can use items from home during free play and at rest time if appropriate. We request that you follow specific classroom rules regarding toys as well.
6. No items are allowed in cribs with infants.

Parent Tip – Get TWO of your child’s “lovies” – One for home and one for school. This will avoid having to remember to transport it to and from school.

ITEMS NOT ALLOWED AT CADENCE EDUCATION SCHOOLS

Nuts

ALL Cadence Education® locations are “Nut-Restricted” schools – which means that families bringing items into school must refrain from bringing in food and/or other products that contain nuts. This includes any dairy substitutes such as almond milk, as well as lotions (such as sunscreens and moisturizers) that may have nut extracts in them (such as almond or coconut oil). Please check the ingredients for possible allergens.

If there is a need for a milk substitute for a child, we ask that parents honor our nut-restricted policy and NOT bring in any milk that contains nut products like almond milk. Soy, rice or oat milk are permissible, non-dairy substitutes. A daily supply labeled with the type of milk, your child’s full name and date should be brought to school each day.

Drugs/Alcohol

Alcohol, tobacco, cannabis and/or illegal drugs are not permitted on school property.

Jewelry

We ask that children do not wear jewelry to school. Jewelry can become caught on equipment or break and become a safety hazard. This includes teething necklaces and “Silly Bandz” - the rubber-band bracelets. These rubber bands can break easily and become a choking hazard to other young children in our school.

Metallic Art Items

We ask that families refrain from bringing in any metallic-based art items. Metallic stickers and metallic glitter are serious hazards to young children, if swallowed. Cadence Education® does not use these products in any of its projects.

Electronics

We ask that all electronics including telephones, iPods, iTouch, iPads, tablets, Nintendo DS games and electronic readers or like items remain at home. These items can be easily broken in a group setting or become a classroom distraction, especially during rest time. Our schools offer plenty of opportunities for learning and fun – even during rest time – without these items coming to school.

Thank you for your adherence to these policies to help keep all children in our care safe!

POLICY PROHIBITING FIREARMS AND WEAPONS ON SCHOOL PROPERTY

Cadence Education® is committed to providing a safe and secure environment for its students, their families, employees, and visitors by prohibiting the possession of firearms and other weapons on School property.

This Policy applies to all employees, students, student families, vendors, and visitors to the School. Possessing a firearm or weapon (concealed or otherwise) while on School property is strictly prohibited.

This Policy does not apply to (i) law enforcement officers who are required to carry a weapon or firearm as a condition of his or her employment, (ii) external government agency officers required to carry a weapon or firearm while conducting official business at the School or (iii) private security firms or individuals hired by the School while providing security services at the School.

Any person who violates this Policy will be required to leave the School and may be permanently banned from School and/or referred to law enforcement.

SAFETY REMINDERS FOR PARENTS

We do everything possible to keep children safe while in our care. We ask for your assistance with this – especially during drop-off and pick-up times with the following reminders:

- *Please check your pants and coat pockets for loose items that could fall out – especially pills (including vitamins, over the counter or prescription medications), nail clippers or other sharp objects.*
- *We ask that you please do not hold the coded front door for others as you arrive and leave the school.*
- *As hot beverages pose a scalding and/or allergen hazard, we ask that you please refrain from taking tea, coffee and/or other heated beverages into the classrooms.*

BIRTHDAYS

We enjoy celebrating birthdays in school with the children. Please speak with your School Director for guidance if you would like to bring something in to share for your child's birthday.

HOLIDAY CELEBRATIONS

We actively celebrate and learn about holidays in our Preschool and Pre-Kindergarten classrooms, as developmentally appropriate. Holidays may be touched upon as the children show interest in learning about these celebrations. The curriculum themes will focus on the basic concept of these celebrations.

Please let us know if you would like to share some of your traditions with the classroom, regardless of your child's age. If your family's beliefs do not permit participation in holiday celebrations, your child's teachers will work together with you to create satisfactory alternatives for your child.

FOOD TO SHARE

Food brought to school to share (such as for birthdays and holidays) must be store-bought, rather than homemade.

CULTURAL DIVERSITY

Cultural diversity is respected in all our classrooms and celebrated through our Kind Child Program. If you are able to assist teachers with curriculum about a certain culture through sharing books, songs, recipes and traditional activities, we would be grateful for your support. We also invite you to come into the classroom and share an activity or read a book that is special to you and your child. Exposure to new customs and materials is a learning experience for us all, and the children get very excited to have parent visitors!

CLASSROOM PETS

The addition of a classroom pet can be a wonderful learning experience for children. Cadence Education® Preschool and Pre-K classrooms MAY have a classroom pet. Pets may include fish, hamsters, guinea pigs, hermit crabs and frogs.

REST POLICY

Our rest policy is as follows:

The children are given an opportunity to rest in an area that is designed to minimize noise and disturbance. For safety purposes, the lights will not be extinguished during rest time. Teachers will comfort your child by sitting next to them if they have difficulty resting. Your child will be allowed the amount of rest, quiet activity or sleep needed. The length of this quiet period will be appropriate to the needs of your child.

Children who do not fall asleep are offered quiet games, books or coloring materials to use on their mats or quiet table activities. *If children regularly do not nap, they may be offered items sooner.* Children can also use rest-time items from home. As with every other aspect of our program, Cadence Education® will work with you to meet your child's individual needs. Infant's naps are based on individual schedules.

For older children who do not typically nap, teachers and parents have the option of providing quiet nap-time activities. We suggest a small bag that can fit in the child's cubby easily. Suggested items include books, coloring books with crayons, small puzzles or other small quiet toys. Again, all items should follow our toy guidelines (see "Items from Home" above – no electronics please), be labeled and stored in their cubbies when not in use.

For Infants, please note the following naptime regulations:

- Every child under one year of age is placed on his/her back for sleeping.
- Swaddling of infants is not allowed under any circumstances.
- Any child placed in a crib may not be given, nor the crib contain, any padded or soft material – such as pillows, comforters or stuffed animals.
- Infants are required to sleep in cribs, sleeping in infant equipment such as a swing or bounce seat is not permitted. If your infant falls asleep in a piece of equipment, they will gently be moved to their crib.

SUPERVISION

During drop off and pick up, you are responsible for the supervision of your child at all times. This includes in the hallways, indoor play spaces and the classrooms.

- Please help us keep your child safe by not letting them climb on equipment or be out of your field of vision **AT ANY TIME.**
- Please do not allow your child to take equipment out of classrooms.
- **Please hold your child's hand when exiting the school. Parking lot safety is very important.** We all want to avoid children running ahead of parents out into the parking lot where an accident may be waiting to happen!

VIDEO TAPING & PHOTOGRAPHING

Parents often request to video or photograph their child along with their classmates during classroom celebrations and special events at the school. Please understand that Cadence Education® cannot guarantee that no photos will be taken of your child during group events.

VIDEO SURVEILLANCE

Many of our schools utilize cameras that monitor a variety of locations at the schools for safety, quality assurance and training purposes. Due to privacy regulations, footage from these cameras may not be viewed by parents or guardians except in extreme circumstances. Video requests should only be submitted in situations where it is absolutely necessary in order to resolve an issue and must be made within 48 hours of the incident or event. Cadence makes no guarantee that requested video will be available.

RELEASE OF CHILDREN

It is imperative that parents/legal guardians communicate with each other when completing the Primary and Additional Contacts form. We rely upon the information supplied in this form when releasing your child from the school. Your child will be released only to those persons identified as persons authorized to pick up your child. Additionally, if applicable, any persons who must be denied access to a child must be identified (and any pertinent documentation such as a Restraining Order or Custody Order, if applicable, provided to the school). Please make sure the information contained in this form is up to date at all times. Please be advised that the school cannot be involved in family disputes; the school will adhere to the release parameters set forth in the information provided by the child's parents/guardians in the Primary and Additional Contacts form.

Persons unfamiliar to school staff will be asked to provide identification when picking up a child.

Children will not be released to persons under sixteen (16) years of age (some states require children to be picked up by persons 18 years of age or older).

We will not release a child to any adult if the employee believes the adult is under the influence of drugs or alcohol. This includes parents and guardians.

No child will be released from the school except to an authorized adult.

VISITOR POLICY

We welcome and encourage visits from parents and guardians whose children are attending the school. We have a few points for you and people you designate to pick up to keep in mind:

- We invite you to visit any time at your convenience during our hours of operation. Parents never need to make an appointment or tell us in advance when they want to visit their child at the school.
- From time-to-time, there are also opportunities to participate in an activity in your child's classroom. Please let your child's teacher and School Director know if you are interested!
- We will also try to accommodate visitors other than parents or guardians who may want to visit children at the school. We must have written permission from you to allow these visits and the visitor will be required to show identification before entering the school.
- Early Intervention or Special Education service specialists are able to meet with children on-premises at Cadence Education® with written permission from parents/guardians. If a child needs to be transported off-site during school hours by a non-parent/non-guardian, written permission must be provided to your child's school by a parent/guardian.

BABYSITTING

We do not endorse or insure our teachers outside of the workplace and ask teachers to refrain from accepting or offering outside childcare services to currently enrolled families.

SCHOOL CLOSINGS

Cadence Education® schools are closed on major holidays (please see your School Director for a specific listing for your school). Cadence Education® may close early if a major holiday, such as Christmas Eve, falls on a weekday. We will notify families in advance if there is going to be an early closing because of a holiday.

Schools will also close for one day approximately twice yearly for staff development and classroom preparation. Please see your School Director for specific dates for your school.

Please Note: our schools are closed a minimal number of days per year. Parents are responsible for paying for those days if they fall on your child's regularly scheduled day. Switching days in order to avoid paying for a day the school is closed is not permitted. If you schedule your child to attend an extra day during a week of a school closing, you will be charged for the extra day. Please refer to our Financial Policies section for further details.

UNSCHEDULED CLOSINGS

From time to time, a school may be required to close due to circumstances beyond its control, including, but not limited to, severe weather (as more fully discussed below), governmental mandate, loss of essential service(s) such as power, heat or water, emergency health crisis, and/or acts of God. In the event the school is required to close due to circumstances beyond its control, tuition will not be refunded.

INCLEMENT WEATHER POLICY

We realize that our parents depend on us to be open on a consistent basis. Therefore, we will make every effort to be open every day regardless of the weather conditions. Our weather policy is simple: We will be open unless the weather poses a danger to our staff and/or families.

For that reason, we expect the cooperation of our parents during treacherous weather. In some instances, we may combine classrooms if the school can remain open but teachers are having difficulty getting to the school. In other instances where the school remains open, we ask that you leave your work location in enough time to pick up your children by their scheduled pickup time or sooner if necessary due to inclement weather. Please allow enough time for the traffic tie ups and slow driving conditions. The late fees after closing will be strictly enforced with no exceptions. It is important that our staff also have enough time to leave the school and safely commute home.

If we are forced to temporarily close the school due to inclement weather, we will notify you at the earliest possible time through Facebook posting, text, e-mail and/or changes to our voicemail. The decision to close a Cadence

Education® school at any time based on weather conditions is made on a case-by-case basis. No tuition credits or adjustments will be made as a result of closing early or for closing an entire day.

Cadence Education® reserves the right to close early anytime based on hazardous travel conditions for the safety of our families and staff. If a Cadence Education® school is to close early because of inclement weather, we will again inform parents in one or more ways including e-mail, Facebook posts, changes to our voicemail and by contacting all families in attendance. We always encourage parents to stay abreast of latest travel conditions as the weather conditions can vary regionally.

EMERGENCY SITUATIONS

Evacuation of School

In the event of an emergency situation such as a natural disaster, the loss of heat, power or water, it may be necessary for us to close the school. In such cases, we will notify you as soon as possible by e-mail, text and/or phone calls. Again, please remember that it is imperative that you keep your contact information up to date. If an emergency situation arises that necessitates evacuation of the school, we will follow the Emergency Evacuation Procedures as posted in each classroom.

In addition, you should be familiar with the re-location address found in the Parents and Guardian Emergency Evacuation Plan Information or Emergency Preparedness Plan that you received at the time of registration. Please make us aware of any change of contact telephone numbers so that we can always reach you.

Critical Emergency Situations

Cadence Education® has a set protocol for contacting parents should a critical emergency situation arise with a child, multiple children or the school. These “critical” situations could include:

- A child or staff member requiring emergency medical attention
- A situation where the police need to be contacted
- A school lock-down ordered by the town or state

Depending upon the situation, the steps our staff have been trained to take include:

- Call 911 (if needed)
- Contact parent(s) of child(ren) directly affected
- If necessary and appropriate, Cadence Education® will issue a school-wide communication to all families

In order to ensure that we can reach you in an emergency, it is **critical** that you keep your information up to date with your school. Please update your school as soon as possible if your contact information changes.

FIRE DRILLS

Evacuation fire drills will be held with all groups of children. A copy of each classroom’s evacuation plan is posted by the doorway of each room. You will be notified where to go or pick up your child in case of an actual emergency evacuation. Fire drills are an important part of our safety protocol, but rest assured that Cadence Education® strives to conduct any required drills in a manner that is minimally intrusive to the children’s daily activities.

DISCIPLINE/POSITIVE BEHAVIOR MANAGEMENT

Cadence Education schools approach discipline in a positive matter. We utilize discipline, not punishment, providing positive modeling, guidance and encouragement. Appropriate discipline involves teaching children what is and is not acceptable behavior, keeping in mind children’s abilities and developmental levels. Classrooms are designed to eliminate frustration and encourage success. When a child displays inappropriate behavior, teachers will attempt to redirect the behavior by providing an alternative activity.

Physical punishment and verbal abuse are not acceptable and will not be used. Spanking, hitting, pinching, shaking or inflicting any other form of corporal punishment are prohibited. Discipline will never include withholding of food or forcing of naps or food. Binding, restricting movement or enclosing children in a confined space are also

prohibited. Students will not be punished for toileting-related accidents. Although a firm voice may be used when necessary, school staff will not use a loud or abusive voice with the children.

REFERRALS FOR SPECIAL SERVICES

We strive to work with families to best meet their needs and their child's individual needs. Referrals for special services may be available. Please see your School Director if you have concerns about your child.

SUPPORT PLANS, SUSPENSIONS AND TERMINATION OF ENROLLMENT

Cadence Education® aims to support the social and emotional well-being of each child in our care. When disruptive behaviors become prevalent resulting in disruptions to the classroom and safety concerns for others, we are required to follow the Cadence Education® Child Support Plan. This procedure seeks to identify causal factors, develop an individualized support plan, and work with a family to assist the child in learning more positive adaptive behaviors to succeed in the classroom and at home. If we have been working with a family, the child and staff on addressing the needs of the child to mitigate specific behaviors, we expect full cooperation by the child's family both inside and outside of school to help ensure the success of the Child Support Plan.

Suspension of Enrollment

Your child may be sent home if his/her behavior threatens the safety of the child, other children, staff or the learning environment. He/she may also be sent home if his/her behavior disrupts the ability of the classroom to run successfully. There will be no tuition credit if a School Director determines that sending a child home is necessary. A follow-up meeting will be held with parents to determine next steps in supporting the child to return to school.

Termination of Enrollment

We recognize that some children have individual needs that require adjustments on our part for their success. We will support the implementation of any accommodations that are reasonable for our school setting. While we never want to see a child go, termination may be the best option in instances where we cannot support the unique needs of a child. In some instances, certain circumstances may necessitate termination of enrollment. We will make every effort to provide enough advance notice, so you can arrange for alternate care.

We reserve the right in our sole discretion to terminate enrollment immediately for any reason, including based on the safety of the staff and children in our care and/or if a parent, guardian or other family member's behavior is deemed, in our sole discretion, unacceptable, disrespectful, disruptive, or is perceived as threatening or harassing toward school staff, students or other families, or is disruptive to the learning environment.

ABUSE & NEGLECT PREVENTION POLICY

Cadence Education® and our staff are mandated reporters of child abuse and neglect.

CHILDREN'S RECORDS

Confidentiality & Distribution of Records

Information in a child's record is privileged and confidential. Cadence Education® will not distribute or release information in a child's record to anyone not directly related to implementing the program plan for a child without the written authorization of the child's parent except as permitted in certain exceptions including, but not limited to:

- To authorized representatives of, among others, State and local educational authorities, such as a State department of education, in connection with an audit or evaluation of Federal- or State-supported education programs, or for the enforcement of or compliance with Federal legal requirements that relate to those programs
- To a representative of a State or local child welfare agency or Tribal organization regarding a child in foster care
- To State and local officials or authorities pursuant to a State statute concerning the juvenile justice system and the system's ability to effectively serve the student whose records are being disclosed

- To organizations conducting studies for, or on behalf of, the school for specified purposes including improving instruction
- To comply with a judicial order or a lawfully issued subpoena
- In connection with a health or safety emergency

Upon written request by the parents, our school will provide the child's records to the parents, or any other person that the parents identify.

ADMISSION REQUIREMENTS

- All necessary forms must be completed and supplied to the school prior to your child's admittance. These forms provide the school with important information about your child, how to contact you, etc. These forms will be provided to you electronically during the registration process. Paper forms can also be provided if necessary.
- A record of age-appropriate immunizations must be submitted prior to your child's admittance. If a family or child has a religious, medical or other exemption, the appropriate exemption documentation must be on file with the child's school.

ILLNESS

If your child displays the following symptoms while at school, or combination thereof, you will be contacted and asked to pick up your child as soon as possible, with a maximum time limit of one hour.

- Temperature of more than 100-101 degrees (this number varies slightly according to state – please see your School Director for the specific temperature for your region) according to Cadence Education® thermometer.
- Cases of diarrhea and vomiting will be evaluated by teachers and the School Director based upon each child's physical condition.
- Discomfort or pain which cannot be eased or requires continuous one on one attention.
- Child has demonstrated symptoms or diagnosed outbreak of a contagious disease; chicken pox, impetigo, conjunctivitis, scabies, lice or ringworm.
- Unidentified rash.

School Directors will use their discretion after evaluating each individual situation to determine if a child should be sent home due to illness. Sick children will be removed from the classroom while they await pickup by their parent or guardian.

If a diagnosed communicable disease has been introduced to the school, a notification will be sent to parents in affected classrooms.

RETURNING TO SCHOOL AFTER ILLNESS

Your child may return to school under the following conditions:

- Your child has been fever-free for 24 hours without fever reducing medicines. If your child left school with a fever, he/she **may not** return the following day.
- Your child has been symptom free of vomiting or diarrhea for 24 hours and the child can tolerate a typical diet. A typical diet for an infant may include Pedialyte, while formula is reintroduced. Pedialyte for a supplement should be given for no longer than 24 to 48 hours.
- It is 24 hours after the first administration of medication and the child is no longer contagious.
- If a child is able to participate in the daily routine and curriculum of the classroom, including outside play.

In cases of diagnosed bacterial conjunctivitis, the child's eye must be free of discharge and have three doses of medication before they return to school. We ask that your child be home for 24 hours and meet the above criteria before returning to school to ensure that the infection is not spread to others in our school.

A physician's note is required in all instances of contagious diseases. This note must state that the child is no longer contagious and has been seen by a physician. We request that you notify us if your child comes down with a contagious disease so that we may alert parents and staff. If your child is out of the school due to the chicken pox, he/she may return to school after a minimum time frame of six days and all sores are scabbed over. A doctor's note does not, under any circumstances, supersede our Health Care Policy.

In the event that lice or nits are found in the school:

- Any child found to have lice or nits will be sent home and must stay home the following day. Once the treatment (such as NIX) has been applied and your child is free of nits, he/she will be readmitted to school. (We STRONGLY recommend following the prescribed treatment with your lice remedy – shampoo etc.)
- We will check your child's hair before returning to school, as we enforce a "no nits" policy. We will recheck your child's head over the next 3-10 days for re-infestation.

MEDICATION

Administration of Medication

If a child requires medication, we may administer the medication, and only if the following medication administration requirements are met:

- A completed, valid authorization for medication form must accompany prescription medication.
- The medication must be in its original container and labeled with the name of the medication, the child's name, dosage, expiration date and if a prescription, the name of the physician. We will also need accurate measuring/dispensing device with the medication provided. If you need to administer medication at home and at school, ask your pharmacy to dispense the doses between two containers.
In addition:
- No medication will be administered beyond its expiration date.
- ***Please administer the first dose of any NEW medication at home.*** Children should be observed by a parent or guardian for two hours prior to drop off for a possible allergic reaction.

PLAN FOR MEETING SPECIFIC HEALTH CARE NEEDS OF INDIVIDUAL CHILDREN

Cadence Education® realizes that children who are allergic to foods, chemicals or other materials need to be protected. All allergies are to be reported to the school by the parents. All allergies are posted in our kitchen and classrooms. Any medication will only be administered with proper written authorization.

Chronic Conditions

Every child with a diagnosed chronic condition (ex., asthma, allergies or any medical diagnosis requiring regular medication or reactive medication) must have very specific information concerning his or her condition on file with his or her school. Please see your School Director for further details.

INJURIES AT SCHOOL

Injuries, incidents or unusual behaviors will be documented on an incident/accident form. Parents are to sign this form for our files and take a copy home. We use this system to ensure that the School Director, parents and staff are aware of any occurrences that may affect the child's wellbeing.

FIRST AID AND EMERGENCY PROCEDURES

In case of an injury that requires more than basic First Aid, you will be contacted and informed of the incident. An example of such instance is a cut that looks like it may need stitches. If the parent of the child cannot be reached, then the emergency contact will be notified.

If immediate attention is required, the child will be taken to the nearest hospital (the child will be taken to your preferred hospital if time and circumstances allow). If it is necessary for your child to be transported to the hospital before you arrive at the school, a member of the school staff will go with your child to the hospital. Children will only be transported in a medical emergency by ambulance. It is for this reason that permission forms, medical forms and immunization records MUST be kept up to date in your child's file at Cadence Education®. Should this need arise, you will be contacted immediately and asked to meet the ambulance at the hospital.

FINANCIAL POLICIES

INITIAL REGISTRATION

At the time of your child's initial registration the following fees are due:

- There is an initial nonrefundable, nontransferable registration fee per child due at the time of registration for most schools. If your child withdraws from Cadence Education® and subsequently re-enrolls, a new registration fee is due at time of re-enrollment.
- A nonrefundable, nontransferable prepayment is required at most schools at the time of registration. This prepayment is a non-interest bearing deposit. This deposit will be applied towards your first or last week of childcare (depending on the school/region). You are responsible for any additional balance that your deposit does not cover. If you decide not to attend, please notify the School Director as soon as possible to allow us to plan accordingly and to provide another child with the opportunity to attend our school.
- Cadence Education® reserves the right to change rates at any time. We will notify parents of any rate change prior to the changes going into effect. Please refer to your school's rate sheets for current tuition amounts.
- Rates may vary by location. Rates are based on the program and child to teacher ratios.

ANNUAL REGISTRATION

Cadence Education® requires parents to update information, and to complete a new set of registration forms annually to ensure we have accurate family information. There is also an annual, nonrefundable, nontransferable re-registration fee per family.

TUITION

Prompt payment of tuition is necessary and expected. If your tuition payments are overdue, or if you fail to adhere to our financial policies, you will receive written notification to inform you to pay your balance or set up a suitable payment plan. Upon receiving this notification, you must contact your School Director to confirm payment has been made or review payment plan options. If your child's tuition payment for the week has not been made by the end of the day on Tuesday (payment is due on Monday), as of Wednesday, your child will not be able to attend until payment has been made.

- With your payment, you are securing a guaranteed slot for your child to the exclusion of all others. Your tuition is due and payable **even if your child is absent for any reason, including due to sickness, vacation, holiday closing, inclement weather or other emergency, or if the school is mandated to close because of circumstances beyond our control, such as loss of power, heat, water or other essential services.**
- Tuition is due prior to service.
- If payment is late, a late payment fee will be assessed until payment is received.
- If your payment is returned for any reason, you will be charged a fee.

TUITION PAYMENT OPTIONS

Cadence Education® utilizes Tuition Auto Pay (also known as TAP) to process family tuition payments. Tuition Auto Pay is an automated payment processing system that allows reoccurring tuition payments directly from your bank account or credit card. The Tuition Auto Pay portal is easy to use and has one of the highest safety standards to ensure all transactions are secure. If you have questions about Tuition Auto Pay, please contact your School Director.

Upon registration your family will be enrolled in Tuition Auto Pay. If for any reason Tuition Auto Pay is unavailable for you, payment may be made using a personal check (except in NC), money order or cashier's check. Cadence Education® does not accept cash payments.

EXTRA DAYS

We understand that you may need to schedule extra days from time to time. Please contact your School Director for availability and details.

LATE POLICY – AFTER CLOSING

We understand that situations arise that make it impossible to arrive at the school on time. If you pick your child up after closing, you may be charged \$1.00 or \$2.00 (depending upon the school – please see your School Director for specifics about your school) per minute per child. This late fee will be added to your statement.

A reminder: If parents are consistently late, then teachers and administrators are also late for their after-school commitments. Many of our staff members have children in school and it can be difficult to keep their children and families waiting. Please call the school as soon as you think you may be late. Repeated late pickup may be cause for your child to be terminated from our program.

SIBLING DISCOUNTS

Cadence Education® offers a discount for siblings. Please see your School Director for details.

FAMILY REFERRAL PROGRAM

Our best referrals come from our happy families. As a way to thank you for recommending new families to us, we have a unique Family Referral Program: Receive \$100 tuition credit for each new child enrolled.

The program conditions are as follows:

- The referring family's account will be credited after the new child has been enrolled for four consecutive weeks (enrollment is defined as minimum two days full day attendance per week, tuition paid at our regular published tuition rate). This credit is per child, not per family.
- Your child must be actively enrolled in our program at the time the referral credit is credited to your account.
- Both the referring family and the referred families' accounts must be current before the tuition credit is issued to the referring family. No refunds are issued for referring credits.
- The family registering is a "**new**" family with Cadence Education® and has not been enrolled at one of our locations **within the past 12 months**;
- There is **no limit** to the number of families you can refer;
- This offer excludes employees (Cadence Education® offers a separate Cadence Education® employee discount);
- This offer excludes new families who enroll only in Summer Program.

FAMILY HANDBOOK ACKNOWLEDGEMENT AND AGREEMENT

I have been provided with the Cadence Education® July 2023 Family Handbook. I agree to abide by the Family Handbook and the policies and procedures contained therein.

Signature of Parent or Guardian

Date

Parent or Guardian Print Name