

HIGHER CALLING CHRISTIAN ACADEMY



PARENT HANDBOOK OF POLICIES AND PROCEDURES

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2901 Wesley Chapel Road
Decatur, GA 30034
404.288.2494
hellohcca@hcfinc.org

PARENT HANDBOOK FOR HIGHER CALLING CHRISTIAN ACADEMY
TABLE OF CONTENTS

	Policy No.
Mission Statement	1
Welcome	2
Program Philosophy	3
Licensing Information	4
Governmental Licensing Information	4.1
Accreditation Information	4.2
Enrollment	5
Tuition	6
Payment Schedule	6.1
Late Payments	6.2
Subsidized Care	6.3
Scholarship Program	6.4
Multiple Child Discounts	6.5
Confidentiality.....	7
Mandated Reporting of Suspected Child Abuse and Neglect	8
Parent Code of Conduct	9
Swearing/Cursing.....	9.1
Threatening of Staff, Parents or Children.....	9.2
Physical/Verbal Punishment of Your Children or other children	9.3
Smoking	9.4
Not abiding by Safety Policy	9.5
Confrontational Interactions with Employees, other parents & Associates of HCCA	9.6
Violating the Confidentiality Policy	9.7
Parents Right to Immediate Access	10
Dismissal	11
Withdraw	12
Court Orders Effecting Enrolled Children	13
Arrival Procedures	14
Notification of Absence	14.1
Pick Up Procedures	15
Late Pick Up.....	15.1
Persons appearing to be impaired by Drugs and/or Alcohol	15.2
Emergency/Alternate Pick-up Forms	15.3
Transportation	16
School Calendar	17
Emergency and Inclement Weather Closing Information	18
Curriculum Information	19
Daily Schedule of Activities	19.1

Class Assignments19.2

Staff to Child Ratios 19.3

Nap/Rest Time19.4

Educational/Personal Care Supplies Needed 19.5

Birthday and Holiday Celebrations 19.6

Parent/Teacher Conferences/Communication19.7

End of School Program/Graduation19.8

Discipline20

Dress Code 21

Children21.1

Parents 21.2

Field Trips 22

Parent Participation/Volunteering 23

Health and Safety.....24

Pre-Enrollment Requirements24.1

Children with Severe Allergies24.2

Communicable Disease.....24.3

Biting24.4

Dispensing of Medication24.5

Fire/Emergency Drills.....24.6

Alternate Safe Location..... 24.7

Incident/Accident Reports24.8

Foods Policy24.9

Peanut-Free Policy24.10

Firearms and Weapons Policy24.11

Staff Employment by Client’s..... 25

Agency Contact Information26

HIGHER CALLING CHRISTIAN ACADEMY (HCCA)

POLICY NO. 1: Mission Statement

Mission Statement:

We strive to assist the physical, cognitive, social and emotional development of each child. We aim to provide a safe, supportive, and nurturing atmosphere where all children are able to express their creativity freely.

HCCA's Vision:

Higher Calling Christian Academy provides the highest quality of care to our student by:

- ✓ Providing a stimulating and nurturing environment with a balance of social, emotional and intellectual support based on Christian Values.
- ✓ Assisting the children on their journey through exploration and play by providing both children directed, and teacher directed activities.
- ✓ Offering a variety of enrichment programs including: Language Lessons, Physical Fitness Programs, Music and Movement, Weekly Chapel...etc.
- ✓ Continually assessing our program and making improvements based on the results.
- ✓ Creating a stronger sense of community by collaborating with other childcare centers in the area, building relationships with local businesses and strengthening the relationships with our Stakeholders.
- ✓ Expanding and increasing our knowledge and abilities to service the entire need of the family.

Higher Calling Christian Academy's Values

- Character Building
- Challenging Environment
- Cognitive and Physical Development

HIGHER CALLING CHRISTIAN ACADEMY

Policy No. 2: Welcome

We are delighted you have chosen Higher Calling Christian Academy to fulfill your childcare needs. Caring for your child is a responsibility we take very seriously. It is our goal to provide a loving atmosphere that emphasizes the development of the wholistic need of the child. HCCA has been serving this community since 2008. Our qualified teachers and staff are dedicated to providing quality childcare and education for our children.

Please take time to read this handbook, as it will answer many of the questions you may have concerning our policies and procedures. Our goal is to partner with you by providing a safe learning environment during our hours of operation. We encourage you to become an active participant in our school activities and programs. Should you have any questions, concerns or problems, feel free to talk to your child’s teacher or the center’s administrator. We want the best for you and your child.

POLICY NO.3: PROGRAM PHILOSOPHY

We believe that the care of your child is the single most important consideration when you request childcare outside of the home. You should feel at ease and confident about the place where your child spends their day. Daily interaction with the loving, caring people who work at Higher Calling Christian Academy can positively influence your child’s future. We strive to meet the physical, cognitive, social and emotional growth of each individual child in a caring and supportive atmosphere.

POLICY NO. 4: LICENSING INFORMATION

4.1 Higher Calling Christian Academy is licensed center with Bright from the Start.

4.2 Higher Calling Christian Academy Child Care is a participate of the Quality Rated Program

HIGHER CALLING CHRISTIAN ACADEMY

POLICY NO. 5: ENROLLMENT

Enrollment at Higher Calling Christian Academy is open to children from six weeks to twelve-year-old. Enrollment is granted without regard to a child’s race, color, creed, religion, national origin, gender, or disability; and without regard to a parent or guardian’s race, color, creed, religion, age, national origin, gender, pregnancy or disability. We, however, cannot enroll a child beyond our ability to provide quality care.

Parents can apply for enrollment of their child in Higher Calling Christian Academy by completing the Enrollment Application and paying the \$50.00 Registration Fee. The Application Fee is non-refundable. This fee is to secure your child’s slot for the first week of stated enrollment date.

The initial enrollment is contingent upon receipt of the completed enrollment application, with the signed fee agreement and signed Parent Handbook receipt and registration fee.

Immunization records and health assessment must be received within the first 30 days from the child's start date in order to remain enrolled.

The Enrollment Application and Fee Agreements are not meant to serve as contracts guaranteeing service for any duration.

Higher Calling Christian Academy reserves the right to dismiss any parent or child at any time with or without cause. Continued enrollment at Higher Calling Christian Academy is contingent upon the parent's, emergency contact persons' and child's adherence to the policies and procedures of Higher Calling Christian Academy as outlined in this handbook including, but not limited to, timely payment of all fees and tuition.

Parents are required to notify Higher Calling Christian Academy immediately, should any of the information collected at the time of enrollment or any time thereafter change.

HIGHER CALLING CHRISTIAN ACADEMY

POLICY NO. 6: TUITION

All custodial parents and/or legal guardians are required to sign a Fee Agreement prior to enrollment of their child in Higher Calling Christian Academy. Parents are required to indicate to whom all billing information and correspondence are to be addressed.

Cash, check, or money order may be used to pay tuition.

Receipts will be given for tuition payments made by cash on request. All payments must be placed in the locked payment box. There will be a \$25.00 fee charged for tuition checks returned by the bank.

Returned Tuition checks will not be re-deposited.

Parents will be responsible for re-issuing a second check. After the second time the bank returns a parent's check, all future tuition payments must be made by cash, certified check, or money order.

Tuition DOES NOT include any field trip fees but it does include enrichment programs such dance, and music. Please ask you Center Director for what your program includes.

Summer camp field trips are not included in the tuition.

6.1 All payments are due on Friday prior or Monday 8:00 a.m. for the current week of care. A charge of \$10.00 will be added to your account if not received by 9:00 a.m. the Tuesday of the current week.

There is no credit given for scheduled school holidays, child illness, or for closings due to emergency situations, inclement weather or acts of God.

Non-payment of tuition is grounds for immediate dismissal from HCCA. Timely payments are essential for continued enrollment at Higher Calling Christian Academy; however, if you anticipate difficulty with paying on time, please discuss the matter with the Center Director immediately. If alternative arrangements for payment are approved, you will be notified by the Center Director.

6.2 Higher Calling Christian Academy does accept childcare subsidies. Subsidized children must have the supporting documentation or information faxed to 404.288.4098 before they start care and we will follow our contractual obligation with GA CAPS. Parents are required to pay their co-pay by Monday- the beginning of the week, or we will have to report non-payments to our GA CAPS office.

Parents of a subsidized child must complete all required paperwork on time to continue enrollment at Higher Calling Christian Academy. Parents of subsidized children are also required to sign a fee agreement, agreeing to be personally responsible for the payment of tuition, in the event they become ineligible to receive childcare subsidies.

6.4 Higher Calling Christian Academy offers a multiple child discount for three or more siblings enrolled during the same school year. Tuition rates are discounted 10% for total tuition. Discounts are only applicable when tuition payments are made on time. The full tuition rate, plus any additional late fees will be charged when tuition payments are late as per the late tuition policy stated above.

HIGHER CALLING CHRISTIAN ACADEMY

POLICY NO.7: CONFIDENTIALITY

Within Higher Calling Christian Academy, confidential and sensitive information will only be shared with employees of Higher Calling Christian Academy who have a “need to know” in order to most appropriately and safely care for your child. Confidential and sensitive information about faculty, other parents and/or children will not be shared with parents, as Higher Calling Christian Academy strives to protect everyone’s right of privacy. Confidential information includes, but is not limited to: names, addresses, phone numbers, disability information, and HIV/AIDS status or other health related information of anyone associated with Higher Calling Christian Academy.

Outside of Higher Calling Christian Academy, confidential and sensitive information about a child will only be shared when the parent of the child has given express written consent, except where otherwise provided for by law. Parents will be provided with a document detailing the information that is to be shared outside of Higher Calling Christian Academy, persons with whom the information will be shared, and the reason(s) for sharing the information.

Any parent who violates this Confidentiality Policy will not be permitted on center’s property thereafter. Refer to the policy regarding “Parents Right to Immediate Access” for additional information regarding dis-enrollment of a child when a parent is prohibited from accessing center’s property.

You may observe children at our center who are disabled or who exhibit behavior that may appear inappropriate (i.e. biting, hitting, and spitting). You may be curious or concerned about the other child.

Our Confidentiality Policy protects every child’s privacy. Employees of Higher Calling Christian Academy are strictly prohibited from discussing anything about another child with you.

HIGHER CALLING CHRISTIAN ACADEMY

POLICY NO.8: MANDATED REPORTING OF SUSPECTED CHILD ABUSE AND/OR NEGLECT

Under the Child Protective Services Act, mandated reporters are required to report any suspicion of abuse or neglect to the appropriate authorities. The employees of Higher Calling Christian Academy are considered mandated reporters, under this law. The employees of Higher Calling Christian Academy are not required to discuss their suspicions with parents prior to reporting the matter to the appropriate authorities, nor are they required to investigate the cause of any suspicious marks, behavior or condition prior to making a report. Under the Act, mandated reporters can be held criminally responsible if they fail to report suspected abuse or neglect.

We at Higher Calling Christian Academy take this responsibility very seriously and will make all warranted reports to the appropriate authorities. The Child Protective Services Act is designed to protect the welfare and best interest of all children. As mandated reporters, the staff of Higher Calling Christian Academy cannot be held liable for reports made to Child Protective Services which are determined to be unfounded, provided the report was made in “good faith.”

Causes for reporting suspected child abuse or neglect include, but are not limited to:

- Unusual bruising, marks, or cuts on the child’s body
- Severe verbal reprimands
- Improper clothing relating to size, cleanliness, season
- Transporting a child without appropriate child restraints (e.g. car seats, seat belts, etc.)
- Dropping off or picking up a child while under the influence of illegal drugs or alcohol
- Not providing appropriate meals including a drink for your child
- Leaving a child unattended for any amount of time
- Failure to attend to the special needs of a disabled child
- Sending a sick child to school over medicated to hide symptoms, which would typically require the child to be kept at home until symptoms subside.
- Children who exhibit behavior consistent with an abusive situation

HIGHER CALLING CHRISTIAN ACADEMY

POLICY NO.9: PARENT CODE OF CONDUCT

Higher Calling Christian Academy requires the parents of enrolled children at all times, to behave in a manner consistent with decency, courtesy, and respect. One of the goals of Higher Calling Christian Academy is to provide the most appropriate environment in which a child can grow, learn and develop. Achieving this ideal environment is not only the responsibility of the employees Higher Calling Christian Academy but is the responsibility of each and every persons who enters the center. Parents are required to behave in a manner that fosters this ideal environment. Parents who violate the Parent Code of Conduct will not be permitted on agency property thereafter. Please refer to the Policy on

Parent's Right to Immediate Access for additional information regarding disenrollment of the child when a parent is prohibited from accessing agency property.

9.1 SWEARING/CURSING:

No parent or adult is permitted to curse or use other inappropriate language on agency property at any time, whether in the presence of a child or not. Such language is considered offensive by many people and will not be tolerated. If a parent or adult feels frustrated or angry, it is more appropriate to verbally express the frustration or anger using non-offensive language. At NO time shall inappropriate language be directed toward members of the staff.

9.2 THREATENING OF EMPLOYEES, CHILDREN OTHER PARENTS OR ADUTLS ASSOCIATED WITH HCCA:

Threats of any kind will not be tolerated. In today's society, Higher Calling Christian Academy cannot afford to sit by idle while threats are made. In addition, all threats will be reported to the appropriate authorities and will be prosecuted to the fullest extent of the law. While apologies for such behavior are appreciated, the agency will not assume the risk of a second chance. PARENTS MUST BE RESPONSIBLE FOR AND IN CONTROL OF THEIR BEHAVIOR AT ALL TIMES.

9.3 PHYSICAL/VERBAL PUNISHMENT OF YOUR CHILD OR OTHER CHILDREN AT HCCA:

While Higher Calling Christian Academy does not necessarily support nor condone corporal punishment of children, such acts are not permitted in the childcare facility. While verbal reprimands may be appropriate, it is not appropriate for parents to verbally abuse their child. Doing so may cause undue embarrassment or emotional distress. Parents are always welcome to discuss a behavior issue with the teacher and to seek advice and guidance regarding appropriate and effective disciplinary procedures.

Parents are prohibited from addressing, for the purpose of correction or discipline, a child that is not their own. Of course, no parent or other adult may physically punish another parent's child. If a parent should witness another parent's child behaving in an inappropriate manner or is concerned about behavior reported to them by their own child, it is most appropriate for the parent to direct their concern to the classroom teacher and/or Center Director. Furthermore, it is wholly inappropriate for one parent to seek out another parent to discuss their child's inappropriate behavior. All behavior concerns should be brought to the classroom teacher or director's attention. At that point, the teacher and/or director will address the issue with the other parent. Although you may be curious as to the outcome of such a discussion, teachers and/or the Center Director are strictly prohibited from discussing anything about another child with you. All children enrolled in our agency have privacy rights and are further protected by our Confidentiality Policy. You may be assured that we will not discuss anything about your child with another parent or adult visiting the center.

9.4 SMOKING:

For the health of all Higher Calling Christian Academy employees, children and associates, smoking is prohibited anywhere on agency property. Parents are prohibited from smoking in the building, on the grounds, and in the parking lot of Higher Calling Christian Academy. Parents who are smoking in their cars must dispose of the cigarette prior to entering the parking lot.

9.5 VIOLATIONS OF THE SAFETY POLICY:

Parents are required to follow all safety procedures at all times. These procedures are designed not as mere inconvenience, but to protect the welfare and best interest of the employees, children and associates of Higher Calling Christian Academy. Please be particularly mindful of Higher Calling Christian Academy entrance procedures. We all like to be polite. However, we need to be careful to not allow unauthorized individuals into the center. Holding the door open for the person following you may, in fact, be polite; however, that person may not be authorized to enter the premises. Security procedures are only as strong as the weakest person in our organizational chain. Be alert and mindful. Immediately report any breaches to the Center Director.

9.6 CONFRONTATIONAL INTERACTIONS WITH EMPLOYEES, OTHER PARENTS OR ASSOCIATES OF HCCA:

While it is understood that parents will not always agree with the employees of Higher Calling Christian Academy or the parents of the other children, it is expected that all disagreements be handled in a calm and respectful manner. Confrontational interactions are not an appropriate means by which to communicate a point and are strictly prohibited.

9.7 VIOLATIONS OF THE CONFIDENTIALITY POLICY:

Higher Calling Christian Academy takes very seriously the responsibility of maintaining the confidentiality of all persons associated with the agency. Parents must understand the implications of this responsibility. Parents need to recognize that the Confidentiality Policy not only applies to their child or family, but all children, families and employees associated with Higher Calling Christian Academy. Any parent who shares any information considered to be confidential, pressures employees or other parents for information, which is not necessary for them to know, will be considered to be in violation of the Confidentiality Policy.

HIGHER CALLING CHRISTIAN ACADEMY

POLICY NO.10: PARENT’S RIGHT TO IMMEDIATE ACCESS

Parents of a child in our care are entitled to immediate access, without prior notice, to their child whenever they are in care at Higher Calling Christian Academy, as provided by law. In cases where the child is the subject of a court order e.g., Custody Order, Restraining Order, or Protection from Abuse Order, Higher Calling Christian Academy should be provided with a Certified Copy of the most recent order and all amendments thereto. The orders of the court will be strictly followed unless the custodial parent(s) requests a more liberal variation of the order in writing. In the case where both parents are afforded shared/joint custody by order of the court, both parents must sign the request for more liberal interpretation of the order.

In the absence of a court order on file with Higher Calling Christian Academy, both parents shall be afforded equal access to their child as stipulated by law. Higher Calling Christian Academy cannot, without a court order, limit the access of a one parent by request of the other parent, regardless of the reason. Higher Calling Christian Academy staff will contact the local police should a conflict arise.

Visitors are asked to schedule appointments with the Center Director and are allowed in the childcare facility only at the discretion of the Center Director. An employee of Higher Calling Christian Academy will accompany visitors at all times, throughout the center.

Higher Calling Christian Academy will dismiss any child whose parent is prohibited from entering agency property. Due to the parents' right to immediate access policy, as well as state and federal regulations, Higher Calling Christian Academy cannot have a child at the agency when the child's parent is prohibited access. Higher Calling Christian Academy will not agree to any request to maintain a child's enrollment even if the parent agrees to stay out of the center. Such an agreement is a violation of the law and will not be entertained.

HIGHER CALLING CHRISTIAN ACADEMY

POLICY NO.11: DISMISSAL

Higher Calling Christian Academy reserves the right to dismiss any child at any time, with or without cause. Any past due balances must be paid within 30 days of the dismissal. An invoice detailing the past due balance will be forwarded to the address indicated in the child's file within one week of the dismissal. Any balances remaining after the 30-day period may be referred to the agency's legal counsel for collection.

The Center Director or designee will assist the parent in gathering their child's belongings at the time of dismissal and parents are required to leave agency property in a calm and respectful manner, immediately. Higher Calling Christian Academy will request assistance from local police should any parent become disruptive and/or uncooperative while gather their child's belongings upon dismissal.

A dismissed child and his/her parents are required to call and request an appointment with the Center Director if they wish to return to agency property following a dismissal. Appointments are made at the discretion of the Center Director and are not a right of the dismissed child or parent.

Following a dismissal, any parent or child who harasses, threatens or in any manner causes harm to anyone affiliated with the agency by calling, writing, or any other means, will be prosecuted to the fullest extent of the law, by Higher Calling Christian Academy.

HIGHER CALLING CHRISTIAN ACADEMY

POLICY NO. 12: WITHDRAW

Two weeks written notice is required when withdrawing a child for any reason. If the proper notice is given, any unused tuition and deposit will be refunded within thirty days of the withdrawal. If the required notice is not given, parents will be charged tuition for two additional weeks and will not have their deposit refunded.

The parents and child, following their last day of enrollment, are not permitted to re-enter agency property without prior permission of the Center Director. A withdrawn child and his/her parents are required to call and request an appointment with the Center Director if they wish to return to agency

property following the last day of enrollment at Higher Calling Christian Academy. Appointments are made at the discretion of the Center Director and are not a right of the withdrawn child or parent. If the requested schedule is not available.

HIGHER CALLING CHRISTIAN ACADEMY

POLICY NO.13: COURT ORDERS EFFECTING ENROLLED CHILDREN

In cases where an enrolled child is the subject of a court order ex. Custody Order, Restraining Order, or Protection from Abuse Order, Higher Calling Christian Academy must be provided with a Certified Copy of the most recent order and all amendments thereto. The orders of the court will be strictly followed unless the custodial parent(s) requests a more liberal variation of the order in writing. In the case where both parents are afforded shared/joint custody by order of the court, both parents must sign the request for more liberal interpretation of the order.

In the absence of a court order on file with Higher Calling Christian Academy administration, both parents shall be afforded equal access to their child as stipulated by law. Higher Calling Christian Academy cannot, without a court order, limit the access of a one parent by request of the other parent, regardless of the reason. If a situation presents itself, where one parent does not want the other parent to have access to their child, if conflicting court orders are presented, the most recently dated court order will be followed.

Once presented with a Protection from Abuse Order or a Restraining Order, Higher Calling Christian Academy is obligated to follow the order for the entire period it is in effect. Employees of Higher Calling Christian Academy cannot, at the request of anyone, except the issuing judge, allow a Protection from Abuse Order and/or a Restraining Order to be violated. Higher Calling Christian Academy will report any violations of these orders to the court.

HIGHER CALLING CHRISTIAN ACADEMY

POLICY NO. 14: ARRIVAL PROCEDURES

Upon arrival at Higher Calling Christian Academy, the parents or the adult dropping the child off must sign the child into care on the COMPUTER located in the lobby. Children are required to be escorted by their parent or the adult dropping them off, to their designated classroom. Children are required by law to be supervised at all times while in the childcare facility. Parents are required to help children put away their outerwear and get settled for the day.

Higher Calling Christian Academy discourages parents from sneaking out of the center. Some children exhibit separation anxiety when it is time for their parent to leave. Higher Calling Christian Academy believes it is best for parents to tell the anxious child upon arrival that after all of the child's things are put away, the parent will kiss, hug and say goodbye to the child. This will prepare the child for their departure. The staff present in the classroom will comfort and assist the child through the anxious time. Parents are asked to leave after saying goodbye. The longer the parent of an anxious child drags out the departure, the more anxiety the child is likely to feel. The professional staff of Higher Calling

Christian Academy is available to discuss other options if the child does not settle into the arrival routine after a reasonable period of time.

Upon enrollment, parents are required to follow the “Medication Policy” if a child must receive medication during the course of the day. Parents are required to notify the child’s teacher or Center Director of any special instructions or needs for the child’s day. The parent must present the special instructions in the form of a letter and verbally discuss them with either the classroom teacher or Center Director. These special instructions include but are not limited to: Early Pick Up, Alternative Pick Up Person, health issues over the previous night which need to be observed and/or any general issues of concern which the child care providers should be aware to best meet the needs of your child throughout the day.

14.1 NOTIFICATION OF ABSENCE

Parents are required to inform the center by 9:00 a.m. if a child will not be at the center on a scheduled day. This will enable the center to more effectively maintain appropriate ratios and help the classroom teacher effectively plan for the day.

If your child is ill, we request that you notify the center director not only of the absence, but also of the nature of the illness. This enables our faculty to keep track of any illnesses, which may occur at our school. This information will only be shared with staff on a “need to know” basis. If your child has a communicable disease, we ask that you share the diagnosis with the Center Director, so that the parents of the children in the school maybe notified that a communicable disease is present. Once again, only the communicable disease information will be shared. Higher Calling Christian Academy will take all measures necessary to protect your child’s confidentiality. Parents are not required to disclose this information by law, and your continued enrollment will not be based whatsoever on your decision to share, (or not) the reason for your child’s absence from school. Parents who know in advance that a child will be late, are required to notify the center by 10:00 as to maintain the appropriate staff to child ratios upon your child’s arrival at school.

14.2 AGENCY’S RIGHT TO REFUSE ADMISSION

Higher Calling Christian Academy reserves the right to refuse admission to any child at any time with or without cause.

Higher Calling Christian Academy strives to maintain an ample list of substitutes in anticipation of staff absences, however, there are times when substitutes are not available, and classrooms need to be closed to maintain compliance with licensing regulations. Refusal will be based on a “first come first served” basis when seeking to maintain appropriate staff to child ratios and/or when closing classrooms.

Possible reasons for the refusal of admission include but are not limited to:

1. Lack of staff to maintain appropriate Staff to Child Ratios as determined by State Licensing Regulations.
2. The need to maintain compliance with Licensing Regulations.
3. Staff deems the child to ill to attend.

- 4. Domestic Situations that present a safety risk to the child, staff or other children enrolled at Higher Calling Christian Academy if the child were to be present at the center.
 - 5. Parents' failure to maintain accurate, up to date records.
 - 6. Parents' failure to complete and return required documentation in a timely fashion.
- Parents WILL NOT be reimbursed tuition for days when their child is refused admission to the program.

HIGHER CALLING CHRISTIAN ACADEMY

POLICY NO.15: PICK-UP PROCEDURES

Parents, or other authorized adult, are required to sign their child out of care on the COMPUTER located in the front lobby. Once a parent signs their child out, the parent is then solely responsible for supervising their child while on agency premises. The parent may not allow a child to wander through the hallways, bathrooms, other classrooms and/or playground. Parents are required to handle all business issues prior to signing out their child and are required to directly exit the building once they have signed their child out of care.

Parents or persons designated to act "in loco parentis" are required to sign any incident/accident reports from the day at pick-up. The classroom teacher will be able to briefly discuss the matter with you or another authorized adult at pick-up. However, should you feel it necessary to have an in-depth discussion or meeting, it is most appropriate to schedule the meeting for a later date because the teacher is responsible for supervising the remaining children in the classroom. A telephone conference may be scheduled for later in the day or for the next day at nap/rest time if the parent(s) is unable to meet at the center during the course of the day.

15.1 LATE PICK-UP:

All measurements of time are to be according to Higher Calling Christian Academy SIGN OUT clock located in FRONT LOBBY. Late fees are a \$1.00 a minute after closing per family. NO EXCEPTIONS WILL BE MADE. The late fee must be paid before your child can return to the center.

15.2 PERSONS APPEARING TO BE IMPAIRED BY DRUGS/ALCOHOL AT PICK-UP

The staff of Higher Calling Christian Academy will contact local police and/or the other custodial parent should a parent appear to the staff of Higher Calling Christian Academy to be under the influence of drugs and/or alcohol. The parent's right to immediate access does not permit the agency from denying a custodial parent access to their child even if the parent is or appears to be impaired. However, Higher Calling Christian Academy staff will delay the impaired parent as long as possible, while contacting the other parent, the local police and Child Protective Services.

Any other authorized person who attempts to pick-up a child, and appears to the staff of Higher Calling Christian Academy to be under the influence of drugs and/or alcohol will be denied access to the child. The staff of Higher Calling Christian Academy will contact the child's parents, local police and Child Protective Services to notify them of the situation.

15.3 EMERGENCY/ALTERNATE PICK-UP FORMS

At enrollment, parents will be presented with an Emergency/Alternate Pick-up form. Parents are encouraged to include on this form any, and all persons who, in the course of events, may at one time be asked to pick-up their child from Higher Calling Christian Academy. In an emergency situation the child's parents will be called first. If they cannot be reached staff will call the persons listed on this form until someone can be reached. Parents do not need to be listed on the Emergency Contact Form. The nature of the parental relationship affords the parents (in the absence of a court order indicating otherwise) the right to pick-up their child.

Parents will be asked to determine which persons (if any) on the Emergency/Alternate Pick-up form have the rights to act "In Loco Parentis." In Loco Parentis status affords the pickup person the right to discuss confidential information about the child's day including but not limited to, incident/accident reports, and behavior issues. In the absence of this designation the people on the Emergency/Alternate Pick Up Form are only afforded the right to pick up the child. Staff is not permitted to discuss the child's day with them. The persons on the Emergency/Alternate pick-up form will be required to provide Government issued photo ID prior to the agency releasing the child. There will be no exceptions to this rule. All changes and/or additions to the Emergency/Alternate Pick-up form must be made in writing and be dated and signed. Only custodial parents have the right to make changes or additions to this form.

Higher Calling Christian Academy reserves the right to refuse/ban any person listed on the Emergency/Alternate Contact Form for any reason, including but not limited to violations of the policies/procedures contained herein. It is the responsibility of the enrolling parent(s) to inform each person on the Emergency/Alternate Form of the policies/procedures contained herein.

HIGHER CALLING CHRISTIAN ACADEMY

POLICY NO.16: TRANSPORTATION

Higher Calling Christian Academy provides transportation via an independent transportation provider to most of the elementary and middle school children in the surrounding areas near the center. Check with your center office to see if your child's elementary or middle school is service.

Higher Calling Christian Academy provides transportation for field trips for all pre-k and school age trips. Children under 4 years of age are not allowed to ride on the bus.

POLICY NO.17: SCHOOL CALENDAR

Closing Schedule

- New Year's Eve
- New Year's Day
- Martin Luther King, Jr Day
- Memorial Day
- Independence Day July 4th

Labor Day
Thanksgiving Break
Christmas Break

An annual school closing list is posted at the center on the parent board.

HIGHER CALLING CHRISTIAN ACADEMY

POLICY NO.18: EMERGENCY CLOSING AND INCLEMENT WEATHER INFORMATION

In the event of an emergency closing and/or inclement weather, parents will be notified of the closing by email or calling your center location and there will be a message on the answering machines. Should the school need to close in the middle of the day, the school staff will attempt to reach the child's parents first to arrange for pick up. Should the staff be unable to reach the parents, the persons listed on the emergency contact form will be called until pick up arrangements can be made. Staff will notify the parents or emergency contact person at the time of the call, of the pickup location should the children need to be evacuated from the child care center. Parents or emergency contact persons should report directly to the alternate location if one is indicated.

Should the center need to close for any reason, tuition will not be refunded or reduced for closures of less than 10 school days. If the closure extends beyond 10 school days, parents will have their tuition reduced.

HIGHER CALLING CHRISTIAN ACADEMY

POLICY NO. 19: CURRICULUM INFORMATION

19.1 DAILY SCHEDULE OF ACTIVITIES

Curriculum

Activities in all age groups are based on the most up-to-date practices recognized by experts in the field of early childhood education. Our staff has access to publications and conferences on the latest developments available. We use a literacy approach to curriculum. The classroom teachers prepare lesson plans, which are handed into the director for review and input. We use Creative Curriculum for classroom activity ideas.

Observations

We value your child's experiences. When your child starts at Higher Calling Christian Academy observations will occur throughout their time here. This will help us provide the best care academically and socially for your child. We respect each child as an individual and set up their goals accordingly.

19.2 CLASS ASSIGNMENTS

Children are assigned to classrooms typical by age and cognitive ability. When it is time for your child to move to the next classroom, you will be given notice and a transition plan for the child to gradually try the new classroom out. We encourage being an activity participant in the child's decision to move into a new classroom. Your teacher will discuss the decision to move your child's classroom prior to any transition. Whether a

child transfers to another classroom or another educational setting we will work to ensure a smooth transition. At your written request we will transfer your child's records.

19.3 STAFF TO CHILD RATIOS

- Infant 1:6
- One-year Old's - 1:8
- Two Year Olds - 1:10
- Three Year Olds - 1:15
- Four Year Olds -1:18
- Afterschool -1:21

19.4 NAP/REST TIME

All children are encouraged to nap between 11:30 and 2:00. The pre-k classroom typically has children who do not nap. If your child does not need a nap, please make the director and teacher aware.

19.5 EDUCATIONAL/PERSONAL CARE SUPPLIES NEEDED

All children need to bring a change of clothes, sheets for crib or cot, and blanket.

Infants must bring bottles, diapers and wipes any other needed items.

19.6 BIRTHDAY/HOLIDAY CELEBRATIONS

We allow parents to bring in cupcakes or other special treats to school to celebrate a child's birthday.

19.7 PARENT/TEACHER CONFERENCES/COMMUNICATION

A getting to know you conference is offered at enrollment and 45 days after enrollment. Periodically, parent/teacher conferences are scheduled to discuss your child's development and progress and include child observations. A conference may be requested at any time by the parent(s) if there are questions concerning a child's progress or a specific problem.

19.8 END OF YEAR PROGRAM/GRADUATION

We have an END OF SCHOOL ceremony every year in May.

HIGHER CALLING CHRISTIAN ACADEMY

POLICY NO.20: DISCIPLINE

Discipline

The HCCA staff is committed to providing a safe, positive, and structured environment for all children enrolled at our center. Therefore, it must be recognized that inappropriate behavior by the students, especially in the form of threats against other students and/or staff, does not promote a favorable learning environment, and will not be tolerated.

Discipline does not mean punishment. Discipline is teaching a child how to be safe, how to behave on his/her own and how to know the difference between right and wrong. The HCCA staff will use praise and positive methods of discipline and guidance to encourage self-expression and self-direction of the children in the center. The limits may be set at times in order to keep children from losing control or causing harm to themselves or to others. Please review the following general rules and disciplinary consequences that will guide the instruction in our center. It is imperative that both students and parents understand the expectations of the center as well as the potential consequences.

We utilize the following disciplinary techniques where they are age appropriate:

- Conflict Resolution
- Natural and Logical Consequences
- Redirecting
- Time Aside to Reflect

In order to maintain a safe environment, there will be consequences for the following types of misconduct:

1. Failure to follow rules, policies and procedures of Beulah Early Learning Center.
2. General misconduct, including loud or rowdy behavior that tends to disturb other students, and includes running in the classroom/halls, minor destruction of property, and pushing or shoving others.
3. A student's persistent refusal to follow the instructions of center staff, center administrators, or any center employee.
4. Use of obscene, vulgar, profane, disrespectful, demeaning or threatening words and/or actions or gesture directed to or in the presence of any student or center employee.
5. Mutual physical confrontations between students (fighting).
6. Possession and/or use of any tobacco or drug related items or 'look a like' items – this may include cigarettes, chewing tobacco and other tobacco-related products, lighters, alcoholic substances, drug-consumption devices, and any substance suspected of being a 'drug'.
7. A behavior that may result in physical or mental abuse to one's self.
8. Committing an act of indecent exposure in the presence of any other student, member of the staff, or center employee.

Consequences:

First Offense: Verbal Warning

Second Offense: Visit to administrator's office & letter sent home to parent/guardian

Third Offense: Temporary suspension from Higher Calling Christian Academy

Fourth Offense: Permanent dismissal from Higher Calling Christian Academy

Please note that center's administrators are granted the authority to exercise good judgment and apply a greater or lesser consequence than those listed above

Children are born with enormous creativity! We feel that too much discipline (correcting a child for every little thing) destroys their spirit. By teaching the child that each choice they make has a direct consequence, they will begin to learn to be responsible for their own actions. A negative choice will result in a negative consequence. Higher Calling Christian Academy prohibits corporal punishment of

any kind, cruel, or severe punishment, humiliation, or verbal abuse. No child will be denied food as a form of punishment nor punished for soiling or wetting their clothing. If a behavior problem presents itself, every attempt will be made to remedy the situation. Please do not be discouraged if your child is disciplined. Children act out and test our limits at all stages of development. The behavior will pass as long as we are all consistent. You will be notified of any behavior we feel should be reinforced at home.

HIGHER CALLING CHRISTIAN ACADEMY

POLICY NO. 21: DRESS CODE

21.1 CLOTHING

Children are engaged in various activities during the course of the day; some of these activities can be messy, and/or athletic in nature. Additionally, children are engaged in outdoor play daily, weather permitting. Due to these activities, children are required to be dressed in seasonably appropriate, comfortable, and clothing. Coats, hats, gloves, scarves and winter boots must be provided in the winter months. It is not necessary for the children to wear their winter boots to school. Teachers will change the children into their winter boots when they go outdoors.

Children are not permitted to wear open toed, and/or open backed shoes. The most appropriate type of shoes for participation in school activities are rubber-soled, sneakers/tennis shoes. Children ages 3 through 5 are required to have one seasonably and size appropriate complete change of clothing at the center at all times. Children under 3 years of age are required to have two seasonably and size appropriate, complete changes of clothing at the center at all times. A complete change of clothing includes shirt, pants, underwear, socks, and shoes. Teachers will post reminders for parents to update changes of clothing as the weather begins to change. All clothing items must be clearly labeled with the child's first and last name. This includes coats, hats, gloves, scarves, and boots. Higher Calling Christian Academy is not responsible for lost or damaged items of clothing.

21.2 JEWELRY

Children are not encouraged to wear jewelry of any kind. It is a safety hazard for your child as well as the other children enrolled in the program. In addition, Higher Calling Christian Academy will not be responsible for lost or stolen valuables. It is the parents' responsibility to enforce this policy with their children. Higher Calling Christian Academy is not responsible for damage to or loss of and articles of clothing.

HIGHER CALLING CHRISTIAN ACADEMY

POLICY NO.22: FIELD TRIPS

Higher Calling Christian Academy frequently supplements the in-class curriculum with off premise field trips. Parents are required to give written permission for their child to attend each field trip. Notification of a field trip will be sent home in advance of the trip, with all pertinent trip information including, destination, date, time, reason for trip, cost, and mode of transportation. Accompanying the notification paper, teachers will include a permission slip to be filled out, signed, and returned to the teacher prior to the date of the trip. The field trip permission slip must be filled out completely and accurately, and all trip costs must be paid in advance in order for your child to attend.

Higher Calling Christian Academy provides all required supervision for all field trips. Due to availability of space on the bus, parent attendance is not available. Parents will not be permitted to transport any child, other than their own, on a Higher Calling Christian Academy sponsored trip. If your child is not scheduled to attend on the day of a field trip and you wish for your child to participate in the trip, please discuss this with your child's teacher at least three days prior to the date of the trip. Your child will be permitted to attend if required ratios can be maintained with his/her addition to the class. An additional day fee of, as well as the cost of the trip and signed permission slip will be due prior to the date of the trip.

HIGHER CALLING CHRISTIAN ACADEMY
POLICY NO. 23: PARENT PARTICIPATION/VOLUNTEERS

Parents are invited and encouraged to be involved in their child's school activities. There are many different ways in which parents can participate and volunteer at the childcare center. Parents may volunteer to attend trips, read in the classroom, assist teachers, and/or coordinate special events. Teachers will have posted in their classrooms any volunteer opportunities available. Parents not interested in volunteering directly in the classroom may donate items, do maintenance work, or assist in the front office.

Any parent who volunteers in the classroom on a regular basis will be required to pay for and secure all criminal background checks, as required by our licensing regulations. Any person, including parents, with felony convictions, sex offender convictions and/or open investigations into any criminal activities will not be permitted to volunteer in the classroom, or on field trips. Parents with court orders detailing custodial arrangements will only be permitted to volunteer on days in which they are afforded custody (joint/shared custody arrangement) as per the court order. For example, if a parent is afforded custody on Tuesdays and Wednesdays, the parent will only be able to volunteer on those days. Parents with visitation only (sole/exclusive custody arrangements), will only be permitted to volunteer with the express written permission of the custodial parent.

**Higher Calling Christian Academy reserves the right to make Volunteer assignments.
Higher Calling Christian Academy does not guarantee the volunteering parents will be assigned to locations where their child(ren) is present.**

HIGHER CALLING CHRISTIAN ACADEMY
POLICY NO. 24: HEALTH AND SAFETY

24.1 PRE-ENROLLMENT REQUIREMENTS

Each child is required to complete a pre-enrollment packet of information. This packet is to be returned to the center's office prior to the child's first day of attendance. All children are required to have a complete up to date immunization record on file at Higher Calling Christian Academy. This is per our licensing regulations. If you have chosen not to have your child immunized, please ask the center director for an immunization waiver form. Immunizations may be waived for certain reasons. Please discuss this with the center director to determine whether you have the right to be enrolled and not

have your child immunized. Parents are required to have a waiver on file in place of an immunization record, so that the center can maintain compliance with licensing regulations. All children are required to have a physical examination form filled out by a licensed medical professional, in order to attend Higher Calling Christian Academy. The Physical Examination Form, indicating the child's fitness to attend Higher Calling Christian Academy, must be completed by a licensed healthcare professional and returned to the Center Director within the first 30 days of enrollment.

24.2 CHILDREN WITH SEVERE ALLERGIES

For the safety of your child, parents are required to provide a signed copy of the "Authorization for Emergency Care for Children with Severe Allergies" form, detailing any allergies, food or otherwise, from which their child suffers, at the time of enrollment or when the allergy is discovered. This form must be completely filled out by the child's physician and parent(s) or legal guardian(s), and must be updated every six months, or more frequently, as needed. In addition to this form, parents must provide a copy of any additional physician's orders and procedural guidelines relating to the prevention and treatment of the child's allergy. This form can be obtained by request from the center director. Parents must also execute a "Release and Waiver of Liability for Administering Emergency Treatment to Children with Severe Allergies" form. This form releases Higher Calling Christian Academy from liability for administering treatment to children with severe allergies and taking other necessary actions set forth in the "Authorization for Emergency Care for Children with Severe Allergies" form, provided Higher Calling Christian Academy exercises reasonable care in taking such actions.

24.3 COMMUNICABLE DISEASES

Higher Calling Christian Academy follows all health/communicable disease policies as outlined in the American Academy of Pediatrics Model Health Policies and Procedures Manual. A copy of this manual is on file with the Center Director and is available upon request for review. Parents are required to pick up an ill child within 45 minutes of notification by phone. If a parent is reached, but cannot pick their child up, it becomes the parent's responsibility to arrange for alternate pick up with someone listed on the child's emergency contact form. If a parent cannot be reached, the staff will begin to call the people listed on the emergency contact form, until arrangements can be made for the child to be picked up. Children will be excluded from participation in the program if they exhibit symptoms of any communicable disease. They will not be permitted to return to the program until they are no longer contagious. Guidelines for determining the contagious period for a specific illness are based on the recommendations by the American Academy of Pediatrics. Children must present a doctor's note stating they are no longer contagious and can return to the program.

Higher Calling Christian Academy reserves the right to refuse to allow a child to return if the center director or designee believes the child to be too ill to participate in the program. Children excluded from the program due to a fever may not return to the program until they are fever free, without fever reducing medication, for 24 hours. If your child is sent home due to a fever, he/she is not permitted to return to the program the following day at a minimum. A fever is defined as a temperature reading on a thermometer of at least 101 degrees Fahrenheit or more as taken under the arm.

Children are required to be excluded from the program for loose bowels or diarrhea which occurs three or more times in a 24-hour period of time. Children may return to the program when normal bowel movements resume.

If your child will be absent due to illness, we request that you notify the center director. This enables our faculty to keep track of any illnesses, which may occur at our school. This information will only be shared with faculty on a "need to know" basis. If your child has a communicable disease, we ask that you share the diagnosis with the center director, so that the parents of the children in the school maybe notified that a communicable disease is present. Once again, only the communicable disease information will be shared. Higher Calling Christian Academy will take all measures necessary to protect your child's confidentiality. You are not required to disclose this information by law, and your continued enrollment will not be based whatsoever on your decision to share, (or not) the reason for your child's absence from school.

24.4 BITING

Higher Calling Christian Academy recognizes that biting is a developmentally appropriate behavior for children in the infant through 2 ½ year old classrooms. Parents with children in these classrooms should expect that their children may be bit or will bite another child. The staff understands that parents are concerned and can be upset when their child is involved in a biting incident. We ask that you remember this is a developmentally appropriate behavior, and that the staff is working to identify situations which, provoke, or elicit this behavior so it can be prevented in the future. The staff will not punish, or harshly discipline children in the younger classrooms for biting behavior; they will simply redirect the children to different activities in separate areas of the classroom. Parents are expected to work with staff to identify methods and strategies to curb this behavior.

Parents will be notified by incident/accident report that a biting incident occurred during the course of the day. The staff may not discuss with either parent the identity of the other child involved in the incident. This information is considered to be confidential and cannot be disclosed. The staff of Higher Calling Christian Academy cannot discuss the medical history of any child involved in a biting incident with the other party. It is recommended that any child involved in a biting incident be seen by their family physician if the parents are concerned about communicable diseases possibly resulting from the biting incident.

24.5 DISPENSING MEDICATION

Except for first aid or as authorized under Georgia law, Higher Calling Christian Academy shall not dispense prescription or non-prescription medications to a child without specific written authorization from the child's physician. Such authorization will include when applicable, date; full name of the child; name of the medication; prescription number, if any; dosage; the dates to be given; the time of day to be dispensed; and signature of parent.

Written authorization from the child's physician is required to dispense medications and shall be limited to two (2) weeks unless otherwise prescribed by a physician or authorized under Georgia law. Medication shall only be dispensed out of its original container which must be labeled with the child's name or as authorized under Georgia law.

In accordance with the written authorization obtained from a parent/guardian in "Authorization to Dispense External Preparation 590-1-1.20(1)" in the enrollment package, Higher Calling Christian Academy may apply one or more topical ointment/preparations to a child in accordance with the direction on the label of the container.

24.6 FIRE/EMERGENCY DRILLS

Higher Calling Christian Academy conducts monthly fire and emergency/evacuation drills. Parents, staff and children will not be made aware of drill dates or times, as this is the most effective way to assess the effectiveness of fire and emergency/evacuation plans. During a fire/emergency drill or real fire/emergency situation, parents may not sign children into or out of the program. Parents must wait until the drill is complete and children have returned to the building to sign their child into the program. Parents may feel free to wait with the child's class in the designated safe-zone outside of the building until the drill is complete.

In the event of a real fire/emergency situation, the director or designate will inform each classroom teacher that the school will be closing. At this time any parents waiting to sign their child in will have to leave the premises with their child. All other parents or emergency contact persons will be notified by telephone of the situation. As with the sick child pick up policy, children must be picked up within 45 minutes of the telephone call. Parents wishing to sign their child out of the program during a fire/emergency drill or real fire/emergency situation are expected to have patience with the staff as they are trying to maintain order during an often hectic and dangerous situation. If the center is in the midst of a fire/emergency drill, parents will be required to wait until the drill is completed and the staff and children are returned to the building to sign their child out of the program. If the center is having a real fire/emergency situation, parents will be asked to wait until the director or designee has accounted for all staff and children and gives the staff permission to release children. Once again, it is important for parents and staff to work together, remain calm, and cooperate with the fire/emergency personnel and center administration during these important and critical situations.

24.7 ALTERNATE SAFE LOCATION

Should the administration of Higher Calling Christian Academy or any emergency services personnel determine the building which houses the childcare agency to be too dangerous to be occupied, the staff and children will be taken to the location designated in the evacuation plan located in the center lobby. Once the children are assembled here, the staff will begin contacting parents or emergency contact persons for pick up. As stated before, children must be picked up within 45 minutes of the telephone call.

24.8 INCIDENT/ACCIDENT REPORTS

Should your child be involved in an incident/accident during the course of the school day, a staff member will complete an Incident/Accident Report. Parents or persons designated to act "in loco parentis" are required to sign any incident/accident reports from the day at pick-up. The classroom teacher will be able to briefly discuss the matter with you at pick-up. However, should you feel it necessary to have an in-depth discussion or meeting, it is most appropriate to schedule the meeting for a later date because the teacher is responsible for supervising the remaining children in the classroom.

A telephone conference may be scheduled for later in the day or for the next day at nap/rest time if the parent(s) is unable to meet at the center during the course of the day.

Should a person other than the parent or one designated to act “in loco parentis” pick-up the child, a parent or person designated to act “in loco parentis” must sign the Incident/Accident Report and return a copy to the center director within 24 hours. Failure to sign and return an Incident/Accident in this time period will result in your child’s exclusion from the program until such time as the Report is returned signed.

24.9 FOODS

Higher Calling Christian Academy participates in the Federal Food Program and provide all necessary food and beverages throughout the day. Outside food is discouraged and will be prohibited without director permission due to the Food Program guidelines.

All age groups:

For the safety of your child, parents are required to provide notification, in the form of a doctor’s note, of any allergies (food or otherwise), with instruction for treatment should a child have an allergic reaction. Please refer to the Health and Safety Policies contained herein for further information.

Parents are required to provide written notification of any food/dietary restrictions. i.e. lactose intolerance, vegetarian diets, wheat free/gluten free diets. Higher Calling Christian Academy never uses food as a punishment. Children will never be denied participation in any mealtime for behavior reasons.

Infant classrooms:

Parents are required to complete an infant feeding schedule for their child as the child’s feeding requirements change. Staff will complete a daily chart for each child detailing for the parent what the child ate, when, and how much.

Breastfeeding mothers are welcome to come to the center during the day to feed their child. Appropriate, private feeding locations will be made available. Please discuss your desire to come to the center to breastfeed your child with the classroom teacher.

Younger Toddlers through School-age:

Higher Calling Christian Academy offers children breakfast from 7:00 a.m. to 8:30 a.m., lunch from 10:45 a.m. to 12:00 p.m., afternoon snack from 2:00 p.m. to 4:00 p.m. and dinner from 4:30 p.m. to 5:30 p.m.

All meals are family style, with the children sitting at tables, to promote good manners, eating habits and socialization skills. Staff will encourage children to eat their main entrée first, followed by healthy snacks.

24.10 NUT FREE CENTER

Due to the extreme nature of allergic reactions to Peanuts and products containing peanuts in some children, Higher Calling Christian Academy prohibits peanuts and/or foods containing peanut products

on Higher Calling Christian Academy property, and/or at Higher Calling Christian Academy sponsored events. These peanut allergies can be so severe that exposure to peanuts can result in an anaphylactic reaction. An allergic child can have a reaction from simply smelling peanuts on someone's breath, or touching peanut oil residue left on a countertop, not only from consuming peanuts or peanut products.

24.11 FIREARMS AND WEAPONS

At no time is any person permitted to carry any type of Firearm, Ammunitions and/or Weapon on agency property for any reason. Violation of this policy will result in immediate dismissal from the program.

HIGHER CALLING CHRISTIAN ACADEMY

POLICY NO.25: STAFF EMPLOYMENT BY CLIENT'S POLICY

The staff of Higher Calling Christian Academy is prohibited from being employed by any client (current or former). Parents are prohibited from soliciting any staff member for the purpose of employment. Parents who employ Higher Calling Christian Academy staff will have their services terminated and any deposits will be forfeited. Staff who become employed by current or former clients of Higher Calling Christian Academy will have their employment with Higher Calling Christian Academy terminated. Employment refers to any relationship outside of the agency's services which involves an employee of Higher Calling Christian Academy to interact with a current of former clients Higher Calling Christian Academy. Such relationships include but are not limited to, baby-sitting, house-sitting, mother's helper, nanny services, and carpooling regardless of whether or not those services are voluntary or paid.

HIGHER CALLING CHRISTIAN ACADEMY

POLICY NO. 26: AGENCY CONTACT INFORMATION

Higher Calling Christian Academy
2901 Wesley Chapel Road
Decatur, GA 30034
404.288.2494
hellohcca@hcfinc.org

Higher Calling Christian Academy Administrators

Ms. Linda McDonald, Center Director
Ms. Levon Howard, Assistant Center Director