



Parent Handbook

**Bella Vista
Child Care Academy**

*It takes a village to raise a child -
we're honored to be part of yours.*

Bellavistachildcareacademy.com





Welcome to **Bella Vista Child Care Academy**

Welcome!

Thank you for choosing BVCCA. We are so excited to be a part of your child's early learning journey.

At BVCCA, we believe that childcare should feel like an extension of your home – safe, nurturing, consistent, and filled with opportunities to learn through play. Every routine, activity, and policy is built around creating a calm, positive environment where children can thrive and families feel supported.

Please take time to read through this handbook carefully and keep it for reference throughout your child's enrollment. Our goal is open communication and a strong partnership with every family – so never hesitate to reach out with questions or feedback.

Here's to a happy, healthy, and FUN year together!

With care,
Miss Melanie & Miss Bella
Owner & Early Childhood Educator
215-660-9119 or 215-827-0157
BVCCA766@gmail.com



766 S 9th Street Philadelphia PA 19147
801 Locust Street Philadelphia PA 19107
215-660-9119

Program Overview

Ages & Group Size

We care for children ages 6 weeks to 5 years old.

Learning & Play

Our play-based curriculum includes art, music, movement, language & literacy, sensory exploration, story time, and outdoor learning experiences. We focus on the whole child – supporting social-emotional growth, creativity, problem-solving, language and social skills every day.

Outdoor Time & Special Events

We play outside daily (weather permitting) to build coordination, confidence, and friendships. Throughout the year, we also enjoy fun, child-centered events like pajama days, spirit weeks, and seasonal celebrations.

Daily Schedule & Routine

Our days follow a consistent, balanced routine that helps children feel secure and know what to expect. Each day includes a mix of free play, circle time, hands-on learning, outdoor exploration, meals, and rest time. Our schedule is flexible to meet the needs and rhythm of each child.





Enrollment & Paperwork

Enrollment Process

Enrollment is confirmed once all required forms and payments are completed, reviewed, and approved. This ensures your child's spot is fully reserved and that we have the necessary information to provide safe, quality care.

Required Forms

Before your child's first day, please return the following:

- Enrollment forms
(including emergency contacts)
- Immunization record
- Signed contract

Trial & Adjustment Period

We understand that starting daycare can be a big transition! The first two weeks of care are considered an adjustment period for both your child and our program. During this time, we'll communicate closely about how your child is settling in and make any necessary adjustments to routines or schedules.



Hours, Holidays & Closures

Hours of Operation

Bella Vista Location:

Monday through Friday
7AM to 6PM

Washington Square Location:

Monday through Friday
6:30AM to 6:30PM

Drop-Off & Pick-Up

- **Drop-off:** Children should arrive no later than 9:30 AM.
- **Pick-up:** All children must be picked up by:
(Catherine Street 5:59PM)
(Locust Street 6:29PM)
- Late pickups will incur a \$35 fee for the first minute after closing, plus \$5 for each additional minute.

Holidays & Planned Closures

BVCCA will be closed on the following holidays:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day & the following Friday
- Christmas Eve & Christmas Day

Additional closure dates may be announced in advance – such as vacation days or professional development days.

Emergency or Weather Closures

In the event of severe weather, power outages, illness, or other emergencies, BVCCA may close for safety reasons. Parents will be notified by Brightwheel message portal as soon as possible.

Tuition is not refunded for emergency closures.



Attendance & Communication

Attendance Expectations

If your child will be absent or arriving late, please notify us by Brightwheel messaging as early as possible.

Vacations & Planned Absences

If your family plans to take time off, please provide at least two weeks' notice.

Tuition is still due during vacation periods, as your child's space is reserved exclusively for them.

Communication

Open and honest communication is key to a successful partnership. I encourage families to share updates about changes in your child's routine, sleep, or home life that might affect their day. Likewise, I will share important updates, reminders, and photos through our Brightwheel messaging portal.

Emergencies or Urgent Contact

If there's ever an emergency or unexpected closure, parents will be notified immediately through Brightwheel. Please ensure your contact information is always current so you can be reached right away.

Our Goal

Strong communication builds trust, understanding, and consistency between home and daycare. Together, we can make sure your child's experience at BVCCA is positive, supported, and full of growth.

Tuition & Payments

Tuition Rates

Tuition is based on your child's age and enrolled schedule, not attendance. This reserves your child's spot each week, and tuition is due even when your child is absent. Please visit our website for current rates.

Rates are subject to change with at least 30 days' written notice

Payment Schedule

Payments are due weekly at the start of day on Mondays.

Tuition covers all regular care days, including holidays and child absences.

Payment Methods

BVCCA accepts the following payment methods:

- Brightwheel app
- Cash
- Checks Please include your child's name in payment notes for accurate tracking.

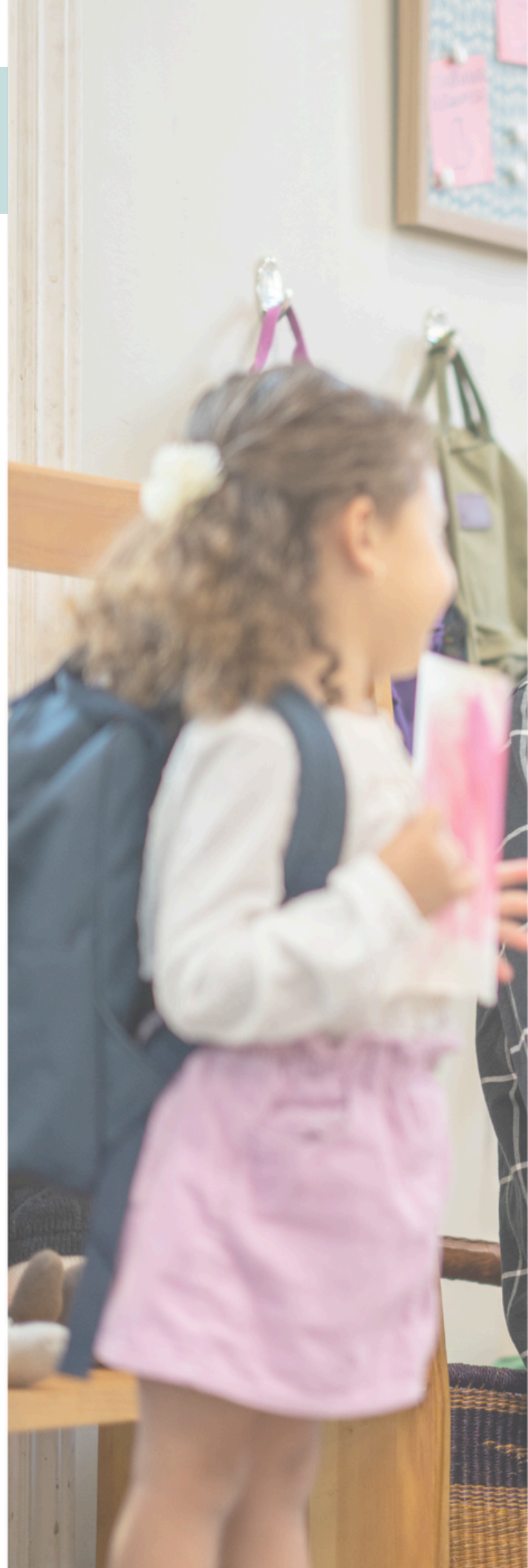
Any return tuition payment will incur a \$45 fee. The tuition will still be considered unpaid, and any applicable late fee will continue to accrue from the original due date until payment is received.

Late Payments

Tuition is due by the start of the day on Monday, payment received after that time will incur a late fee of \$5 per day until paid in full.

Care will not be provided until payments are up to date including all late fees.

Tuition is non-refundable and non-transferable. Refunds are not provided for illness, vacation, holidays, or other absences, as tuition reserves your child's space.





Health & Safety

Our Commitment

Your child's safety and well-being are our top priority. **BVCCA** follows all state licensing standards for health, hygiene, and supervision. I maintain a clean, child-friendly environment where children can safely learn and play every day.

Medication Policy

Medications will only be administered with a completed medication authorization form signed by the parent. All medication must:

- Be in its original container
- Included the child's name, dosage, and instructions
- Be handed directly to the provider (not left in bags)

Emergency Procedures

BVCCA maintains a detailed emergency plan that included evacuation routes, first-aid supplies, and communication procedures. Fire and safety drills are practiced regularly. In case of an emergency, parents will be notified as soon as it's safe to do so.

Illness Policy

To help keep everyone healthy, children must stay home if they show any of the following symptoms:

- Fever of 100.4 F or higher
- Vomiting or diarrhea within the past 24 hours
- Contagious illness
- Persistent cough, rash, or unexplained fatigue

Children may return to care once they are symptom-free for 24 hours without medication. If a child becomes ill during the day, parents will be contacted for immediate pick-up.

Hygiene & Cleanliness

Children are encouraged to wash hands regularly – upon arrival, before and after eating, after toileting, and after outdoor play. Toys, surfaces, and bedding are sanitized on a consistent schedule to prevent the spread of germs.

Safe Sleep

Infants are always placed on their backs to sleep in a safe crib or pack 'n play that meets all current safety standards. No blankets, pillows, or stuffed animals are allowed during sleep time, in accordance with safe sleep guidelines.



Meals & Nutrition

Meals

Parents are expected to provide their child's lunch. The center will provide the morning and afternoon snacks if they are not provided by the parents.

FOOD Allergies: BVCCA does not provide food for children with food allergies. Parents must provide all meals and snacks for their child. Please remember that BVCCA is a peanut-free school!

Allergies & Special Diets

Please list all food allergies and dietary restrictions on your enrollment forms. I do my best to accommodate allergies and preferences, however, substitutions may need to be provided by the parent. Outside food must be clearly labeled with your child's name.

Infants & Young Toddlers

Parents provide formula, breast milk, or baby food labeled with their child's name and date. Bottles are warmed safely and never propped or microwaved. I follow each baby's individual feeding schedule until they transition to table foods.

Meal Schedule

Children are offered meals as followed:

- Breakfast/Morning Snack – around 8:30 am
- Lunch – around 11:00 am
- Afternoon Snack – around 2:30 pm

Exact times may vary slightly depending on our daily activities

Drinks & Treats

Water is available throughout the day. Sweets are served only for special occasions, and we keep celebrations simple and inclusive for all children.

Family Celebrations

We love celebrating birthdays! Simple, store-bought treats are welcome with prior approval to ensure I can manage allergies and food safety.



Behavior & Guidance

My Approach

At BVCCA, behavior guidance is built on connection, consistency, and respect. Children thrive when they feel safe, understood, and supported – not punished. Our goal is to help children learn self-control, problem-solving, and empathy in ways that match their developmental level.

Positive Guidance Philosophy

We use positive reinforcement, redirection, and clear expectations to guide behavior. When challenges arise, We focus on teaching – not shaming or isolating.

Some of our common strategies include:

- Offering choices to promote independence
- Redirecting to a new activity
- Modeling calm language and empathy
- Helping children label and express emotions appropriately
- Encouraging problem-solving and cooperation

Unacceptable Discipline Methods

Physical punishment, verbal shaming, threats, or forced isolation are **never** used under any circumstances. Children are always treated with kindness, dignity, and patience.

Working Together

Challenging behaviors are a normal part of growth, and we believe in a team approach, between parents and provider. If ongoing concerns arise, I'll communicate openly to create a plan that supports your child's success both at daycare and at home.

Our Goal

Every child deserves to feel safe, valuable, and capable of success. By focusing on connection and guidance instead of punishment, we help children build lifelong emotional and social skills that go far beyond the classroom.



Nap & Rest Time

The Importance of Rest

Quiet time is an important part of our day at BVCCA. It gives children the chance to recharge and helps create a calm, balanced environment for everyone. While not every child will sleep, all children benefit from having a peaceful period to relax their bodies and minds.

Daily Routine

Nap time typically takes place between 12:30 PM and 2:45PM each day. The lights are dimmed, soft music is played, and children are encouraged to rest quietly on their mats or cots.

Younger children who need extra rest may nap earlier, and older ones who don't fall asleep are offered quiet activities or will revisit the park.

Comfort Items

Children are encouraged and welcome to bring one small comfort item from home (such as a lovey or stuffed animal). Please make sure it's clearly labeled with your child's name.

Wake-up Time

Children are gently woken up toward the end of rest time so they have time to transition smoothly into snack time and afternoon activities.

Our Philosophy

We never force a child to sleep – instead, we encourage calmness and routine. Rest time is treated as a positive, peaceful part of the day that helps children reset and return to play feeling happy and refreshed.

Disruptions and Expectations

To maintain a calm space for everyone, children are expected to rest quietly during this time. If a child consistently disrupts others who are trying to rest or engage in quiet activities, we'll first offer gentle reminders and redirection. If the behavior continues, we'll work together to create a plan that supports the child's ability to rest or engage in quiet activities.

If disruptions become habitual or excessive care may be terminated to ensure the well-being of the group.



Personal Belongings & Supply List

Supply List

To help your child feel comfortable and prepared each day, please make sure they arrive with the following labeled items:

- Weather-appropriate outerwear
- Diapers, wipes, and diaper cream (if applicable)
- Comfort item (small blanket or stuffed animal for nap time)
- Refillable water bottle or sippy cup
- Formula, breast milk, or baby food (if applicable)
- Proper size shoes

Please Leave at Home

To keep our environment safe and calm, please do not send the following items:

- Toys from home (unless for show-and-tell or special days)
- Electronics or personal devices
- Candy, gum, or small items that could pose a choking hazard
- Outside food or drink (unless for pre-approved special occasions)

Personal toys often cause unnecessary conflict or distractions during the day, and I am not responsible for lost or damaged items.

Cleanliness & Labeling

Please label all personal items with your child's name to prevent mix-ups. Items like blankets, and extra clothing will be sent home at the end of the week for washing and should be returned on your child's next attendance day.

Parent Involvement

Events & Special Days

Throughout the year, we celebrate milestones and enjoy special themed days like Pajama Day, Spirit Week, or Family Days. These events are optional, but families are always encouraged to join in when possible.

Conferences

We offer two scheduled conferences per year. These are great opportunities to talk about your child's development, goals, or any questions you may have about their experience in care.

Our Partnership

You are your child's first and most important teacher. My goal is to support your family's values, routines, and culture while providing a safe, nurturing, and enriching environment each day. Together, we make a powerful team in helping your child thrive.

Family Feedback

Your input matters! We welcome feedback about what's working well or what could improve.





Termination of Care

Notice of Withdrawal

If a family chooses to withdraw from care, a minimum of two weeks' written notice is required. This allows time to adjust schedules, fill the space, and ensure a smooth transition for your child and the group. Tuition remains due through the notice period, even if the child does not attend.

Immediate Termination

BVCCA reserves the right to end care immediately if any of the following occur:

- Repeated late payments or non-payment of tuition
- Failure to follow policies or procedures
- Disrespectful or unsafe behavior by a parent or guardian
- Child's behavior that poses a risk to themselves or others, after reasonable interventions have been attempted
- Ongoing lack of communication or cooperation that affects the safety or well-being of the group

All terminations are handled professionally, with documentation and communication provided to the family.

Provider-Initiated Withdrawal

If care must be discontinued for other reasons (such as scheduling conflicts, changes in group size, or provider illness/maternity leave), families will be given at least two weeks' written notice whenever possible.

Transition Support

When care ends, I aim to make the transition smooth and positive for your child. I'll share notes about routines, preferences, and developmental progress to help with their next care setting if requested.

Final Payments

All outstanding tuition, late fees, or other balances must be paid in full by the child's last day of attendance. Receipts and year-end tax statements will still be provided as usual.

Parent Handbook Acknowledgment

[Daycare]

I have received and reviewed the BVCCA Parent Handbook and understand that it contains important information regarding the policies, procedures, and expectations of the program.

I agree to read and follow all policies outlined in the handbook, including those related to attendance, payments, health and safety, and daily operations. I understand that this handbook is designed to complement the BVCCA contract and that both documents work together to outline the terms of care.

I also understand that BVCCA may update their policies as needed, and that I will be notified in writing of any significant changes.

By signing below, I acknowledge that I have read, understood, and agree to comply with the information provided in this handbook.

Parent/Guardian Name

Child's Name

Parent/Guardian Signature

Date