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Parent Information Manual

Registration Policy: A \$50.00 non-refundable registration fee is required at time of enrollment along with the registration form that must be filled out completely in order to validate your child's enrollment. Please make sure the financial agreement is also signed and filled out completely. Your child's enrollment will be secured upon receipt of the completed forms, registration fee, and a one-month security deposit.

Security Deposit/Withdrawal: A one-month security deposit is due at time of enrollment. This deposit may be used toward the last month of attendance as long as a one-month written notice of withdrawal is submitted prior to the first school day of their last month by a parent/guardian. Security deposits are forfeited if a one-month written notice is not given or your child is dismissed from our center for any season stated in this manual.

Tuition: Invoices are billed monthly and payment is due on the 1st of the month. After the 5th of the month there will be a \$20.00 late fee applied to your invoice. Returned check fee is \$30.00 per occurrence. If your check is returned more than 2 times, you will be required to pay in money order or cash. Enrollment will be discontinued if tuition payment is not received. Re-enrollment will require paying the \$50.00 registration fee. There is a 10% discount for the second child in a family.

Schedule Changes: A one-month written notice is required for any changes in schedule along with a new financial agreement.

Holidays: Our program observes the following holidays — President's Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Thanksgiving Day and the day after, Christmas Eve and Christmas Day, and New Year's Day (the school will reopen the next business day after New Year's Day). The administration may choose to close or close early on any given holiday.

Emergency Closings: In the event that our school must delay opening or close due to inclement weather or other emergency, closings will be announced on the schools voice mail no later than 6:00am. During early closings, parents will be notified as soon as a decision is made. Your child needs to be picked up within 1 hour of notification.

Attendance: If your child will not be attending class for any reason, please notify the school as soon as possible. Your child's attendance is expected and the staffing

requirements have been met for the safety of each child. If you anticipate any change in your schedule, please notify us as soon as possible. We will do our best to accommodate your changes. Permanent changes must be accompanied by a revised financial agreement.

Arrival and Departure: A designated person responsible for the delivery of the child must accompany the child into the facility and be acknowledged by a supervising staff member. All children must be signed in and out by their parent at the exact time of arrival and dismissal. The school must be notified in advance if someone other than the parent will be picking up the child. If someone other than the parent arrives to pick up a child, proper identification must be provided. We will not release any child to a person whose behavior or health appears to endanger the health or safety of the child or under the age of 18.

Parking: For children's safety, parents can park at the designated daycare parking area for drop off and pick up. Please escort your child in to the school building. Do not let children run around the parking lot. Babies must be taken out from their carrier before sent into classroom so that they can fully participant in class activities.

Health Forms: State regulations require that each child have a health form completed and signed by a physician and kept on file. Please update our records when new information is available.

Sick Policy: In case of illness, there will be no credit issued. When a child is released from school because of a contagious illness, a doctor's written permission is required for your child to return to school, which will be under the discretion of the administering staff member. We do not administrate medicine.

Sick Days and Absences: To cover the costs of our dedicated teachers and educational resources, we charge a full week's tuition (this applies to full and part-time schedules) if a child attends the school for any portion of the week. If your child misses an entire week (Monday through Friday), we will reimburse the tuition for the week along with the doctor's note.

Vacation Policy: Tuition deduction for a one time one-week-vacation is allowed for each child every year. Please submit the vacation request form at least one month before the first day of your vacation.

Reasons for Dismissal: In order to provide a safe environment for all of our children and staff, we reserve the right to disenroll a child immediately when his/her or the parent's behavior threatens the safety of or becomes abusive toward other children in the center. The following are some reasons that our school would be inclined to permanently dismiss your child from our center:

- Frequent, delinquent or non-payments
- Ongoing behavior problems that become disruptive to our program
- Failure to pick up your sick child within 1 hour being notified
- Frequent late pick ups

Late Pick-up Fees: Our center closes at 6:30pm. We feel it is unfair to keep our teachers beyond this time. If you pick up your child after 6:30pm, there will be a \$5.00 charge per quarter hour. This fee is due and payable immediately to the closing teacher or to the opening teacher the next school day before your child is returned to school. Frequent late pick-ups may result in termination of enrollment. Please call the center and let us know as soon as possible when you know you will be late picking up your child.

Progress Reports/Parent Conferences: We welcome parents and relatives to visit and participate in our activities. Parent conferences can be held anytime during the year at a parent or teachers request. When the center requests a conference, it is mandatory that a conference be held within seven days. If a conference is not upheld, it could result in termination from our center. Assessments are done 2 times a year. We require all Pre-K class students to have a parent/teacher conference after assessments.

Parent/School Communication: Parents can have access to child's daily report, real-time photo sharing, individual development assessments through a child care app called Himama. If you prefer, you can also leave a note in your child's school bag should you have any question or concern about your child's day at school. Our teachers will check the bag every morning, and a daily communication checklist will be placed in your child's school bag at the end of the day for you to have better acknowledge of your child's day in school.

Potty Training: We continuously work with the children during potty training. Please bring in pull-ups and extra wipes for the training or our school provides pull-ups and wipes for a monthly fee during training. Due to sanitary reasons, we do not keep soiled underpants. Please make sure your child has extra underpants, a change of clothes, shoes and socks in their cubbies. Accidents do happen. Express no anger or disapproval; don't scold, shame, or punish. Clean up calmly, and reassure them that "next time they'll remember to use the potty." During the day give gentle reminders to use the potty to help them be successful.

Toilet Training Policy: According to recent studies, the average age for learning to use the potty for bowel movements and bladder is 28 months. We are reminded that every child is different and develops at his or her own rate. Parents can encourage the toilet training process by showing enthusiasm followed with praise when reviewing his or her "Potty Chart" regardless of the results, and by ensuring that your child has 2 extra sets of clothing (shirt, pants, socks, underwear) and shoes.

Lunch: You can bring in cold lunch for your child and we will only heat up pre-made lunches that are packed in microwave oven safe containers. Your child's name needs to be labeled on all containers. If your child has food allergies, please advise the center in writing to make special arrangements.

Naptime: Is approximately 2-2 ½ hours every day. They are required to be on their cot for half of the time. The school will provide cots and a \$20.00 non-refundable sheet charge will be required at enrollment. You will need to bring in a blanket for your child's naptime. Sheets, blankets will be sent home at the end of your child's school week to be cleaned.

Please have them returned to the school on your child's next school day. For the infant class, please only bring in a sheet. (No blanket, pillow and/or crib bumper)

Birthdays and Special Parties: Our school shares your desire to make your child's day special. However, birthday celebrations can be over stimulating and we ask that some limitations are observed. Parents may provide a special snack (discuss with your child's teacher of an appropriate time) and participate in the celebration.

Clothing: Please have your child wear comfortable, washable clothes, as well as rubber-soled, closed-toe shoes to the center for your child to safely participant in all school activities. We ask you to supply a set of changing clothes and to change them according to the season. To avoid losing any clothing, please label all clothing that might be taken off or changed during the day, including bathing suits, towels and hats. We cannot be held responsible for lost or damaged clothing.

Field Trips: Trips will be offered throughout the school year. Notices will be given to parents in advance. Child/parent participation is encouraged. If your child does not participate, we ask that you send the child to the center after 1pm; no credit will be issued.

Personal Items: To avoid loss or breakage, please do not bring in toys or special personal items other than occasional Show and Tell and sharing times. We are glad to help you to look for lost items, but we cannot be held responsible for personal belongings, such as jewelry, toys, stuffed animal, etc. Please label each personal item and baby bottle with your child's name.

* Subject to change based on center's needs