



**470 Welcome Lane  
St. Leonard, Maryland 20685  
410.586.9364**

# ***Parent Handbook***

***Accredited by the Maryland State Department of Education  
(MSDE) January 2006 – June 2012***

***MSDE License Number 101548***

***Includes:***

***Child Care Contract***

Revision Effective: August 26, 2016

## **WELCOME TO OUR CHILD CARE AND EARLY LEARNING PROGRAMS!**

Thank you for choosing Grover Place, Inc. to care for your child(ren). The following information is provided to answer questions you may have concerning the child care services we provide. Please feel free to discuss anything you've read in this handbook with us.

### **OUR MISSION**

Our mission is to provide accessible top quality child care and educational programs that foster family, center, and elementary school collaboration to help children and families work together to promote learning and school readiness.

### **OUR PHILOSOPHY**

Grover Place Child Care is committed to the enhancement of the "whole" child, socially, emotionally, intellectually, and physically. Children in our care are respected as unique and capable individuals. Each child has a wealth of interests and cultural heritage that we embrace, celebrate, and share.

We strive to provide an environment conducive to stimulating the desire in every child to succeed to their highest potential. Children have the opportunity to explore in a safe classroom, both indoors and outdoors, that is theme-based, age-appropriate, and clean. The classroom is a community and exudes a feeling of home away from home. Children are provided with daily learning opportunities based on the Creative Curriculum adapted to the Maryland Model for School Readiness and Maryland State Department of Education Voluntary Curriculum.

Our staff members are qualified, dedicated, nurturing teachers who provide consistent care and guidance to help build each child's character, self-esteem, and sense of responsibility for self and the world they live in. Staff members continue to grow professionally through training specific to their age group. All staff members will work cooperatively with families, public school staff, and other resources to provide a well-rounded program for all children.

We embrace the importance of the parent and/or guardian as the key role model and teacher in a child's life. We embrace the concept that the lifestyle and cultural heritage of parent(s)/guardian can vary widely from family to family; however, the desire of each family is the same: wanting the best possible life and learning outcome for their child. We are committed to supporting families and maintaining positive and open communication between family and teacher for effective partnership in each child's development. The center institutes an open-door policy; family members are welcome to visit at any time. We continually work to earn the trust placed in us to care for the future of tomorrow.

We believe the collaboration between community, schools, and centers promote an opportunity for growth in each classroom. By volunteering and sharing various learning styles and techniques we constantly are looking for ways to improve and enhance the quality of our program. We understand the stress put on families in trying to locate high quality child care; therefore we work hard to maintain a program that strives to continually improve to meet the highest standards for quality.

# PROGRAM GOALS

## GOAL 1

### LEARNING

Progression of development\* in all developmental areas† will increase for all children.

## GOAL 2

### TEACHING

All teachers will be “Highly Qualified”, credentialed, highly skilled and highly effective.

## GOAL 3

### INFRASTRUCTURE

Policy, procedure, processes and budget will be aligned to support teaching and learning.

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\* Progression of development is towards reaching developmentally appropriate milestones and the highest level of skill development widely held to be expected by age 5.

† Developmental areas are: personal and social, language and literacy, mathematical thinking, scientific thinking, social studies, the arts, and physical development.

**AGES:**

We provide care for children who are two to fifteen years old. Grover Place accepts children regardless of race, religion, nationality, or creed, who may benefit from our type of program. We offer care to all children based on availability in each classroom. Inclusive care is offered at the center with enrollment decisions made on an individual case-by-case basis with due consideration given to the ability of the teachers in each classroom setting and the level of care required.

**WHAT WE OFFER:**

Story time	Outdoor learning environment	Play (on our large playground)	
Family Nights	Homework help (if needed)		
Games	Independent play	Art Projects	Fieldtrips
Group-lead play	Guest Presentations	Exercise	Crafts
Learning Time	Quiet/Rest Time	Music	Holiday parties & programs

Children are daily exposed to opportunities of social skill learning and team work skills

Consistent teachers and aides                      Dependable & Reliable care

Owners & Administrators on the property over half of the program day - every day

**HOURS OF OPERATION:**

Grover Place, Inc. is open Monday through Friday from 6:00 a.m. to 6:00 p.m. During these hours, parents are welcome to drop in unannounced. Please bear in mind that naptime is scheduled from 1:00 p.m. to 3:00 p.m. Our administrative hours are from 9 a.m. – 3 p.m. and we try earnestly to be available by phone during those hours. If you must leave a message we will return your call by the following business day.

**PAYMENTS:**

Payment agreements are agreed upon in your contract. Please abide by the agreement. Payment is required one week in advance by 11 a.m. on Fridays. Any payment after 11 a.m. on Friday will be credited the next day and a late payment fee will be assessed. If paying with cash, we will supply you with a receipt upon request for the amount paid which you may use for tax purposes. Tuition rates cover salaries of staff on-site and Grover Place ensures we staff our classrooms over the required licensing regulation. We also maintain low turnover of our teachers and your tuition payments ensure their salaries and benefits.

**TUITION RATES**

<b>2 Years Old</b>	<b>Weekly</b>
5 Day Year Round <sup>‡</sup> .....	\$170.00
3 Day or Less Year Round .....	\$130.00
<b>3, 4, and 5 Years Old (Not in Kindergarten)</b>	
5 Day Year Round.....	\$155.00
3 Day or Less Year Round .....	\$115.00
<b>5 Years (In Kindergarten) and Older<sup>§</sup></b>	
5 Day Before & After School .....	\$110.00
5 Day Before or After School .....	\$70.00
3 Day or Less Before & After School .....	\$75.00
3 Day or Less Before or After School.....	\$60.00
5 Day Summer Program .....	\$140.00
3 Day or Less Summer Program.....	\$110.00
<b>Preschool Program Only**</b>	
5 Day (8:45-11:45 a.m.) .....	\$100.00
3 Day or Less (8:45-11:45 a.m.) .....	\$70.00
<b>5 Years (In Kindergarten) and Older</b>	<b>Daily</b>
Before or After All Day (School closings) .....	\$25.00
Before & After All Day (School closings) .....	\$5.00
Drop-in All Day .....	\$40.00

The tuition rates apply to all children in our care. All other fees will not be pro-rated and are non-refundable. No discount is available to families with more than one child.

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<sup>‡</sup> includes 50 hours of care per week. The weekly tuition for each hour of additional care over 50 hours per week is \$1.00 per hour. Additional hours of care over 50 hours per week must be included in the level of care agreement in the child care parent-provider contract.

<sup>§</sup> includes school late openings or early dismissals, on days selected in parent-provider contract, and does not include school closings. Daily rate applies for school closings for children enrolled in Before & After and Before or After School programs.

\*\*Weekly tuition is not reduced when the preschool program is closed due to school closure. Not available in summer.

### Security Deposit

A security deposit equal to one week's tuition is required at enrollment. The security deposit **is non-refundable**. It will pay the child care tuition fees for the final week of care if the advanced written notification indicated below is given prior to termination of child care services. In the months of September through March, fourteen (14) days advance written notification must be forwarded to Grover Place for termination of child care services. In the months of April through August, thirty (30) days advance written notification must be forwarded to Grover Place for termination of child care services.

### Department of Social Services (DSS) Payment Vouchers

Grover Place participates in Department of Social Services (DSS) payment vouchers. However, parent(s) are still responsible for all account statement charges when DSS subsidies do not pay for all statement charges. When parent(s) notify Grover Place that they have applied for a DSS voucher subsidy, parent(s) are still 100% responsible for their child(ren)'s account statement charges. Regular full payment of all statement charges is still required in accordance with the "Payment" section above until if and when the first check from the State of Maryland containing the amounts indicated in the approved voucher is received. Late payment charges still apply as indicated below. After the first check from the State of Maryland has cleared through our checking account, parent(s) will receive: (1) a new DSS account statement showing an account balance of zero, the amount of payment received from the State of Maryland, and the amount of each DSS subsidy statement charge; (2) a DSS Copay account showing copayment statement charges for the period covered by the State of Maryland check and payment history. Copayment statement charges will equal the amount of full weekly tuition minus the amount of the DSS subsidy, and will be applied thereafter for the period covered by the voucher. Other fees such as registration fees, activity fees, and late payment fees are not covered, and, therefore, are not paid by DSS vouchers. Statement charges for these fees will be applied to the DSS Copay account. Any credit balance on the DSS Copay account statement may be refunded upon request. If, at any time, full payment of statement charges is not rendered when due as described above, child care services will be terminated. After expiration of the voucher, the policy described in this section will be used.

### Other Fees

1. There will be a **\$5.00 late payment fee** for each day that your payment is late. Payment after 11 a.m. on Friday will be credited the next day.
2. Grover Place can terminate child care services in the event that the weekly tuition fee is not paid in full by Friday of the week for which the fee applies (1 week after payment is due) and also in the event that other fees are more than ten (10) days past due. Child care services terminated for late payment can only be reinstated upon the owner's approval, and are subject to a \$30 re-registration fee. Full payment of past due payment, one week's security deposit, current due amount (i.e., first week's tuition fee), late fees, and necessary re-registration fees must accompany all reinstatement requests.

3. There will be a **\$40.00** charge for checks returned for any reason. More than one returned check due to insufficient funds will require you to pay in cash.
4. If supplies (items mentioned later) are requested and parents fail to bring them, we will purchase them and add them to your bill.
5. **Late fees will be charged at the rate of \$5.00 for every five minutes after 6 p.m. that your child is not picked up. Cash payment will be expected when the child is picked up. Therefore, if your child is picked up at 6:11 p.m., you owe the staff person on duty \$15.00. This is to protect our staff from staying all hours of the night. We have commitments after work as well as everyone else. If payment is not rendered to the staff member your account will be billed accordingly.**
6. We believe children are responsible for their actions and we teach them to respect other people's property and the value of those items. Should your child break a toy or personal item due to roughness or because he/she broke a rule, parents will be subject to a charge of AT LEAST 50% of the replacement cost.
7. Grover Place will provide parents with a year end statement each year for tax purposes. These will be ready by January 31<sup>st</sup> at the latest. If your child is not enrolled in care at that time, you will need to mail the center a letter with a request for the tax statement. Please give us a forwarding address and we will send the statement out in the mail. Please retain your statements, as we will charge you for additional copies. There will be a \$5.00 fee for the information.
8. A registration fee of \$30.00 is due at enrollment and re-enrollment for the summer program and school year program. The registration fee **is non-refundable**. Your child may start care when the first week's tuition, last week's tuition, and registration fee are paid in full.
9. The activity fees listed below are due by September 1<sup>st</sup> for the school year program and by April 30<sup>th</sup> for the summer program. Activity fees will not be prorated for part-time enrollment. Activity fees **are non-refundable**. Activity fees are used to buy craft materials, art supplies, toys, games, and many other items. It is also used to partially pay for many holiday parties. Summer activity fees are greater because they are used to pay for the cost of field trips, for example, to the skating rink, and bowling alley. The activity fee also is used to pay for the bus for the field trips. Two year old children are welcome to go on field trips, but their activity fees do not include field trips.

<b>2015-16 School Year Program</b>	<b>Activity Fee</b>	<b>Summer '15 Program</b>	<b>Activity Fee</b>
Ages 2-5, AM Preschool	\$75.00	2 years old	TBA
Pre-kindergartners	\$50.00	Ages 3-4	TBA
5 years and up	\$50.00	Ages 5 and up	TBA

10. There will be a charge as described above (under tuition rates) for each day when school is closed, closed early or delayed opening for children 6 years old and up. We will provide all day care on those days such as school holidays and teacher in-services. Please include this fee with your regular tuition.

Fees will be reviewed on a semi-annual basis. Parents will be notified of any changes in writing.

No reduction in tuition will be made for holidays or absences from the center. Since tuition payment is for the slot the child occupies, parents must continue to pay their tuition weekly regardless of hourly or daily use. This provides the center financial stability and ensures a space is maintained for the child.

## HOLIDAYS

Grover Place, Inc. will be closed in observance of the following holidays.

**Extreme Weather Conditions: NO EXCEPTIONS**  
 New Year's Eve (we will close that day at 4:30 p.m.)  
 New Year's Day  
 Martin Luther King's Birthday  
 President's Day  
 Good Friday (we will close that day at 4:30 p.m.)  
 Easter Monday  
 Memorial Day  
 Independence Day  
 Labor Day  
 Thanksgiving Day  
 Day after Thanksgiving  
 Christmas Eve  
 Christmas Day  
 DAY AFTER CHRISTMAS  
 \* \* \* *The above holidays are subject to change.*

When the holiday falls on the weekend, the center will be closed on the days the public school system is closed.

## VACATIONS AND ILLNESS

We do ask you to give us 1-week prior notification in writing when you will be taking a vacation. You are still charged for that week. We also ask you to notify us if your child is ill so we can plan our day and not put activities on hold waiting for children who have not yet arrived that may not be coming on a given day.

## TERMINATION OF CARE

Initially all children will be accepted on a trial basis. Following an adjustment period of approximately two weeks, fourteen (14) days notification must be given to you for termination of child care services in the event that continued enrollment may not be in



the child's or the program's best interest. Grover Place will provide you with finding alternative child care or the necessary numbers that will help you locate other child care options.

Grover Place, Inc. can terminate child care services in the event that the weekly tuition fee is not paid in full by Friday of the week for which the fee applies (1 week after payment is due) and also in the event that other fees are more than ten (10) days past due. If child care services are terminated due to late payment, parents lose their security deposit with no effect on the amount of the debt. Child care services terminated for late payment can only be reinstated upon the owner's approval, and are subject to a \$30 re-registration fee. Full payment of past due payment, one week's security deposit, current due amount (i.e., first week's tuition fee), late fees, and necessary re-registration fees must accompany all reinstatement requests.

In the months of September through March, fourteen (14) days advance written notification must be forwarded to Grover Place for termination of child care services. In the months of April through August, thirty (30) days advance written notification must be forwarded to Grover Place for termination of child care services. Failure to give written notification to Grover Place prior to the preceding Friday of the week for which the termination is effective will make you legally responsible for the additional week's tuition fees. Please keep in mind that the security deposit **is non-refundable** regardless of whether child care services have begun or not; it will pay the child care tuition fees for the final week of care if the advanced written notification indicated above is given prior to termination of child care services.

In the event that payment is not rendered when due and the past due payment is not collected within 30 days, you are liable for any court costs and attorney fees to recover the amount of the debt.

## **WEATHER POLICY**

Grover Place, Inc. will do everything humanly possible to remain open during bad weather days; however, if the center does not have adequate staff to ensure the center will run effectively we may make the decision to close. Other issues we must consider are roads safe enough for emergency vehicles to transport children or staff safely to receive emergency care if needed. Notice of delays or closings will be provided on our telephone outgoing message and Channel 4 (NBC) and Channel 5 (FOX) news.

## **ENVIRONMENT**

Grover Place, Inc. will provide clean and well-supervised play areas. The toy and play areas are sprayed daily with a disinfectant. Weekly, toys are sanitized with bleach water. We have outlet protectors in all outlets not being used. All harmful chemicals and medications are kept behind locked doors on top shelves. There is no smoking at Grover Place, Inc. All dishes and utensils will either be disposable or sanitized after each use. If your child has any environmental allergens you must notify the owner and staff of any allergies prior to enrollment.

## **FOOD**

Each full-time child will receive two snacks and milk for their lunch each day. Each child who is here at lunchtime will need to bring lunch from home. We have a microwave available for heating up lunches. Grover Place, Inc. does not provide breakfast, but your child (ren) can eat breakfast at Grover Place, Inc. A weekly snack menu will be provided to parents in advance upon request; however, when it is known that a child dislikes something on the menu, it will be necessary for the parents to provide a snack alternative for the child on that day. We do not intend for this to be a hardship for parents. Therefore, if your child is a choosy eater, please discuss this with us. We will do our best to provide snacks, which meet the food program guidelines, yet are acceptable to your child. There are many occasions where your child's class will prepare a "food lesson", where the children help prepare and eat a snack that is involved in the monthly lesson planning. If your child has any food allergies, you must notify the center owner and staff of any allergies prior to enrollment.

## **GUIDANCE AND DISCIPLINE**

The rules will be explained to the children to the best of their understanding. They will be reminded of the rules on a regular basis. We understand children are young and in a learning phase children will test the boundaries of their environment. There will be no physical punishment. Discipline will be used to gently guide children toward appropriate behavior. This will be accomplished by distracting the child, offering alternatives, allowing the child to express his feelings, praising the child for positive behavior and offering encouragement. All children will be treated equally. However, if a child displays any aggression that results in physical or emotional harm to another child, a behavior specialist may be contacted to observe the classroom and child and provide feedback concerning the environment and possible causes and strategies for the behavior. It also is at the owner's discretion to end child care services. We work as closely with our families as possible to ensure a positive outcome to behavior issues in the classroom. We want children to remain in consistent care whenever possible as continuity and schedule help a child to achieve better academically and socially. This requires that home, child care and school environment work as a team!

## **ARRIVAL AND DEPARTURE**

Parents must escort their children inside Grover Place, Inc. and sign in. We will allow only the persons who are listed on, and who have signed, the *Authorization for Pick-up* form to pick-up your child (ren). Exceptions will be made with written permission from the parent. Written authorization must be received if anyone other than the child's parents will be picking up the child at the end of the day. This is a Maryland Child Care Regulation. If this person is not well known to Grover Place, Inc. staff, positive identification will be requested.

## WHAT WE ASK OF PARENTS

1. Bring your child (ren) in and sign you child in as part of your arrival. Encourage them to place their things in cubbies and on hooks, help them with their coats and shoes if necessary, but please try to let your child show some autonomy. Give any special instructions to their teacher at this time or please make a note and place on the clipboard with the sign in sheet. Please abide by prearranged hours. If you will be running late, please call us and let us know as soon as possible. We can let your child know and need to have the staff/child ratio maintained.
2. Financial agreements must be kept according to the contract. Fee questions must be discussed away from the children. We can discuss these over the telephone or in my office, by appointment. **PROMPT PAYMENT IS REQUIRED** as we have staff to pay.
3. When needed, we require you to provide insect repellent/sunscreen. Please have your child's name on the bottle.
4. Welcome Lane is a private road. Customer's use is by permission and subject to owner control. Customer's vehicles must be parked in the parking lot on the right side of the daycare center's driveway. The daycare center's driveway is shared with the adjoining property owner and we do not wish to block their exit. Do not park in front of the garage doors. Do not drive on the walkway to the daycare entrance or block the walkway. A **speed limit of 10 miles** per hour applies to the driveway. There are other children on the adjoining property that could be in the road.

## SICK POLICY

Do not bring your child (ren) to childcare if they have a fever over **101.0**, **diarrhea**, **vomiting or have a contagious illness** as mentioned in the child care regulations from the Maryland State Department of Education's Office of Child Care. If they are too sick to go outside, (**lethargic, excessively crying, overall malaise**) they are too sick to be at childcare. If your child is sick enough to require prescription medication, (**Pinkeye, Strep Throat, Bronchitis, Pneumonia**, etc.), you must keep your child(ren) home until he or she has been on medication for 24 hours and they are no longer contagious. (i.e., do not have a constant runny nose, are not constantly coughing, and are fever free) If you request us to administer medication, you must complete an authorization form before we will administer. We are only allowed to administer one dose of over-the-counter medicine for each illness. Prescription medication must be in the original container with the pharmacy label and doctor instructions. Sample medications or over the counter medications must be accompanied by the same information as a prescription, written on the physician's stationary. Please supply a medicine spoon and/or dropper.

## FIRST AID

We will administer first aid for any non-serious injury.

**MEDICAL EMERGENCY**

1. In the event of a serious injury, the parents, or other named emergency contact, will be notified after emergency services have been called (911).
2. Contact doctor or nurse.
3. Child is separated from the other children and cared for.
4. Child is transported by parent or ambulance to the doctor or the nearest hospital based on the situation and the nearest hospital to the center is Calvert Memorial Hospital.

**PHOTOGRAPHY**

Grover Place Child Care has a website and newsletter that our families and other families interested in care have readily access. Periodically we may display photos of events held at the center or spotlight a child of the month. If you do not wish for your child to be photographed please notify us in written form so this may be placed in the child's record and the staff may be alerted to this requirement.

**CLOTHING**

Play clothes are preferred so that children can freely enjoy all activities. Loose or unlaced shoes and flip-flops should be avoided to prevent injuries. Please keep in mind the weather report when dressing your children.

Please provide at least one change of clothing for each child, especially if your child has not perfected potty skills.

**HYGIENE**

All children must meet general standards of cleanliness. This means that their clothes as well as their bodies should be clean.

**CHILD ABUSE/NEGLECT**

Childcare providers are required by law to report any suspected child abuse to Child Protective Services. Sexual abuse and/or emotional abuse as well as child neglect will also be reported.

\*The Parent-Provider Contract may be terminated at the provider's discretion with two-week notice to the parents. Child care services may be terminated immediately at the owners' discretion. This may be done if we feel continued care of your child might be detrimental to the child or the program.

\*We have the discretion to make changes in rates and policies we deem necessary. You will be notified in writing of any changes and when the changes will go into effect.

## Child Care Parent-Provider Contract

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This agreement between \_\_\_\_\_ and Grover Place, Inc is entered into on \_\_\_\_\_. Grover Place, Inc. agrees to provide the following child care services for the following child(ren): \_\_\_\_\_ with services beginning on the following date: \_\_\_\_\_.

Before providing care for any child, Grover Place, Inc. must have the following: registration fee, activity fee, first week' child care tuition, security deposit, a signed contract, an emergency information form, a health inventory with addendum, a record of immunizations, an all about my child form, and the acknowledgment of receipt of consumer booklet. Parents must also notify Grover Place, Inc. of any allergies (environmental or food allergens), special needs, or medical problems before enrolling the child for care.

**Level of Care:** Child care shall be provided for this child from \_\_\_\_\_ to \_\_\_\_\_ on these days: Monday Tuesday Wednesday Thursday Friday (circle all that apply). Your child is enrolled in the \_\_\_\_\_ program.

**Child Care Tuition/Fees:** Child care tuition is based on a weekly rate. In the event of a holiday or any other day that the center is closed, payment in full for the week is required. In the event the child is not in attendance for reasons such as illness or family vacation, payment is required. There are no exceptions to this rule.

Child care tuition agreed upon is \_\_\_\_\_ per week for the above referenced days and times. Tuition is due whether or not the child(ren) actually attends on those days and times. Snacks are provided and included in these fees. You are responsible for providing a lunch each day for your child; milk will be provided by Grover Place for this meal.

For children enrolled in the Before School **or** After School Care Program, there is an additional \$25.00 fee for each day Grover Place provides care when school is closed and the family signs up for the closure ahead of the date service is needed and payment is received ahead of the date service is needed. This fee must be included with your tuition payment.

There is a \$5.00 late fee for every five (5) minutes you are late picking up your child from Grover Place. Continual late pickup will result in termination of this contract.

Grover Place can provide parents with a year end statement each year for tax purposes. All requests will have statements available to them by January 31. Any additional copies of your year end statement will cost \$5.00.

There is a non-refundable registration fee of \$30.00 for enrollment, re-enrollment, and any changes to the level of care above, including day changes.

## Child Care Parent-Provider Contract

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There is a school year activity fee and a summer activity fee. The school year activity fee is due by October 1<sup>st</sup>. The summer activity fee is due by June 1<sup>st</sup>. Activity fees will not be prorated for part-time enrollment. Activity fees **are non-refundable**. Activity fees are below:

2015-16 School Year Program	Activity Fee	Summer '15 Program	Activity Fee
Ages 2-5, AM Preschool	\$80.00	2 years old	TBA
Pre-kindergartners	\$55.00	Ages 3-4	TBA
5 years and up	\$55.00	Ages 5 and up	TBA

Fees will be reviewed on a semi-annual basis. Parents will be notified of any changes in writing.

**Payments:** Tuition payments are due one week in advance by 11 a.m. on Friday. Payment after 11 a.m. on Friday will be credited the next day. There will be a \$10.00 billing fee if there is an account balance greater than the amount of your tuition payment as of 6:00 p.m. on Fridays. *Be advised: A \$35.00 service fee will be charged to your account for any returned checks.*

**Service Termination:** Initially all children will be accepted on a trial basis. Following an adjustment period of approximately two weeks, fourteen (14) days notification must be given to you for termination of child care services in the event that continued enrollment may not be in the child's or the program's best interest.

Grover Place, Inc. can terminate child care services in the event that the weekly tuition fee is not paid in full by Friday of the week for which the fee applies (1 week after payment is due) and also in the event that other fees are more than ten (10) days past due. If child care services are terminated due to late payment, parents lose their security deposit with no effect on the amount of the debt. Child care services terminated for late payment can only be reinstated upon the owner's approval, and are subject to a \$30 re-registration fee. Full payment of past due payment, one week's security deposit, current due amount (i.e., first week's tuition fee), late fees, and necessary re-registration fees must accompany all reinstatement requests.

The security deposit **is non-refundable** regardless of whether child care services have begun or not; it will pay the child care tuition fees for the final week of care if the advanced written notification described below is provided. In the months of September through March, fourteen (14) days advance written notification must be forwarded to Grover Place for termination of child care services. In the months of April through August, thirty (30) days advance written notification must be provided for termination of child care services.

Generally, pre-paid tuition for the summer program **is non-refundable**. However, pre-paid summer tuition will be refunded if withdrawal notice is provided in writing by May 1<sup>st</sup>. For termination of child care services in all other cases, written notification must be received in advance, by the preceding Friday of the week for which the termination is effective, to avoid responsibility for the additional week's tuition fees.

## Child Care Parent-Provider Contract

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In the event that payment is not rendered when due and the past due payment is not collected within 30 days of the last day of child care service, you are liable for any court costs and attorney fees to recover the amount of the debt.

**Notification of Pets on Premises:** As of May 8, 2015, there is one dog and two cats that are vaccinated and reside in the residence only. There is currently a hamster in the Tadpole Classroom.

**Volunteers:** Families will be notified of volunteers who come to the classroom and must initial they were notified.

**Overnight Care:** Grover Place Child Care will not provide overnight care.

**GUIDANCE AND DISCIPLINE:** The rules will be explained to the children to the best of their understanding. They will be reminded of the rules on a regular basis. We understand children are young and in a learning phase children will test the boundaries of their environment. There will be no physical punishment. Discipline will be used to gently guide children toward appropriate behavior. This will be accomplished by distracting the child, offering alternatives, allowing the child to express his feelings, praising the child for acceptable behavior and offering encouragement. All children will be treated equally. However, if a child displays any aggression that results in physical or emotional harm to another child, a behavior specialist may be contacted to observe the classroom and child and provide feedback concerning the environment and possible causes and strategies for the behavior. It also is at the owner's discretion to end child care services. We work as closely with our families as possible to ensure a positive outcome to behavior issues in the classroom. We want children to remain in consistent care whenever possible as continuity and schedule help a child to achieve better academically and socially. This requires that home, child care and school environment work as a team

**Emergency Contacts:** Parents must supply the provider with a phone number where they can be reached each day. An emergency contact other than the parent must be provided and a phone number where that person may be reached. Additionally, the emergency contact's name must be listed on the emergency information card as well as other adults authorized to sign children in/out of care. Inability to locate an authorized person to pick up the child may be grounds for terminating child care services.

**Lunch and Snacks:** Lunch and snacks are served at approximately the following times:  
AM Snack: 8:30                      Lunch: 11:45                      PM Snack: 3:30  
All children present at mealtime will be offered food. If your child will not be present for meals, please ensure they have eaten before arriving.

## Child Care Parent-Provider Contract (Page 4 of 4)

**Items from Home:** The center provides clean bed linens for each child that participates in rest time. These are laundered and sanitized weekly. Parents of two-year-olds must provide a spill-proof cup, to be left at day care. It should be labeled with their name. Parents of children who require diapering must provide disposable diapers/pull-ups and wipes. Please **do not allow** your child to bring toys, candy or gum to child care. We will not be liable for any broken or lost toys from home. Children should be dressed in play clothes each day as children play hard and often get dirty. You must supply an extra set of clothing, labeled with the child’s name, in a plastic bag. Children must arrive for care each day clean and fully dressed.

**Parent Handbook Changes:** *The information contained in the Parent Handbook as well as the rates are subject to change; changes will go into effect once you are notified in writing.*

Welcome Lane is a private road. Customer’s use of Welcome Lane, including use by their representatives and agents, is by permission and subject to owner control and revocation. The speed limit is 10 miles per hour.

I/We have read and understand the information contained in the Parent Handbook. I/we have read and understand the above contract and agree to abide by the outlined procedures and policies, terms and conditions and accept the rates and level of care set forth above in this contract.

\_\_\_\_\_  
Corporate Officer

\_\_\_\_\_  
Mother/Legal Guardian

\_\_\_\_\_  
Father/Legal Guardian

Date Signed: \_\_\_\_\_