



2024-2025

South Arbor S.T.A.R.S. Parent Handbook

PHILOSOPHY:

Hello, my name is Kathi Remus and I previously owned a licensed daycare for 20 years and have been in the child care field for 31 years. I have four children from 17 to 31 years old. This long term experience has allowed me to observe, nurture, and educate children on a daily basis. My goal is to provide families with professional caregivers, quality materials, and a safe and fun learning environment.

PROGRAM INFORMATION

MISSION STATEMENT:

We will exceed your expectations with superior care, low staff turnover, competitive rates and above all; a mission to excite your child to belong to S.T.A.R.S.!

HOURS OF OPERATION:

Monday-Friday

6:30 a.m.-8:00 a.m. Before School Care

3:40 p.m.-6:00 p.m. After School Care

ENROLLMENT POLICY:

The forms listed below must be filled out before your child can begin care. S.T.A.R.S. does not discriminate based on race, color, national origin, religion, sex or handicap.

1. Registration Form
 2. Child Information Record
 3. Statement of Good Health
 4. Child Care Contract
 5. Registration Fee (\$80 for the first child, \$40 for each additional sibling)
 6. Medication Authorization Form(s) (If applicable)
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S.T.A.R.S. DAILY SCHEDULE:

Before School

- 6:30 a.m. Arrival (Activities begin: group games, manipulative's, reading..)
7:00 a.m. Breakfast (a.m. snack provided by S.T.A.R.S)
7:50 a.m. Activities end, clean-up begins
8:00 a.m. Children are released to their classrooms (Kindergarten is walked to class)

After School

- 3:45 p.m. Snack Time/Restroom Break
4:00 p.m. Homework time for grades 1-8 / Activities for Y5's-K
4:30 p.m. Outdoor playtime (if weather allows) or Indoor Choice
5:30 p.m. Group Activities
6:00 p.m. Closed (Please make sure your child is signed out by 6:00 p.m. and you are not just arriving at 6:00 p.m.)

*****To keep track of days off, vacations, and half days — please print this page.*****

HOLIDAYS/VACATIONS:

S.T.A.R.S. is always closed when South Arbor is closed. Any weekdays that the school is closed for professional development, holidays and/or power failure or snow days, we will not be able to provide care. Payment is required for holidays (except for Winter Break and Spring Break), power failure, extenuating circumstances resulting in school closure (including COVID-19) and snow days. Payment is not required for professional development days. South Arbor and S.T.A.R.S will be closed on the following days and payment **is expected:**

August 30	November 27-29	May 26
September 2	January 20	Snow Days
October 31 (Closing @ 4:30 PM)	February 17	

Payment is **not** required for the following professional development days and holiday breaks (Care is not provided):

November 1	March 7
Dec. 23-Jan. 3	March 24-28

HALF DAYS: Nov. 22 | Nov. 26 | Dec. 20 | Feb. 14 | Mar. 14 | Apr. 18 | Jun. 6

In the event of a half day, sign-up links are provided through Brightwheel via signupgenius.com and are also available on our website, starslatchkey.com.

Contracted- Scheduled on Half Day: No additional fee for care until 12:30 p.m. \$20 additional fee for care until 6:00 p.m., lunch is provided.

Contracted- Not Scheduled For the Day of the Half Day: An additional session fee is \$15 for care until 12:30 p.m. \$20 additional fee for care until 6:00 p.m., lunch is provided.

Drop-In: Drop-in rates are \$25 for care until 12:30 p.m. \$20 additional fee for care until 6:00 p.m., lunch is provided.

Tuition will be required whether your child(ren) is in attendance or not. **If you do not sign up for ANY care, fees are \$3 per minute, per child until you arrive.** Fees begin from your child’s check-in time. If you sign up for care until 12:30 p.m. but arrive late, fees are \$3 per minute, per child after 12:30 p.m.

Sign-ups are due 2 days prior to the half day to ensure that we have adequate staffing, crafts and lunch for the students in care. A \$10 fee will be added to late submissions.

Cancellations must be received at least 24 hours in advance for charges to be void.

SCHEDULE OPTIONS:

CONTRACTED SCHEDULE:

This enables you to have a concrete place held within our program. A 3 day minimum is required. Whether your child attends or not, you are responsible for your weekly tuition amount. In the event that you need your child to attend on a day that they are not normally scheduled, you may do so at a higher rate. An additional before care session (must have an active contract in before care) is \$10. An additional after care session (must have an active contract in after care) is \$15/ day. Sibling and/or employee discounts cannot be applied to sessions outside of your contracted schedule. If you would like to attend before or after care but you are not actively enrolled in one of them, you may do so as a drop in.

FLEX SCHEDULE:

If you are a flex schedule client, you must submit your schedule a month in advance via email to the following email address: starspayments@gmail.com. The 3 day minimum applies for both before & after care scheduling. Flex schedule fees are \$15 per afternoon and \$10 per morning. If we do not receive your schedule **by the 1st** of any given month, you will be charged a \$10 late schedule fee as well as the minimum requirement of \$45 for aftercare and/or \$30 for before care, per week. If your child attends before a schedule is received you will be charged drop-in rates (\$15 per morning per child and \$25 per afternoon per child). This is a firm deadline for anyone taking advantage of this flexible schedule.

DROP IN:

If you are registered as a drop-in, you have the option to pay as you go. Before care sessions are \$15 per day and after care sessions are \$25 per day. Billing for the current week will be sent on Friday for services rendered to be due by Monday.

CHANGING YOUR CHILD'S SCHEDULE:

If your child is attending part time and you would like to add a day we can do so at any time. If your child is attending part time or full time and you want to reduce the amount of days your child is attending, or terminate services, you are required to give a 2 week notice and submit a written notice via email to the Office Manager (starspayments@gmail.com). The first schedule change will be of no charge and there will be a \$10 fee for the 2nd change. You are limited to 2 schedule changes in order to maintain contracted rates. An unpaid break (Spring Break or Winter Break) cannot apply

towards your notice. **If your child doesn't attend all the days you have reserved for him/her for the remaining 2 weeks you will still be required to pay for the contracted days.**

FEE'S & CHILD CARE RATES:

REGISTRATION FEE:

A **non-refundable** fee of \$80 for the first child and \$40 for each additional sibling. Priority registration is from **June 1st-15th**, fees are reduced by 50%.

TUITION RATES:

Contracted Care

Before Care: \$7/day (\$35 per week, 3 day minimum)

After Care: \$12/day (\$60 per week, 3 day minimum)

Before & After Combination: \$17/day (\$85 per week, 3 day minimum)

Flex Schedule Care

Before Care: \$10/day (3 day minimum)

After Care: \$15/day (3 day minimum)

Drop In Care

Before Care: \$15/day

After Care: \$25/day

PROGRAM ADD-ONS

Program add-ons such as art club, disc golf, Kids Zumba, coding, dance class and more will take place weekly from 4:00-5:00 PM. You will be able to use a sign-up link that will be provided by Friday of the previous week to add these services for your child. Costs will be \$3-\$10 per class and are first come, first serve.

SIBLING AND/OR EMPLOYEE DISCOUNT:

Deduct 10% of your child's tuition if you are a South Arbor employee.

Deduct 10% off the daily or weekly rate that is applied to each sibling. (The 1st child is at full price, each additional child is 10% off). Sibling discount applies to the lower paying child's rate. Discounts do not apply to additional sessions or drop-ins.

LATE PICK-UP FEES:

S.T.A.R.S is closed at 6:00 p.m. This means your child is signed out by 6:00 p.m. There is a late fee of \$3 per minute per child until pick-up thereafter. Please be considerate of our staff and their obligations. Fee's will be due at the time of pick up. If you do not have cash at the time of pick up, an invoice will be added to your Brightwheel account. If you pick your child up more than ten minutes late on three or more occasions, we have the right to terminate your child's enrollment with S.T.A.R.S.

RETURNED PAYMENT FEE:

A charge of \$20.00 will be applied if a payment is returned due to insufficient funds or inaccurate banking information.

LATE PAYMENT FEE:

Payments are due in advance by Monday. A \$10 late fee will be added to any remaining balance on Tuesday. If the payment has still not been paid by Wednesday of that week, your child will be unable to attend before and/or after care until all fee's are paid in full. In the event that we do not have school on any given Monday, your payment is still due.

PROGRAM POLICIES

CHILD RELEASE POLICY / ARRIVAL & DEPARTURE:

Upon arrival for morning care at any given location, please message to "staff & admins" on your Brightwheel app and alert them of your arrival. **Do not message before you've arrived in the parking lot**, as we do not have a morning greeter. This message acts as your check-in. Your child is not and will not be checked in without this message. Please wait until you have visually watched your child enter the building with a S.T.A.R.S. Staff Member before exiting the parking lot. If this policy is not adhered to, write ups will be issued which could result in termination of services, as your child's safety is our first priority and non-negotiable. **In the event that a child is left unattended by a drop off persons, this will result in immediate removal from our program.**

***Due to driveline procedures, student check-in ends at 7:20 a.m.**

For afternoon pick up, please see our door greeter and use our kiosk to enter your personal 4 digit pick-up code and follow the prompts, when finished the screen will turn green and say "success" (please show staff for confirmation). Now your child has successfully been checked out and will be released. In the event that an approved pick-up

persons is picking up your child and does not have the Brightwheel app, they will need to provide the secure pick up code for your student. If they do not know/have the code, your student will not be released until it is obtained and verified by a parent and staff member.

CUSTODY:

Unless we receive court papers stating that you have been granted temporary or permanent custody, we have no legal authority to tell either parent that he/she can't pick up their child. You must have court papers to override this policy. We will need a photo copy of the court order with the court's signature. Please make sure we have these papers in your child's file. *Please make sure you tell the director if there is someone that is restricted from picking up your child.

DRESS CODE:

All children are required to stay in their uniforms, unless it is a school authorized Spirit Day, dress down day or they are participating in an after school class/club/sport. Please send appropriate outdoor wear; hats, gloves, boots, rain wear, etc. This is to make sure every child is prepared should we have an outdoor activity. We are not responsible for any child not appropriately dressed.

TOYS / MISCELLANEOUS ITEMS:

S.T.A.R.S. is not responsible for any items that your child(ren) brings to before and after care. Any items that are left behind will be placed in the schools designated lost and found area. This includes all articles of clothing, personal belongings, electronics, water bottles, lunch boxes, toys, school supplies, etc.

MEALS:

S.T.A.R.S. will provide a breakfast snack only. All students should bring a refillable water bottle. Parents are required to provide an afternoon snack. All breakfasts provided by S.T.A.R.S. will be healthy but simple: granola/fruit bars, cereal bars, and/or additional items. Please let us know if your child has allergies, we will try to accommodate, but you may be required to provide their breakfasts if the allergies are extensive or a commonly found ingredient, such as wheat or soy. Lunches and afternoon snacks are to always be provided by the parent or may be ordered through the hot lunch program (at parent's expense) with the exception of half days. Please try to send healthy snacks for your children to maintain their energy until they go home. Examples: Fruit, yogurt, crackers, pretzels, cheese, vegetables and dip, plain cereal (no added sugar), and/or granola bars. We will not allow your child to drink soda, eat candy or other sugary items such as

cupcakes, cookies and/or other sweets for an afternoon snack (these items are allowed in a lunch as a treat).

OUTDOOR PLAY:

Children will use the school's playground during outdoor play. Per the State of Michigan, this playground has not been inspected by S.T.A.R.S., as the inspection conducted for South Arbor is sufficient.

ILLNESS:

Sick children will not be accepted into our child care program. If your child has a temperature of 100.3+ F or any visible sick symptoms, they will be denied care. If your child is sent home on Monday because they were ill, they will not be able to return for at least 24 hours. Please do not bring your child back before Wednesday or they will not be permitted to stay. The following illness policies will be strictly enforced, for the health, well being and safety of all concerned.

Examples of associated symptoms include, but are not limited to:

1. Fever (100.3+ F)- Child needs to be fever free for 24 hours without fever reducing medication
2. Nausea or vomiting
3. Diarrhea- runny or watery stools, or 2 looser stools within last 4 hours.
4. Sore throat, loss of voice, hacking or continuous coughing, runny nose with colored discharge
5. Runny and/or crusty eyes: watery, matted, and/or red/pink eyes
6. Unexplained rash
7. Lice (may not return child to care until no more nits are spotted)
8. Communicable diseases (chicken pox, roseola, conjunctivitis, mumps, measles, influenza, etc.)

This benefits and protects your child and the other children. We appreciate your cooperation with our sick policy!

Parents of a child with a diagnosed contagious condition (measles, head lice, pink eye, mumps, chicken pox, etc.) are asked to notify a S.T.A.R.S. employee as soon as possible so that we may alert parents to watch for symptoms in their own children.

COVID: If we have a confirmed case of COVID amongst staff or students, we will determine if the best course of action is to send home the S.T.A.R.S. class or all students enrolled in the effected group. We will properly sanitize and clear all areas that were visited by the infected person before allowing staff or students to reenter. S.T.A.R.S. will adhere by current CDC recommendations and protocols.

MEDICATION:

If your child is on medication and it needs to be taken while he/she is in childcare, the medicine must be in the original container and labeled with the child's name, doctor's name, name of medication, dosage, and when to be taken. If medication is to be taken only twice a day, i.e. (morning & night) then it will need to be done at home. S.T.A.R.S. will not administer medication until it has been given by the parent/guardian for at least 24 hours. If a child is going to have an allergic reaction to the medication it should happen in those first 24 hours sometimes up to 48 hours. If your child refuses to take medication, S.T.A.R.S. will not force them to take it.

All prescription & non-prescription medicine must have a medication authorization form filled out and be approved by the director.

INJURIES:

Minor cuts and bruises suffered while at S.T.A.R.S. will receive proper care -- they will be washed with soap and warm water and properly bandaged. You will receive notification upon arrival.

If a serious accident should occur you will be contacted immediately for instructions; unless this would endanger your child's life. In that case S.T.A.R.S. will take necessary steps such as; calling the hospital, doctor, 911 etc. All injuries need to be documented. You will be provided with an injury report.

PARENT NOTIFICATION OF THE LICENSING NOTEBOOK:

The center does not keep a licensing notebook, but internet is available onsite. Reports from at least the last three years are available at www.michigan.gov/michildcare.

CHILDREN WITH SPECIAL NEEDS:

S.T.A.R.S. will work with any special needs child in accordance with their IEP through the State of Michigan. A copy of your child's IEP must be provided to us to provide the best possible care for your child. I give my permission for the owner/director of S.T.A.R.S. to communicate with South Arbor's administration concerning my child. The communication will be focused around the success of my child(ren) should my child have an active Individual Assessment Plan (IEP), pertinent information can be shared. I understand that S.T.A.R.S. is not financially responsible to provide my child with a paraprofessional should he/she require one in the program.

An additional form will be emailed to the parents requesting a signature upon the notification that their child has an IEP.

*Please email starspayments@gmail.com to request an IEP signature form.

TERMINATION OF SERVICES:

S.T.A.R.S. has the right to terminate childcare services to any child without notice should any of the following occur. Examples are below (but not limited to):

- 3 corrective action plan write-ups

Just cause for write-ups are (but not limited to):

- Foul language
- Exiting rooms without permission
- Disrespectful actions/comments towards staff or peers
- Racial slurs, racial microaggressions and/or racially suggestive comments
- Physical contact (hitting, kicking, pushing, punching) towards staff or students
(1 day suspension)
- Inappropriate bathroom behavior
- Throwing things
- Repeated unwanted behavior after verbal warnings and redirects
- Verbal defiance or refusal to cooperate
- Repeated class disruption
- Threatens a staff member, another child, or themselves.
- Payment is not made when it is due after the one day grace period, repeatedly.
- 3 uncontrolled bowel or urine incidents (every child must be completely toilet trained)
- More than three late pick-ups in a school year. S.T.A.R.S. closes at 6:00 p.m., your child should be signed out and exiting the building by this time.
- Parent and/or approved pick-up person engages in profanity, and/or other disrespectful behavior directed towards a staff member, child, or another parent.
- Indecent Exposure
- Violence (physically harming another student or staff member)

Two weeks written notice is required to withdraw your child from care. Notice cannot be given on Monday for that week. Notice must be given by Friday for the two week notice to begin that following Monday, as it is a full two week pay period. An unpaid break (Spring Break or Winter Break) cannot apply towards your notice. If you do not wish to bring your child, payment is still due.

In the event that a student is expelled from our program, a refund will not be issued for the current week of the expulsion.

SUSPECTED CHILD ABUSE:

Michigan Child Protection Law requires mandated reporters who have reasonable cause to suspect child abuse or neglect to make an immediate oral report to the Michigan Department of Health and Human Services (MDHHS) – Centralized Intake (855-444-3911), followed by a written report within 72 hours.

DISCIPLINE POLICY:

At S.T.A.R.S., we will minimize the need for discipline by providing an eclectic schedule of creative and educational activities. As the need for discipline occurs we will handle it in the following manner:

First occurrence: Verbal warning

Second occurrence: 5 minute timeout

Third occurrence: Director/parent notification & separation from the class

Fourth occurrence: Write-up and parent called to pick up child

If your child begins receiving warnings on a regular basis they will be given a corrective action plan. A corrective action plan is an individual plan that assesses your child's negative behaviors and provides a disciplinary measure for each occurrence. If your child requires a corrective action plan we will have a meeting between the Director, caregiver, child and parent to discuss the terms of their individual plan. If the corrective action plan is not followed, your child may be suspended from care. Multiple suspensions may result in expulsion from the program. If there are any areas your child has trouble with, please let us know so we can work together to establish a solution. Under NO CIRCUMSTANCES will there be any corporal punishment used such as spanking, physical abuse, verbal abuse, name-calling or isolation.

- If your child is having discipline issues at South Arbor during school hours they must be back to class by 2:45 p.m. and showing no signs of behavior issues such as physical violence or verbal defiance. Children must be ready to cooperate with S.T.A.R.S. teachers and activities.
- In the event that children become out of control during S.T.A.R.S. we will call the parent to pick them up. If they are not picked up within 30 minutes of the placed call, a 1 day suspension will be put in place for the following day (payment is still expected).

FIRE:

In the event of a fire, we would evacuate the school immediately and gather together outside. This will be practiced at least once a quarter so the children are familiar with this procedure.