



Child Development Center

**Parent Handbook**

Revised October 2015

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## **WELCOME**

Welcome to **Promise Care Child Development Center**, a ministry of Ridge Baptist Church. We strive to provide the best possible care and education to each and every child in our program.

## **MISSION STATEMENT**

"Train a child in the way he should go and when he is old he will not depart from it." (Proverbs 22:6)

## **STATEMENT OF RELIGIOUS AFFILIATION**

Ridge Baptist Church is a member of the Southern Baptist Convention.

## **NON-DISCRIMINATION POLICY**

Promise Care Child Development Center does not discriminate on the basis of race, color, national or ethnic origin, gender or creed.

## **STATEMENT OF PURPOSE**

Ridge Baptist Church is a group of people who have accepted Jesus Christ as personal Savior and Lord. The church has as its mission "to seek the lost and to present the gospel." Recognizing, in October 1996, the need within the community for quality Christian child care, the church established the Promise Care Child Development Center (herein after known as the Center) as one of its ministries. The Center opened on September 2, 1997.

## **STATEMENT OF PHILOSOPHY**

Recognizing that God has created each person as a unique individual, the Center strives to follow the developmental, whole-child approach to education. The Center uses a Christian curriculum which is an adapted A-Beka curriculum in our Two's, Three's and Pre-K classes. We use a developmentally-appropriate curriculum in our Infant and Toddler rooms. Children are provided age-appropriate activities and routines which encourage individualized development in each of the following content areas:

1. **Spiritual Growth:** Helping each child to understand the person of God and his love for him/her by instruction and modeling a Christ-like example.
2. **Emotional Growth:** Helping each child learn to recognize and accept his/her feelings and to develop a strong, positive self-concept.
3. **Cognitive Growth:** Helping each child by stimulating his/her curiosity and sense of wonder; Helping to develop an understanding of concepts with an ability to communicate and questions; Helping to foster a sense of pleasure and excitement in learning.
4. **Social Growth:** Encouraging each child to interact in a positive way with peers and adults while showing respect for all.

5. **Creative Growth:** Helping each child to stimulate and develop his/her natural curiosity and imagination as well as helping to provide opportunities for discovery.
6. **Physical Growth:** Providing activities which promote physical growth, emphasizing the body's need for exercise, good nutrition and rest.

## **PROGRAMS AND SERVICES**

The Center offers programs for children ages six weeks through twelve years of age. We offer only a full time program for ages six weeks to two years. We offer both a full time care and part time care (two or three days a week) for 2-year-olds, 3-year-olds and Pre-K. In addition to our normal full day programs, we also offer a morning only pre-school (two or three mornings a week) for 3-year-old and 4-year-old children. During the school year, we offer a before and/or after school program for our school-age children. During the school year, we also offer at no charge a Music Class once a week. There is also a summer program for our school-age children.

## **ENROLLMENT**

**All children will be enrolled in our Center for a two (2) week trial basis.** After this trial period, the Director will determine whether the specific needs of your child are being met. If it is determined that we cannot accommodate your child's needs, you will be required to find other child care within a two (2) week period.

Children with Special Needs/Disabilities:

Children with special needs will be enrolled providing we can meet those needs. This will be evaluated on a case-by-case review. We realize that our facility may not be appropriate for all children and their particular needs. Families of a child with special needs must schedule a conference with the Center Director. The Director will, at that time, determine whether your child may enroll in our Center on a two (2) week trial basis. After this trial period, the Director will determine whether the specific needs of your child are being met. If it is determined that we cannot accommodate your child's needs, you will be required to find other child care within a two (2) week period.

## **OPERATING INFORMATION**

**Hours of Operation:** The Center is open 7:00 A.M. to 6:00 P.M. Monday through Friday.

**Holidays:** The Center will be closed in observance of the following holidays:

- New Year's Day
- Good Friday
- Memorial Day
- Independence Day
- Labor Day
- The day before Labor Day—teacher work day (This allows the teachers to prepare their classroom for the new school year.)

- Thanksgiving Day and the day after
- Christmas Eve and Christmas Day and the day after Christmas if a weekday

If a holiday falls on a Saturday, the Center will be closed the preceding Friday. If it falls on a Sunday, the Center will close on the following Monday.

## **CLOSINGS DUE TO WEATHER**

The Center will do its very best to remain open at all times. During severe weather, the Center generally follows the same closings as the Henrico County Public School (HCPS) system, but may be open on days when HCPS schools are not. In the event that the Center must close, a closing announcement will be made on WTVR television (Channel 6) as "Promise Care Child Development Center." Information as to closings will also be on the school's answering machine and on the Promise Care website at <http://www.promisecare.org>.

## **STAFFING RATIO**

The Center maintains the following staff to child ratio as required by the Commonwealth of Virginia:

- Birth to 24 months, 1:4 ratio
- 2 to 6 years old, 1:10 ratio
- 6 years of age and older, 1:25 ratio

## **EMPLOYEE STANDARDS**

All of the Center employees are CPR and First Aid Certified within three months of employment. Therefore, there is always someone at the Center well trained to handle injuries. Also, each employee volunteers for a Criminal Record Check and a check by Child Protective Services for any violation against a child. All employees receive additional training each year in topics such as age-appropriate activities, health and safety issues, playground safety, child abuse and neglect, and behavior management.

## **TRANSPORTATION POLICIES AND PROCEDURES**

The Center's transportation policy is in place to promote a high level of safety awareness among children and staff.

### **Rules for the Van:**

1. Seatbelts must be fastened and passengers seated while van is running.
2. Voice level needs to be low enough not to distract the driver.
3. Hands, arms, legs, head, other body parts and all inanimate objects must be inside the windows at all times.
4. No trash should be thrown on the van floor or out of the windows.
5. The window in front passenger seat should not be rolled more than half way down.
6. No eating or drinking in the van.

7. Fighting in the van will not be tolerated.
8. No pushing and shoving when unloading or loading the van.
9. When loading the van, go all the way to the back of the van, over to the window and fill up seat. Four in very back seat and three on each of the three rows behind the driver.
10. No running in the parking lot or hallways to and from van.
11. Backpacks are to be kept closed and zipped while on the van.
12. Backpacks are to be held while the van is in motion.
13. The driver will not move the van if any child refuses to buckle their seat belt. The driver will call the Center and the administrative staff will call the child's parent to pick the child up. The child will be suspended from the van for a period of time if this occurs.

\*Parents are responsible for any damage to the vehicle by their child beyond normal wear.\*

No child will be left unattended in the van at any time.

A staff member will check to ensure that doors are properly closed and locked before the van is in motion. A staff member will also check the temperature of seatbelt buckles and safety restraint seats before boarding children to prevent burns.

**Loading and Unloading:** Children will load and unload the van from the side doors. A staff member will be present to supervise this procedure.

On Center Field Trips, the van will load and unload:

1. At the nearest entrance to the facility to be visited.
2. With the passenger door to the curb side of any street or parking lot (not opening into direct flow of traffic).

When necessary to cross streets, children will cross at corners or crosswalks or other designated safe crossing points with strong staff and/or volunteer supervision.

**Safety Awareness:** The Center will incorporate lessons on traffic, passenger and pedestrian safety into its annual curriculum plan.

**School-Age transportation to and from other schools:** During the school year children enrolled in the school-age program are transported to/from specific Henrico County Public Schools and Grove Christian School by the Center vans. The parent is responsible for transporting his/her child to and from school should his/her child miss the van due to lateness. This guideline applies to both the before and after school programs. Children should be at Promise Care no later than 7:15 A.M. for before care transportation to school in the mornings.

If the child will be riding the Center van, the parent should provide the public/private school with a WRITTEN NOTE by the first day of school. In addition, the parent should discuss with his/her child the importance of reporting directly to the van in the afternoons as per his/her teacher's instructions. As with County school buses, the Center van is also on a schedule that must be closely followed.

If a school-age child will not be riding in the van, it is the parent's responsibility to call the Center by 10:00 A.M., so that the van driver will know not to expect the child. Not knowing whether to expect a child or not lead to great delays; therefore, a \$10.00 fee will be charged to parents who do not call and notify the Center.

**Tornado Warning:** When the National Weather Service issues a Tornado Warning, the Center WILL NOT operate the van. Parents will be notified by phone as soon as possible if lack of van transportation affects their child.

## **DAILY ARRIVAL TO AND DEPARTURE FROM THE CENTER**

The Center uses a keycard security system. Each family may be assigned two (2) keycards. The first keycard is free and the second keycard is \$5. Beyond the second card, the cost to replace a card is \$10. Please do not loan your keycard out. Let the Director know immediately if your keycard is malfunctioning, lost or stolen.

## **PICKING UP CHILDREN AFTER CLOSING**

The Center closes promptly at 6:00 P.M. Please call the Center if you know you will be late, and we will pass that information on to your child. Under NO circumstances will a child be left unattended at the Center or released to his/her own supervision even if the parent makes that request. A \$2.00 per minute fee will begin to accrue as of 6:01 P.M.

## **WHEN A CHILD IS NOT PICKED UP**

If no authorized adult (those listed on the child's registration form) has come to pick up the child by 6:10 P.M., the following procedure will be followed:

At 6:10 P.M.: The person in charge will attempt to contact the parent(s) and/or primary emergency contact persons listed on the child's registration form to determine why the child has not been picked up.

At 6:20 P.M.: The Director or Assistant Director will begin contacting the persons listed as secondary emergency contacts.

At 6:30 P.M.: If the Director or Assistant Director is still unable to establish contact with anyone listed as an alternate contact, she will contact the local authorities. Upon their arrival to the Center, the Director or Assistant Director will relinquish responsibility to the authorities. A copy of the Emergency Pick-up form and the child's Emergency Medical folder will be provided to the authorities. A note will be posted on the front double-door entrance so that a parent will know where his/her child can be found should he/she arrive after 6:30 P.M.

Due to the unknown factors involved in this type of circumstance, NO staff person, regardless of his/her position, may assume responsibility for the child, even at his/her own initiative.



**Alternate Adult Pick Up:** Children can only be released to those persons whom the parent has authorized in writing. Phone authorization will only be accepted in emergency cases. Unknown persons picking up children will be carded to be certain their identity matches the person the parent or guardian has authorized to pick up their child.

## **CLOTHING/ PERSONAL BELONGINGS**

The Center will provide a personal space for each child attending the Center. In most classrooms, your child has his/her own cubby.

**All clothing must be clearly marked with your child's name.**

**Casual clothing is strongly recommended.** Your child should be dressed for play; children do get dirty when they are actively involved in play. Keeping them happy is much more important to us than keeping them spotless.

Please send your child in clothing that is easy to manage and fits properly. Your child wants to learn to care for him/herself, and not be dependent on adults. Please do not send your child with a belt, suspenders or overalls unless they can fasten and unfasten them by themselves.

Remember your child's comfort for outdoor play. This means bringing boots, hats, snow pants, scarves and mittens for outdoor winter play. Also remember in the Spring and Fall of the year, weather changes very quickly and your child needs to have a jacket or sweatshirt at the Center at all times.

**Proper footwear is important for the safety of your child.** A good pair of shoes – preferably tennis shoes are needed for safe and enjoyable play. Flip-flops, jelly shoes or clog-like shoes are not permitted at the Center. Shoes appropriate for water play are permitted during the summer, but only during this activity.

If your child has reached the big step of toilet training, please remember to bring several changes of underclothing, socks, pants and shirts.

Parents should only bring those items which have been requested by the Center (i.e. clothing, show and tell, special projects, nap time toy). Please note that you must bring a blanket and crib sheet for your child's cot. Licensing requires cots to be covered with a fitted crib sheet and children must have a blanket. Children should take these items home every Friday to be laundered and brought back each Monday. These items should be labeled with the child's name. All other items, including toys and electronic devices, should remain at home. The Center is not responsible for lost or damaged items. Please keep the above information in mind and help your child bring only requested items to the Center.

## MEDICAL POLICIES AND PROCEDURES

Because of the frequency and probability of illness among children, the Center established and maintains a strict health policy. Parents are encouraged to consider establishing alternate care for those days that their child may not attend the Center due to illness. A staff person is on duty at all times who has been trained in daily health observation. Upon arrival to the Center each day, the child will be briefly observed for signs of illness. If symptoms are present, the child will not be admitted to the Center without a doctor's note.

A sick child is defined as having ONE OR ALL of the following symptoms:

1. A temperature of 100.4 degrees or higher.
2. A thick, yellowish-green runny nose accompanied by a fever or cough.
3. Nausea or diarrhea within the past 24 hours.
4. An undiagnosed and/or contagious skin disease.
5. A communicable disease (i.e. chicken pox, pink-eye, etc.)

If a child becomes ill during the day, the child's guardian or parent will be called to come and pick the child up. It is expected that the parent/guardian can be reached within 20 minutes should this need arise. The parent is expected to make arrangements for the child to be picked up within one hour of notification. Therefore, a late fee of \$2.00 will be charged for every minute over that one hour after notification. To avoid difficulties in locating parents, please be certain all phone numbers are up to date.

For a child to return to the Center the day after going home sick, a doctor's note is required stating that the child is ready to return to a group care setting and is able to participate in all activities including outdoor play. If you fail to bring in a doctor's note, your child will not be able to stay.

Ultimately, the Director and/or Assistant Director at the Center will make the final decision about when a child may be readmitted to the Center based on the guidelines in this policy.

The parent should notify the Center immediately if the child contracts a communicable disease. When the Center receives word of exposure to a communicable disease, a notice will be posted.

**Accident Reports:** The Center strives to minimize the probability of accidents through close supervision of children, the development of age-appropriate activities, and the maintenance of a clean and safe facility. Any time a child receives an injury at the Center, the parent will receive an accident report (Boo-boo Report). This report will be placed in the child's cubbie or folder. The parent should review the report, sign it, and leave the report with the teacher who will turn it in to the office. If your child has an unexplained injury and no report, please notify the Director and/or Assistant Director.

The Center routinely uses Neosporin or another similar triple antibiotic to treat cuts and scrapes. Please inform the Director and/or Assistant Director if you do not wish the antibiotic to be administered.

**Emergency Medical Authorization:** The Center maintains emergency information for each child. Should an emergency arise, emergency personnel will have quick access to the information that they need to attend to your child. Therefore, it is VITAL that all information on the Emergency Contact Form be filled out AND up to date. Parents will be immediately notified by phone in the event of any emergency.

**Medication Administration Policy:** As a service to parents, prescription and over-the counter (OTC) medication is administered according to the guidelines of this policy. Parents of children with special medical concerns should address these issues with the Director prior to the child's first day of attendance.

All medications, except OTC topical ointments, are stored in a LOCKED box in the office and administered by staff members who have completed medical administration training. All medication, except OTC topical ointments, must be brought directly to the office by a parent or guardian.

A parent permission slip must be completed for each medication including OTC topical ointments. No medication will be given unless this permission form is filled out completely. Long-term permission forms must be updated at least every 90 days. Any medication, except OTC topical ointments, found in a child's bag or cubby will be immediately thrown out. Medication in the office that is unclaimed two days after the end of the effective date will also be disposed of immediately.

The Center will not give any medication if:

1. The drug has been mixed with food.
2. The parent's instructions contradict the instructions printed on the label.
3. The prescription or medication is out of date.
4. Proper dispenser is not supplied.

### **Prescription Medications:**

Prescription medications must be in the original container or a SATELLITE bottle provided by the pharmacy with label attached which gives the child's name, name of medication, the dosage, and the time to be administered. Any special instructions (i.e. give with food) must be included on the label. A measuring device from pharmacy must also be included. A physician's written instruction must be on file in the office.

If prescription medicine is transported from the Center, it must be picked up from the office by the parent/guardian/authorized individual.

## **OTC Medications excluding topical ointments:**

All OTC medications must be in original, unopened containers and labeled with the date and your child's first and last names. For OTC medications to be administered on an "as needed" basis or for more than ten consecutive days, a physician's written instruction must also be on file in the office. OTC medication cannot be transported from the Center.

**OTC Topical Ointments:** The following over-the-counter topical medicine can be administered by any staff member:

- Diaper Cream
- Sunscreen
- Insect Repellent

The Authorization for Non-Prescription topical ointment permission form must be completed by the parent/guardian before the topical medicine can be applied. If the instructions state that the item is not age-appropriate for the child, we must have a physician's note to administer it. Topical medication should be provided in the original, unopened container with valid expiration date, clearly labeled with your child's first and last names, and given directly to your child's teacher.

(See Attachment A).

## **CHILD ABUSE**

Virginia law defines child abuse and neglect to include any present or past act of physical abuse, physical neglect, sexual abuse, and/or emotional maltreatment of any child under the age of 18. It occurs in all cultural, ethnic, occupational, and socioeconomic groups. The intent of the law is to protect children and to provide assistance to families in overcoming the cycle of abuse or neglect.

Under Virginia law, child care workers are mandated reporters and are **REQUIRED** to report ANY suspected case of child abuse or neglect. The Center will provide staff with child abuse and neglect training and be supportive of any staff member's decision to report a concern to the appropriate authorities.

Procedures for Reporting:

1. Staff member becomes concerned that a particular child may be involved in an abusive or neglectful situation.
2. Staff member will exercise total confidentiality at all times in regards to the issue.
3. Staff member discusses concern with the Director or Assistant Director.
4. Staff member and Director file a report with Henrico Department of Social Services within 72 hours if they feel strongly that abuse/neglect has taken place. Child Protective

Services will determine whether or not the situation warrants an investigation, NOT the Center.

5. The Center will follow the advice of Child Protective Services regarding whether or not to discuss the situation with the parent/guardian.
6. Staff member will complete the Center's Child Abuse/Neglect Form for documentation purposes. This form is maintained in a separate and confidential file.

## **FOOD POLICIES**

The Center follows FDA guidelines in providing morning and afternoon snacks and a balanced lunch. Milk and fruit juices or fruit are served daily. Menus are posted throughout the Center. Daily substitutions are noted on the menu. While the Center does not force children to eat everything on their plates, every menu item is served to provide them an opportunity to try it.

Foods from Home:

Children are NOT permitted to bring food products from home.

**Exceptions:** Parents may provide food from home:

1. If it is for a special diet or medical reason.
2. If prior arrangements have been made with the Director and/or Assistant Director for special celebrations such as class holiday parties or birthdays.

## **INFANTS/TODDLERS**

Please send enough plastic bottles daily for the time your child is scheduled to be at Promise Care plus one extra for emergencies. All bottles must be clearly labeled with your child's name or initials and the date. If your baby drinks formula, send it pre-measured for each bottle in a separate container along with water in each bottle. Staff will mix the formula and water at feeding time. If you are sending breast milk, we prefer you send the milk thawed and prepared fresh daily. For older infants/toddlers, the Center will provide a plastic sippy cup for your child, but if you prefer to send your own, it needs to be labeled with your child's name or initials.

If your child is old enough to eat baby cereal, please send in a complete package labeled for your child with written instruction how often and how much your child should consume. Once your child begins eating solid food, please send in daily either in baby food jars or small plastic containers which are clearly marked with your child's name and the date. The Center will provide bowls and utensils.

## **DISCIPLINE POLICIES**

When a child feels good about him/herself and about others, he/she is able to develop inner discipline and control. Discipline helps the child to acquire those skills which are needed to function effectively in the world. Some of those skills include courtesy, an attitude of caring

about others, respecting the feelings of others, appreciating the environment, and establishing self-control.

The Center has basic rules that must be followed for safety and health reasons. In addition, the Center has certain guidelines it must follow because the facility is shared with other church programs. These factors require the cooperation of everyone (children, their parents, and the Center staff) to help the Center function as smoothly as possible.

**How are Children Guided into Appropriate Behavior?** The Center has a firm commitment to using a positive approach to discipline. Each staff member reinforces this approach as he/she works with the children. Creating a safe and welcome environment that contains age-appropriate activities, has realistic expectations, is consistent in its rules and directions, verbally reinforces appropriate behavior, establishes a consistent daily routine, helps children express themselves constructively, and communicates with parents regularly; is the Center's way of guiding appropriate behavior.

**What if Discipline Is Needed?** A child's behavior is considered inappropriate if it is disruptive to the group or causing harm to another person or to property. On those occasions when it does become necessary for the staff to intervene and prevent or stop an inappropriate behavior the staff member will:

1. Establish eye contact with the child.
2. State the inappropriate behavior and why it is inappropriate in an age-appropriate manner.
3. Give the child an opportunity to stop on his/her own.
4. If the child does not stop, give him/her a realistic but developmentally appropriate choice.
5. Give the child an opportunity to restate his choices.
6. Follow through on the consequence if the child continues the inappropriate behavior.

No unacceptable discipline methods such as corporal punishment, degrading comments, isolation, enclosing a child in a confined space, exercise, or forcing naps will be used at any time. Never will a child be punished for a toileting accident.

**What If a Child's Behavior Is Unacceptable on a Regular Basis?** A child's behavior is unacceptable as previously stated when it is disruptive to the continuity of the class or Center on a on-going basis and/or hurts others and/or destroys property. In the event that a child begins to engage in these unacceptable behaviors more than three times a week, the following course of action will be taken:

1. The teacher will document the frequency and/or duration of the unacceptable behavior.
2. The Director and/or Assistant Director will notify the parents in writing that a serious behavioral problem is occurring.
3. The Director will discuss the behavior with the teacher and the child and will provide the teacher with additional strategies for improvement.
4. The parent will receive a written note regarding the child's behavior on a regular basis, to be determined by the parent and the Director or Assistant Director.

5. The final stage will include a conference with the child's parent to determine a realistic course of action and a time limit in which it must occur for the child to remain at the Center.

**Immediate Dismissal:** The Center works closely with parents to resolve any problems which might arise. However, the Center reserves the right to dismiss any child from its program without notice if it determines that a situation is serious enough to warrant it.

A single occurrence of any of the following situations would constitute grounds for immediate dismissal:

1. Possession of any type of weapon whether real or a play toy. This includes anything that may inflict bodily harm on another person.
2. Possession of alcohol, tobacco, drugs, or drug-related paraphernalia. This also includes over-the-counter drugs without a permission slip from parents.
3. Possession of obscene materials including but not limited to graphic pictures, explicit rock music, and foul language printed on clothes.
4. Acts of vandalism.
5. Willful and intended injury of another person.
6. Suspension from public/private school.

## **TERMINATION POLICY**

Two (2) weeks written notice of the parent's intent to withdraw his/her child from the Center should be submitted to the Director. Failure to submit will result in an additional tuition payment for the next two weeks.

**Withdrawal for Summer Only:** The Director must be notified in writing by the first Friday in May if the parent wishes to withdraw his/her child from the summer program only. A holding fee of \$40.00 is required for each spot held during the summer. Withdrawal after this date results in the forfeiture of the child's slot in the fall program.

**Center Requested Withdrawal:** The Center reserves the right to request the parent withdraw his/her child from the program for the following reasons:

1. Severely inappropriate behavior (as listed in discipline section).
2. Past due accounts.
3. The parent/guardian is consistently non-cooperative in working with the Center staff or following Center policies.
4. If the Director and/or Assistant Director deem that the Center is unable to meet the needs of the child enrolled. The Director will meet with the parent to explain the reason for his/her child's removal from the Center.

## FINANCIAL POLICIES AND PROCEDURES

The Center operates on a non-profit basis. Its financial operation is dependent solely upon the weekly tuition fees collected from parents. Consequently, the Center strives to approach the financial aspect of its program in a fair, but assertive manner.

It is the sole responsibility of the parent or guardian to keep his/her account current on a week-to-week basis.

If extenuating circumstances should arise, the parent should request a meeting with the Director or Assistant Director to discuss his/her ability to pay. This meeting is strictly confidential in nature.

Tuition rates are determined on an annual basis. Parents will be notified in advance and in writing of all increases in tuition.

**Registration Fee:** A fee of \$50.00 per child and \$80.00 per family is used to register children. If your child is withdrawn and then re-enrolled, a new registration fee will be charged.

Each year in the month of August parents re-register their children with the Center. This happens annually and the same registration fees apply.

Holding fees do not take the place of re-registration each year. If you withdraw your child and pay the holding fee, you will be responsible for paying the re-registration fee upon the return of your child.

**Tuition Payments:** Tuition is due in full for weeks which include holidays, sickness, equipment malfunction such as power outage, or closings due to severe weather such as snow, ice, earthquakes, hurricanes, etc.

Tuition payments should be placed in the tuition box in the lobby area by 6:00 P.M. on Monday of each week. Checks are recorded on a daily basis and should be made payable to Promise Care. Please include the tuition week (s) for which payment is being made on the check. This notation is a great help in keeping your account accurate.

**Late Fee:** A late fee of \$25.00 is charged to the parent's account each Tuesday morning for ANY payment not received prior to Monday evening.

**Return Check Fee:** A \$25.00 service fee will be charged on all returned checks. If the Center receives two returned checks, all future payments will need to be made by Money Order (No Cash).

**Past Due Accounts:** An account is considered past due if it is not received by Monday at 6:00 P.M. of each current week. Unless the parent has made prior arrangements with the Director and/or Assistant Director, the child will NOT be readmitted to the Center until the balance due has been paid including the late fee.



**Account Errors:** If the parent or guardian feels that there has been an error in the account, he/she should provide the information to the Director and/or Assistant Director in writing within five working days.

**End-of-Year Tax Statement:** End-of-year tax statements will be available upon request in the child care office by January 31 for the previous calendar year.

**Free Vacation Week:** After six months, the parent may request ONE week tuition free provided that the following guidelines are met:

1. The Director and/or Assistant Director must be notified in writing at least two weeks in advance of the vacation week.
2. The child may not attend the Center at any time during the week.
3. The week must be Monday-Friday.
4. The child must be enrolled in the program for the entire calendar year and must have attended the program for at least six months.

If the child is withdrawn from the Center before the end of his/her year of enrollment, the free week is voided and that child's account is billed for that week's tuition.

**Late Pick-Up Fee:** If a child has not been picked up by 6:00 P.M., a fee of \$2.00 per minute is charged. The Sick Child Fee is also \$2.00 for every minute after the grace period of one hour as stated in the Health Policy section.

## **SOCIAL MEDIA**

The Center respects the right of the families of the children in our care to use social media. However because of the public nature of these sites, we request that you help us protect the safety and identity of children in our care by using good judgment and discretion online. Please do not:

- Disclose confidential or proprietary information about Promise Care employees, the children in our care or their families, or the Center in general including financial, health, or contact information.
- Post photographs or videos of Promise Care employees, the children in our care (who are not your own) or their families to your social media site (and any sites that you contribute to) without prior written permission. This includes classroom activities, parties, field trips, graduation, etc.

**PARENT ACKNOWLEDGMENT FORM**

I have received and read the Promise Care Child Development Center Parent Handbook. I will operate in agreement with all policies and procedures contained therein. Should I have any questions, I will contact the Director for clarification.

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Parent Signature Date

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Parent Signature Date



Child Development Center

ATTACHMENT A:  
AUTHORIZATION FOR NON-PRESCRIPTION TOPICAL OINTMENT

The following over-the-counter topical medicine can be administered by the staff at Promise Care Child Development Center:

- Diaper Cream
- Sunscreen
- Insect Repellant

The Authorization for Non-Prescription topical ointment permission form must be completed by the parent/guardian before the topical medicine can be applied. If the instructions state that the item is not age-appropriate for the child, we must have a physician's note to administer it. Topical medication should be provided in the original container with valid expiration date, clearly labeled with your child's first and last names, and given directly to your child's teacher.

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I give Promise Care Child Development Center permission to apply \_\_\_\_\_  
(Name of ointment)  
to \_\_\_\_\_ for the following purpose: \_\_\_\_\_  
(Name of child)  
from: \_\_\_\_/\_\_\_\_/\_\_\_\_ to: \_\_\_\_/\_\_\_\_/\_\_\_\_ (not to exceed 90 days)

All ointment should be provided in the original container, with a valid expiration date, labeled clearly with the child's name, and given directly to your child's teacher.

Special Instructions:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
(Parent/Guardian Signature)

\_\_\_\_\_  
(Date)