



# Parent Handbook

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*Licensed by PA Department of Human Services*

*&*

*A Designated Keystone Stars Facility*

**Confidential**



### **Mission Statement**

The Family and Friends Daycare Center (FFDC) mission is to provide young children a safe environment in which they can develop emotionally, physically, intellectually and socially. We promote a positive atmosphere where parents, teachers, staff and children interact with mutual respect and caring.

Family and Friends Daycare Center provides schedules that fit your child's needs and promotes happy and healthy learning. Daily schedules include activities based on weekly themes, circle time, story time, gross motor and fine motor skills, outside play, art, dramatic play, snack, lunch and nap-time. Children also get to participate in our Milestones in Music and Kidnastics Programs during normal school hours.

Our curriculum is based on the PA Learning Standards for Early Childhood Education provided by Pennsylvania's Keystone Stars Program. We believe that music, communication, and movement are key areas in the healthy development of a child, and incorporate these into our everyday curriculum. The staff values the importance of play and understands that is where learning begins in the young child.

### **Objectives**

To develop a program that will meet the needs of both the parent and the child.

To provide a safe and sanitary learning environment.

To help the children learn, discover and develop in a happy, fun, and loving atmosphere.

To support the parents and children in feeling secure and comfortable with the Daycare decision.

To uphold great communication between parent, teacher and director.

### **Hours of Operation**

We provide childcare during your contracted working hours only. Services are provided weekdays Monday through Fridays between the hours of 6:30 am to 6:00 pm. If the weather becomes an issue delays and closing will be announced through email and the local news (channel 6 ABC). For a one hour delay we will open at 7:30 am. For a two hours delay we will open at 8:30 am. For a three hour delay we will open open at 9:30am and so on. Should the center need to close in the middle of the day, the center will send an email to the parent/guardian emails on file. If the center should close early any child at the center after the stated closing time will be charged the late fees as stipulated in the handbook and child care agreement.

If your child(ren) need to be picked up from the center for any other reason (illness, evacuation etc.) and the center is unable to reach the parent/guardian, the persons listed on the emergency contact form will be called until pick up arrangements can be made. Staff will notify the parents or emergency contact person at the time of the call of the pickup location should the children need to be evacuated from the center. Parents or emergency contact persons should report directly to the alternate location if one is indicated.

### **At Drop-Off Time**

When arriving to drop off your child the parent/guardian must take the child to the classroom and let the teacher know that there are there. You MUST sign your child(ren) in attendance in our Parent Sign In/Out book located at the front desk. We ask that children arrive no earlier than 5 minutes before your contracted time that is listed on your child care agreement. If you have a special appointment and need to drop your child off earlier on a certain day, you must get approval from the director at least 24 hours in advance.

### **At Pick-Up Time**

When arriving to pick up your child, please sign them out in our Parent Sign In/Out book located at the front desk. You may go to the classroom/playground to pick up your child(ren). Please make sure you tell a teacher that you are picking up your child. Also, check their cubby and take their belongings and any projects that they may have made. On Fridays (or your child(ren)'s last day of attendance for the week) please take home their nap mat and wash it and return it on Monday (or your child(ren)'s first day of return). If the nap mat is left at the center it will automatically be washed by the center and there will be a \$10.00 charge per washing.

\*\*If you are later than the pick up time on your child care agreement there is a \$1.00 per minute, per child late fee, due immediately. Please refer to the "Payment Schedule" & "Late Fees" sections for the full policies. (Your child may not return if the fee is not paid that night.)

### **Non-discriminatory Practices**

It is the policy of FFDC to provide an equal opportunity for all students to achieve their maximum potential through the programs offered in the school regardless of their race, color, creed, religion, sex, ancestry, national origin or handicap/disability. We also encourage families to share their cultural and language diversity with our center and will provide classroom materials and labels in the home language of children whose language first language is not English. Sign language is also used in classrooms as another means of communication.

### **Required Records**

**Child Care Agreements:** The facility director will present an agreement at the time of enrollment. This agreement will state your child's name, program, start date, rate of tuition, and services tuition includes as well as payment schedule. Adherence to this agreement is a condition of enrollment. The center director and parents/guardians agree to update the agreement as needed and as required by state regulations.

**Emergency Contact Form:** This form must be completed prior to your child's enrollment. This information is vital in case of an emergency. Any person picking up a child from Family and Friends must be named on the emergency contact form and available to pick up the child within 30 minutes of phone call. This form will allow Family and Friends to provide emergency care, minor first aid and transport a child to the hospital or to another location in the event of an emergency. Parents/guardians agree to update the Emergency Contact Form as needed and as required by state regulations.

**Child Screening:** Upon admission each family will be provided with a screening tool. We ask that this be completed by the family/caregivers within 30 days of admission. Once the screening tool is completed a parent/caregiver-teacher conference will be offered to families/caregivers. \*if this screening tool is not completed timely the child may not return to care until it is completed, so we may ensure that we can/and are meeting each child's specific needs appropriately.

**Health Report:** This form is to be completed by a licensed physician and returned to FFDC within **30 days** of enrollment or your child will be suspended from the program until the form is returned and payment will still be collected to hold your child(ren)'s spot until the form is received. Parents must have the child's physician update this form at each well child visit or whenever a new immunization is received. Regular doctor visits are required for all children enrolled in Family and Friends (*please see below*). Parents/guardians who choose not to have their child(ren) immunized based on religious or philosophical beliefs must provide a letter stating this and that letter will be kept in the child's chart.

### **DPW 3270.131 Health Information**

1. The initial health report for an infant must be dated no more than 3 months prior to the first day of attendance.
2. The initial health report for a young toddler (ages 1-2) must be dated no more than 6 months prior to the first day of attendance.
  - Parents are to provide an updated health report at least every 6 months for an infant or young toddler (ages 1-2)
3. The initial health report for an older toddler (ages 2-3) and preschool child must be dated no more than 1 year prior to the first day of attendance.
  - Parents are to provide an updated health report at least every 12 months for an older toddler and preschool child.
4. The initial health report for a school age child must be dated in accordance with the requirements for medical examinations for school attendance.

**Getting to know you:** This form is to be completed by the parents. It will help create a partnership between the teacher and parents. It is specific information regarding your child's family culture, language, favorite toys, likes and dislikes as well as special needs. This form allows our staff to get to know the child and parents on a more personal level.

**Ages and Stages Questionnaire:** Upon admission you will receive two "Ages and Stages" questionnaires. We require you to complete these forms and return them to the center within the first **30 days** of admission. If these questionnaires are not returned as required your child may not return to the center until they are received and payment will still be collected to hold your child(ren)'s spot until the form is received.

**Client Waiver:** This form is for you to acknowledge that we at FFDC are solely responsible for your child, not Abington - Lansdale Hospital - Jefferson Health.

**Permission to Photograph:** This form gives the center's staff permission to/or not to photograph your child for projects, website, promotional materials, bulletin boards, etc.

### **Education & Service Plans**

In an effort to provide the best and most appropriate care for your child we are requesting a copy of your child's Individualized Education Plan (IEP), Individualized Family Service Plan (IFSP) or Gifted Individualized Education Plan (GIEP). This document will be stored with your child's file and will be kept locked and confidential. We also request that as this plan is updated we are provided with the most current version. When possible we would like to include your child's teacher(s) in service plan meetings.

We ask that you agree to share this information with Family and Friends Daycare Center to be used in the education and development of your child. You also understand that if this document is not provided your child may not receive the services they require at the center and made lead to their dismissal from our program.

### **Child Custody**

This daycare has no legal authority to refuse either parent the right to pick up their child unless a court order has granted temporary or permanent custody to one parent or to a third party and we have been furnished with a copy of the order bearing the court's signature. This will be followed strictly. Please help Family and Friends Daycare Center by complying with this request.

### **Attendance**

Parents should notify the faculty by 9:00 a.m. when a child will not be attending school. Teachers attempt to wait until everyone has arrived to start their activities, so timely notification is appreciated. Also, the office should be called if a child is ill. This enables our faculty to keep track of any illnesses that might occur at our school so that the parents of the children in the school may be notified if a communicable disease is present and we can take the appropriate steps to stop the spread of any illnesses.

Your child is enrolled for specific days and times and we rely on you to keep that schedule so that our daily attendance and staff to child ratio remains consistent. When your child misses school due to reasons such as illness or vacations, the staff must be paid and necessities need to be maintained. **Therefore, tuition is charged for your registered schedule, whether your child is present or not (this includes days we are closed due to inclement weather and utility outages).** We will not make additional refunds based on absenteeism.

### **Illnesses**

Our first priority at FFDC, LLC is providing a healthy, safe learning environment for all children. We follow strict guidelines from Pennsylvania's Department of Public Welfare and the American Academy of Pediatrics. Children will be sent home as soon as possible if any of the following is experienced: an illness prevents the child from participating comfortably in activities (as determined by the staff); an illness results in a greater need for care than the staff can reasonably provide without compromising the health or safety of other children in the classroom; or a child is experiencing any of the following conditions:

- **101° Fever:** until 24 hours after fever breaks, medication is supplied and a doctor's note.
- **Signs/symptoms of severe illness, including: behavior changes, lethargy, uncontrolled coughing, inexplicable irritability or persistent crying, difficulty breathing, and/or wheezing.**
- **Diarrhea (not associated with diet changes or medications):** until 24 hours after diarrhea stops and the continued deemed not be infectious by a licensed healthcare professional.
- **Blood in stools not explainable by dietary change, medication, or hard stools.**
- **Vomiting (two more instances in past 24 hours):** until 24 hours after vomiting resolves and until a health care provider determines the cause for vomiting is not contagious and the child is not in danger of dehydration.

- **Persistent abdominal pain (continues more than 2 hours) or intermittent pain associated with fever or other signs/symptoms of illness.**
- **Mouth sores with drooling:** unless a health care provider determines the sores are not contagious.
- **Rash with or without fever and/or behavior changes:** until a physician determines that these symptoms do not indicate a communicable disease and any blister sores associated with any rash are dried up and no new sores have appeared.
- **Pink eye (conjunctivitis):** until 24 hours after treatment has been initiated and with a doctor's note deemed not to be infective, that is, without discharge.
- **Head lice:** until after treatment has been completed, the child must be **nit** and **lice** free and with a doctor's note.
- **Scabies:** until 24 hours after treatment has been completed.
- **Tuberculosis:** until a health care provider states that the child is on appropriate therapy and can attend child care.
- **Impetigo:** until 24 hours after treatment has been initiated.
- **Strep throat:** until 24 hours after initial antibiotic treatment and cessation of fever.
- **Chicken pox:** until all sores have dried and crusted (usually 5-6 days).
- **Pertussis:** until 5 days of appropriate antibiotic treatment has been completed.
- **Mumps:** until 9 days after onset of symptoms.
- **Hepatitis A virus:** until 1 week after onset of illness.
- **Measles:** until 4 days after onset of rash. *Exclusion may also be ordered by the Department of Public Welfare as specified in 27.160 (relating to special requirements for measles.)*
- **Rubella:** until 4 days after onset of rash.
- **Unspecified respiratory tract illness accompanied by another illness which requires exclusion.**
- **Herpes simplex, with uncontrollable drooling**

This daycare will ONLY ACCEPT CHILDREN IN GOOD HEALTH. We are depending on you to help us maintain this policy. You must notify us if your child has been exposed to or has a contagious illness and we will notify you if your child has been exposed to a contagious illness due to another child in daycare.

A child who becomes ill while at FFDC, LLC must be removed from the classroom in order to limit exposure of other children to communicable disease. An ill child will be sent to the office to wait for his/her parent to arrive. FFDC, LLC reserves the right to make the final determination of exclusion due to illness. You must arrange to have the child **picked up within 30 minutes upon notification**. If you cannot be reached your contacts will then be called in the order you list them to pick up your child.

As FFDC becomes aware of any contagious or serious illness they will be posted in the front lobby to keep all informed.

If your child is sent home from daycare due to illness he or she **MAY NOT** return to daycare until **24 Hours** after all symptoms of illness are gone and with a doctor's note.\*Even if the above requirements are met the center reserves the right to make the **FINAL** decision if/when your child may return to the center. If your child is ill and receives an antibiotic, your child may not attend until he or she has been on the antibiotic for more than 24 hours. A child will not be permitted to re-attend school until they are clear of any/all illnesses. Any exceptions to our illness policy will require a written note from a licensed healthcare professional stating that the child is not contagious. When sending medication with your child, please fill out a medication request form. All prescribed medications must be in the original container with a prescription label attached.

Prescription medications will not be given without an attached doctor's note. (If your child is teething please give your child any medication before dropping them off for the day.) Include a dose spoon and place all medication in a labeled bag.

***\*\*About children's health and wellness: (by the American Academy of Pediatrics)---Children when first entering a daycare or school setting, regardless of age, usually get sick frequently. We know that the child who first enters daycare or school will get an average of 12-14 infections (either colds or gastroenteritis) per year. This is because a child who attends daycare or school for the first time is exposed to many new germs in these settings. Young children are more vulnerable to illness because their immune system, the body's natural defenses against disease, is not yet "build up". Infants and toddlers tend to get sick more often than older children because their immune systems have not yet experienced many pathogens. Exposure is actually necessary to build up the body's immune system for a lifetime.***

### **Emergency Procedure**

Our Emergency Plan provides for response to all types of emergencies. Depending on the circumstance of the emergency, we will use one of the following protective actions:

- ***In-place sheltering:*** Sudden occurrences, weather or hazardous materials related, may dictate that taking cover inside the building is the best immediate response.
- ***Evacuation:*** Total evacuation of the facility may become necessary if there is a danger in the area. In this case, children will be taken to a relocation facility. We currently have 3 available, they are:
  - Emergency Relocation A: **Visiting Nurses Association**
  - Emergency Relocation B: **Abington - Lansdale Hospital - Jefferson Health**
  - Emergency Relocation C: **Mater Dei Catholic School**

If it ever becomes necessary to relocate, a sign will be posted on the door stating which facility we are at.

### **If you're not sure how to get there, please ask for directions before there is an emergency.**

- ***Modified Operation:*** May include cancellation/postponement or rescheduling of normal activities. These actions are normally taken in case of a winter storm or building problems (such as utility disruptions) that make it unsafe for children, but may be necessary in a variety of situations.

***\*\*\*Please watch Channel 6 ABC News and check your email for announcements relating any of the emergency actions listed above. We ask that you not call during the emergency. This will keep the main telephone line free to make emergency calls and relay information.***

### **Accidents and Injury**

Should a child become injured at school, the parent will be notified via an Ouch Report form. The parent/guardian will be asked to sign this form indicating that he/she has been notified, and a copy of the form will be included in the child's record. If the injury is of a serious nature, a parent/guardian will receive a telephone call from FFDC. In the event of an emergency, the child will be transported to the nearest hospital or emergency room facility and a parent will be contacted to meet an accompanying faculty member at the facility. It is extremely important that emergency contact information is up to date. A child cannot be transported for care, or receive any emergency care at school, unless the permission for emergency care and transportation have been signed on the emergency contact form. If you cannot be reached in the event of an accident, your child will be transported to the closest hospital. If your child will be absent due to communicable illness, we request that you notify the director.

### **Suspected Child Abuse**

Mandated Reporting of Suspected Child Abuse and/or Neglect - Under the Child Protective Services Act, mandated reporters are to report any suspicion of abuse or neglect to the appropriate authorities. Employees of FFDC are considered mandated reporters according to the law. Employees of FFDC are not required to discuss their suspicions with parents prior to reporting the matter to the appropriate authorities, nor are they required to investigate the cause of any suspicious marks, behavior or condition prior to making a report. Under the act, mandated reporters can be held criminally responsible if they fail to report suspected abuse or neglect. We at FFDC take this responsibility very seriously and will make all warranted reports to the appropriate authorities. The Child Protective Services Act is designed to protect the welfare and best interest of all children.

### **Causes for reporting suspected child abuse or neglect include, but are not limited to:**

- Unusual bruising, marks, or cuts on the child's body.
- Severe verbal reprimands.

- Improper clothing relating to size, cleanliness, season.
- Transporting a child without appropriate child restraints (car seats, seat belts, etc.)
- Dropping off or picking up a child while under the influence of illegal drugs or alcohol.
- Not providing appropriate meals including a drink for your child.
- Leaving a child unattended for any amount of time.
- Failure to attend to the special needs of a disabled child.
- Sending a sick child to school overmedicated to hide symptoms, which typically require the child to be kept at home until symptoms subside.
- Children who exhibit behaviors consistent with an abusive situation.

### **Field Trips**

As part of the program, periodic field trips will be planned to provide the children with exposure to learning experiences in our local community. Prior to each trip, information will be sent home and posted in the office outlining the date, time, cost, location, chaperones, etc. The permission slip must be signed and returned to the supervising teacher by the date requested in order for a child to attend. For field trips we require that your child(ren) come with a labeled water bottle, a disposable, non-heat up lunch (with all elements inside the bag label with their name) and wearing a FFDC orange shirt. (Families will receive 1 orange shirt per child as included in Summer Camp tuition and every additional shirt will need to be purchased. The purchase price of shirts will be determined each year and communicated with parents via email and postings).

### **Clothing**

Comfortable play clothes are appropriate attire for our program. It is our policy to play outdoors when the weather permits, so see that your child is properly attired to suit the weather; also, select clothing that enables your child to use the bathroom independently. Please label all of your child's belongings. Please be aware that we are required to let the children play outside everyday, so your child(ren)'s clothing may get dirty, wet or muddy. While we try our best to not let the children get too dirty, we do allow the children to play and explore the nature around us to enrich their learning experience at FFDC.

### **Toys and Candy**

Do not send toys, candy, or gum to daycare with your child. The other children will want these items and your child may not want to share. We do not allow toy guns of any kind in our center. If any of these items are sent they will be put away until the child leaves for the day and will be sent back home with them. We will **NOT** assume responsibility for the loss or damage to your child's personal items.

### **Communication/Parent - Teacher Conferences**

Our staff feels strongly that parent-school communication is a vital aspect of our program. There will be a scheduled conference for each child in the fall and spring of each year. A request for additional conferences may be initiated by either parent/guardian or teacher. Please feel free to discuss your child's progress with us at any time, we ask only that you make an appointment. When the children are present, our staff is focusing on them, and we want to be sure to give your situation our full attention. Please keep chats with teachers very short when dropping off or picking up your child since the teachers must tend to the children. Ways to communicate with the staff includes daily reports (Tadpoles Electronic Application), information boards, daily verbal feedback, emails and newsletters. *\*Little notes are always welcomed for quick thoughts.*

### **Classroom Transitions**

When it comes time for students to transition to to the next classroom necessary information will be exchanged between teachers/classrooms. The teacher in the classroom the student is leaving will complete our transition steps paperwork and give it to the new classroom teacher and a copy to the student's parent/guardian. If we feel that a student may not be ready to progress to the next classroom, the student may be held in their current classroom until the student is developmentally ready. Parent-Teacher conferences will be held to discuss any parent/guardian concerns with this process.

### **Complaint Procedures**

Should you have a complaint concerning anything about the center, employees, or procedures, the following steps should be taken to resolve the problem: first talk to your child's teacher. If you are not satisfied with the teacher's response, speak to the director of the center. If you are still dissatisfied, contact the owner by email at: [familyfriends@comcast.net](mailto:familyfriends@comcast.net)

*(Please put Attn: Wendy Kelly in the subject).*

### **Discipline**

Our teachers work hard to prevent unacceptable behaviors from occurring through the use of positive reinforcement and redirection, encouraging children to express their needs using words, and helping them make choices that respect the needs of others. This policy will be enforced for inappropriate conduct or behavior including acts against students and / or teachers such as biting, hitting, kicking, spitting, foul language, disrespectful language, bullying or any other conduct or behavior determined to be inappropriate or unsafe by Family and Friends staff.

**\*First Offense** - Teacher will talk to student about behavior and advice as to why this is unacceptable and/or inappropriate.

**\*Second Offense** - If behavior is repeated, parent will be contacted and privately advised of such conduct. If necessary, parent will be required to come immediately to school and take child home.

**\*Third Offense** - Same as above; in addition, a scheduled parent - teacher conference will be required to discuss and implement an intervention plan.

**\*Fourth Offense** - If the intervention plan does not correct the behavior(s) a director/teacher - parent conference is required and the child may be subject to expulsion from the school.

**\*\*Upon expulsion FFDC will provide a list of other Child Care Centers in the area to the family/guardian\*\***

### **Biting**

Biting is a behavior which occasionally appears among toddlers. It is usually the result of frustration or anger because a toddler cannot express himself with words. Sometimes the behavior manifests for other reasons such as over-stimulation, teething, getting attention, or seeking reactions. This behavior must be quickly extinguished because it is dangerous to others. Our staff uses various techniques to stop biting behavior. We pay attention to the injured child first; and we tell the biter, "We only bite food", and then briefly remove the biter to a quiet area. We observe for times and situations which may lead to biting to prevent its occurrence and we sit close to the biter to help calm him or her down. We give the child who is biting easy access to his or her own "teethers". We teach other forms of communication such as sign language, which is easier for toddlers who have not yet mastered oral language. We show attention and give praise to the child when he or she shows appropriate behavior and maintains an acceptable approach to problem solving.

### **Dismissal of a Child**

This daycare reserves the privilege of dismissing any child if, after enrolling, he/she seems unable to participate in group experiences. If the child's behavior is not acceptable in this daycare setting, all money will be forfeited, no monies will be refunded or the parent/guardian breaches the contract or fees have not been paid.

### **Early Intervention Services**

While all children grow and develop in unique ways, some children experience delays in their development. Children in Pennsylvania with developmental delays benefit from a state supported collaboration among parents, service practitioners and others who work with young children needing special services. The Pennsylvania Early Intervention program provides support and services to families with children birth to age 5 with developmental delays. Early intervention builds upon the natural learning opportunities that occur within the daily routines of a child and their families. Parents who have questions about their child's development may contact the CONNECT helpline at 1-800-692-7288. Parents/Guardians who have concerns may request assistance from management and/or teachers to help access services.

### **Children's Meals**

A light breakfast snack is provided in the morning & an afternoon snack will be provided after nap time each day. There is also pizza provided on Fridays at no additional cost. However, if your child doesn't like pizza, you will need to provide your child's lunch for that day. (At various times of the year, we will have the opportunity to participate in a free food program as well, but it varies from year to year.) You will be informed when it is available and a menu will be posted so you can decide if your child will participate in the program completely or opt out completely. **All lunch boxes, food containers/packages and cups should be clearly labeled with your child's name.**



### Supplies to Bring

Due to exploring the often-unknown dietary needs of infants, you will be supplying meals for children less than 13 months old.

1. Your child's lunch, cup, bottles and/or baby food (*dependent on your amount of hours per day contracted*). Please notify the class teacher when you put your child on regular milk.
2. Wipes.
3. A spare can of formula or frozen breast milk.
4. **At least two** extra changes of clothes.
5. Adequate number of diapers (at least 5 per day)
6. Napping supplies\*
7. Pacifiers, teething gel and diaper rash ointment.

These items can be left at daycare. Please have all items labeled with the child's name.

\*Parents will be required to supply a nap mat for their child, ages 10 months and older. Nap mats should be small enough to fit into the reusable shopping bag. Children may also be allowed to bring a small pillow and/or stuffed animal (if necessary) as long as it all fits nicely into their reusable bags.

Should FFDC need to supply any of the above-mentioned items you will be charged a supply fee as follows:

1. \$2.00 per diaper
2. \$0.50 per wipe
3. \$2.00 per each infant meal component (i.e. Formula or baby food).
4. \$10.00 per week for washing your child's nap mat/sleeping bag (if it is left at the center).

You may be asked to supply other items from time to time (such as craft items, egg cartons etc.) or components for a holiday event.

### Diaper and Wipe Program

The diaper and wipe program offers parents the opportunity for FFDC to supply both the diapers and wipes that their child(ren) will need on a weekly basis. The cost of this program is \$10.00 a week per child. Swim diapers are not included in this program.

### Payment Schedule

All payments and fees are due on the last day of attendance for the week, in advance of the next week and are payable in full each week. **Rates cannot and will not be prorated for any reason.** All payments and fees are due in full each week regardless of attendance. Payments not received on Fridays, by 12 PM (at the latest), will be assessed a **\$10 per day** late fee, starting at noon on Fridays. Payments not received by the start of the day on the following Monday may result in childcare termination and "lack of notice fees" (see Termination of Services). Returned checks will be assessed a \$30 service charge and must be picked up in full plus any additional fees, in cash on the day you are notified. Failure to do so will result in termination of services and additional collection fees. Two returned checks in the same calendar year will force FFDC to only accept cash or credit card payments from that client.

Payments can be made with the following Cash, Check, Credit Card, (Visa, MasterCard, Amex, Discover) Money Order.

In cases of financial hardship, parents of a subsidized child must complete all required paperwork on time to continue enrollment at FFDC. Parents of subsidized children agree to be personally responsible for the payments of the balance of tuition after subsidy, and for the payment of full price tuition in the event they become ineligible to receive childcare subsidies. If we do not receive payment each week by Friday 12 PM from a family on subsidy, and they try to leave the center, by state law, that family will be reported to CCIS and is not allowed to switch centers until all fees are settled, including the 2 weeks notice payment at full tuition rate.

<u>Rates</u>	<b>Weekly</b> Up to 10 hrs. per day	<b>Daily</b> Up to 10 hrs. per day	<b>Hourly</b> 3 hrs. or less
Infants (up to 1yr)	\$240.00	\$60.00	\$12.00
Young Toddlers (1yrs old)	\$225.00	\$55.00	\$12.00
Old Toddlers (2yrs old)	\$215.00	\$52.00	\$12.00
Young Preschool (3yrs old)	\$205.00	\$50.00	\$12.00
Pre-K (4 & 5yrs old)	\$195.00	\$48.00	\$12.00

School Age (6 & up)	\$170.00	\$55.00	\$12.00
Summer Camp (6 & up)	\$225.00	\$60.00	\$12.00

\*\*Prices subject to change at any time without notice.

**\*\*Children who are not fully potty trained by the age of 3 will be charged the rate of \$220.00 per week and \$55.00 per day. The child may also be held in the two year old room until they are fully potty trained.**

- Discount (2 or more children): 10% off oldest child's weekly charge (BOTH children must be full time)
- Tuition rates are subject to change without prior notice.
- Tuition rates decrease at the beginning of the week following the child's room change.
- All hours are rounded up to the nearest one-half (1/2) hour.
- Initial registration fee is \$50.00 per child.
- Re-registration each September for the new school year of \$45.00 per child
- **FAMILIES RECEIVE \$100.00 CASH** as a referral incentive to families that refer other students who enroll in our center and maintain enrollment for at least 90 days

**Late Fees:**

Family & Friends Daycare Center closes at 6:00 pm.

Pickups made after **your** contracted times are charged as follows:

1st incident: **\$1.00** per minute

2nd incident: **\$2.00** per minute

3rd incident: **\$3.00** per minute

\*Late fees will be directly added and charged to your weekly account if not paid in cash immediately at the late pick up.

**Continuous late pick ups will result a mandatory adjustment of your contacted time and/or dismissal of your child(ren).\***

**Returned Check Fee:**

**\$30.00** – Payment made with cash or credit card only if insufficient fees are charged from the bank.

**\*\* Every school year we will be offering transportation to and/or from the various North Penn Elementary Schools depending on needs of the children enrolled.**

**Vacation & Holidays:**

Please give a two week written notice if you are going on vacation. If your account is up to date and there is no late fees or past due amounts owed, you may take vacation time. FFDC allows each family to take two half price vacation weeks per calendar year. Payment for your half price vacation weeks are expected in full **before** your vacation week. Tuition for the week following your vacation week, is still due the Friday prior to care without exceptions.

There are no personal days allotted toward tuition. If you elect to keep your child home with you on days you are off, it is encouraged. However, payment is still expected in full. **Please note that tuition is charged for your registered schedule, whether your child is present or not. This includes days we are closed due to inclement weather, utility outages or any other unforeseen incidents.**

If you need to leave FFDC for an extended period of time (a month or more), we request that you put this in writing. If you plan on returning to FFDC you may hold your child(ren)'s spot in the center by paying a full week of tuition before you leave. This payment will be applied to your child(ren) tuition for the week they return to FFDC. If you decide not to return to FFDC that payment will be forfeited and not refunded.

**Holidays:** The daycare will be closed the following holidays every year (a specific list of dates will be provided via email annually)

**New Year's Day, In-service day, Spring Break, Memorial Day, Independence Day, Labor Day, In-Service day, Fall Break, Winter Break, New Year's Eve**

Please keep in mind that a full week payment will be charged during these weeks. These are all paid holidays. For part-time children, if the holiday lands on a day that your child normally attends the daycare, this is a paid day to be included in your tuition the Friday prior.

**Termination of Services**

You must give **two weeks** (fourteen calendar days) notice before termination of the childcare contract and will be responsible for all final payments through the end of the notice period. You will be charged for two full-time weeks (through the end of the week, fourteen days from the child’s last day) upon “lack of notice”. This “lack of notice fee” is due upon request and you will be charged a \$10 per day late fee should you neglect to pay it upon such request. Should the need for a claim to be filed in small claims court arise, you will also be responsible for all court costs, collection costs, postage and additional fees related to the collection of your outstanding debt. The contract is subject to early termination by the daycare without prior notification in the event that the child become disruptive or ungovernable in the opinion of the daycare provider. In such event, the daycare will be paid in full through the week in which such termination occurs.

**REFERENCES:**

American Academy of Pediatrics, American Public Health Association, National Resource Center for Health and Safety in Child Care and Early Education. 2011. *Caring for our children: National health and safety performance standards; Guidelines for early care and education programs*. 3rd Edition. Elk Grove Village, IL: American Academy of Pediatrics; Washington, DC: American Public Health Association.



**Please Read, Sign & Return this page.**

This daycare admits all children regardless of race, nationality or religious background. This daycare welcomes any exchange of information that will help to better serve your child’s needs. This daycare welcomes any parent who wishes to share talents by helping with various projects to benefit the children’s daycare experience.

I/We have read, understand and by signing and returning this page, we agree to the policies stated in this handbook. I/We understand that should there be updates to this handbook, I/We will be given a copy of the page with the updated information and a new copy of this page to sign and return. I/We will fill out, sign & return the enrollment form and contract in their entirety. By doing so, I/We are enrolling my /our child(ren) in the Family & Friends Daycare Center.

My child’s contracted hours will be no earlier than \_\_\_\_\_AM, and pick up will be no later than \_\_\_\_\_ PM on the following days:

**MON                      TUES                      WED                      THURS                      FRI**

Child’s Name: \_\_\_\_\_ Age: \_\_\_\_\_

Child’s Name: \_\_\_\_\_ Age: \_\_\_\_\_

Signed: \_\_\_\_\_ Date: \_\_\_\_\_ (Mother or Guardian)

Signed: \_\_\_\_\_ Date: \_\_\_\_\_ (Father or Guardian)

Signed: \_\_\_\_\_ Date: \_\_\_\_\_ (Daycare Provider)

Email address at which I can be contacted: \_\_\_\_\_

***\*\*Please be sure this email address valid, legible and you can check it throughout the day as this is our preferred method of communication in emergencies.***

