



## **PARENT INFORMATION** **GOALS OF OUR PROGRAM**

### **MISSION STATEMENT**

*Growing loving followers of Jesus Christ through early care and education*

### **PURPOSE**

Cross View Early Childhood Center, a ministry of Cross View Lutheran Church, exists to provide children a place where their faith can be nurtured. In this safe and secure environment, we provide the children with a wide variety of age-appropriate learning experiences. The children are free to explore their environment while receiving guidance in activities which allows each child to experience success. All this is done as we reach out into the community to meet the needs of families and offer them support. Just as Jesus “took the children in his arms, put his hands on them and blessed them,” we too accept all children into an atmosphere of caring Christian love.

### **PHILOSOPHY**

#### **We believe...**

- Children are important to Christ. Jesus said, “Let the little children come to me and forbid them not, for such is the kingdom of God.” Matthew 19:14
- Each child is a unique creation of God and we strive to help each child attain a healthy self-concept and individuality.
- Children learn best about God’s world through active experimentation and exploration.
- Play is a vehicle for learning and enables each child to progress through each developmental stage.
- Children should be provided a warm and loving environment which maximizes growth potential in the intellectual, physical, emotional, social and spiritual areas.
- Early childhood education is a ministry to children and their families.

## **ENROLLMENT/PROGRAM**

### **LICENSING**

Cross View Early Childhood Center (CVECC) is licensed by the Human Services Department of the State of Minnesota. The Dept. of Human Services, Div. of Licensing phone number is 651-431-6500.

### **ACCREDITATION**

An accredited early childhood program is one that meets the nationally recognized criteria for high quality. Such a program meets the needs of the children and adults involved. It also promotes the physical, social, emotional, and cognitive development of those children. Cross View is accredited by National Lutheran School Accreditation (NLSA) and National Association for the Education of Young Children (NAEYC).

### **SPONSORSHIP/OWNERSHIP**

This organization is a nonprofit, Lutheran early childhood program operated by Cross View Lutheran Church of Edina, Minnesota. An advisory committee established by the congregation manages the Center.

Cross View Early Childhood Center (CVECC) is an integral part of the church's mission and ministry. In partnership with the church, CVECC opens the church doors to children and their parents. Enrollment is open to all members of the community.

### **PROGRAM**

A full day care program is operated year-round for children 6 weeks through 5 years. The Center is licensed for 92 children; 12 infants, 20 toddlers and 60 preschool-age children. Children who are "graduating" to Kindergarten may attend through the summer and up to the Friday before Labor Day. Cross View offers a school-age summer camp for children ages Kindergarten through 4<sup>th</sup> grade. We may take up to 28 children in this program. A child care program plan is available upon request.

### **DATA PRIVACY**

Records concerning your child: enrollment forms, health records, observation records and written parent-teacher conference reports and all other information about your child is confidential information and will only be accessible to you, the director, your child's teacher, a person designated by the state licensing department to review our records for licensing purposes, and the validators for accreditation. In addition, information may be accessed if necessary by Cross View's legal representative and the Child and Adult Care Food Program representative. Written consent from the family is needed to share any information to others. It is the parents' responsibility to keep all information current. This is especially important for contacting parents during an emergency.

### **INSURANCE**

Insurance is provided through Lutheran Trust Insurance Company. The medical payments coverage is written on an excess basis which means that we ask parents to submit all routine medical bills to their own insurance carrier first.

### **PHONE CALLS**

If no one is in the office, please leave a message on the general voice mail. Staff will return your messages at naptime. Please remember that the staff will also call you if there are any problems with which they need your help.

## ENROLLMENT/PROGRAM continued.

### **ENROLLMENT**

Children from 6 weeks through 5 years of age are eligible for enrollment in the full day child care program. At the time of enrollment, a conference with a parent, the child, and the director/asst. director is required. This conference will acquaint the parent and the child with the program and provides the director/asst. director the opportunity of meeting the child. Parents will receive a registration packet which includes a Health Care Summary, which must be received before the first day of attendance. Children Kindergarten through 4<sup>th</sup> grade are eligible for our summer school-age camp.

Cross View Early Childhood Center accepts children of any race, color, national and ethnic origin to all the rights, privileges, programs and activities generally accorded or made available to the children at the Center. It does not discriminate on the basis of race, color, religion, national and ethnic origin in the administration of its education policies, admission policies, and school-administered programs.

### **HOURS AND HOLIDAYS**

The Center is generally open Monday through Thursday from 7:00 am to 6:00 pm; Fridays from 7:00 am to **5:30 pm**. The Center closes for major holidays, staff workshop days, and discretionary days as needed.

The ECC School Calendar lists the specific dates for family and parent events and also Center closings. Family events are scheduled through-out the year. The calendar is published annually at the beginning of each school year and distributed to parents.

### **SCHOOL CLOSING/SNOW DAYS**

If Cross View Early Childhood Center should need to be closed or operate a late start for the day, we will use WCCO to announce our closure. Closure updates will be placed on our web site and Center voice mail. If weather turns bad during the day and we need to close early, phone calls and e-mails will be sent out to the parents. When either of these situations occurs, there is no adjustment in fees or tuition.

Every effort is made to staff the center each and every weekday except for the most extreme situations. Parents should always have a **back-up care plan** in place for these kinds of emergencies.

### **CLASSROOM VISITATION**

We have an open door policy at our program; all parents of enrolled children are welcome to visit, participate and meet with teachers at their convenience. Visitors (other than enrolled parents) must check in at the office immediately upon entering the facility

### **CHILDREN WITH SPECIAL NEEDS**

Children with special needs will be accepted after an evaluation is made to determine whether or not the Center can be beneficial to the child's development. The Center will have a written individualized care plan based on the determination of a qualified consultant. Progress of the child will be regularly evaluated by the resource consultant, parents and the Center staff members. Parents must approve of all aspects of the planning. Children whose limitations create a safety issue of unreasonable risk of harm to themselves, others or property, or who require additional staff than available, may not be accommodated.

## PARENT POLICIES

### **YOU AND YOUR CHILD'S SAFETY**

Children need a safe, nurturing environment that assists them to grow, learn, and feel loved by their caretakers. In order to grow and learn, children's minimum needs for good nutrition, shelter, medical care, bathing, clean clothes, intellectual stimulation, appropriate discipline, love and a feeling of importance must be met. When these needs are not met, a child cannot grow and learn as easily. Cross View Early Childhood Center expresses a commitment to provide an environment that encourages the child's growth and learning. If you feel that our staff is not meeting your child's needs, we encourage you to talk with the director.

Should you have difficulty in providing for your child's emotional or physical needs, you are encouraged to ask for help. Our staff can help you find a community resource which can offer assistance. Some 24-hour community resources which can help you, when you find that you are experiencing more stress than you can handle, include

Hennepin County Crisis Hotline	612-348-2233
Hennepin County Child Protection	612-348-3552
Minnesota Child Protection	651-431-6600

In a rare instance when we feel that your child's needs are consistently not being met, our staff will work with you to identify your child's needs and assist you in meeting those needs. If you are temporarily unable or unwilling to meet your child's minimal needs as described above, our staff is mandated by Minnesota State Law to file a report with the Child Protection Agency. It then becomes the role of the Child Protection Unit to work with your family to insure that your child's needs are being met.

It is essential that you keep us informed about your child's health history, illnesses, injuries, etc., so that our staff can be aware of your child's needs. Please make a point of informing us when your child develops a new health problem, communicable disease or is injured.

### **CENTER SAFETY**

To offer a safe and secure environment for your child, there may be times when particular clothing or materials are deemed to be unsafe in our situation. We will ask that the item not be brought/worn to school. A Zero Tolerance Rule applies to items or toys that appear as weapons and medicine/drugs. These items will be taken from the child and returned to the parent. Continued use of the items will lead to dismissal from the Center.

The Center has a wide variety of health and safety policies which provide direction for an emergency. All staff receives training in these practices which include Sudden Unexpected Infant Death (SUID) and Abusive Head Trauma (AHT) and each is reviewed annually. The Center has periodic fire, tornado and lock down drills. All policies are reviewed and updated annually by the administration and health representative.

The Center is in a secured building. All parents are issued access cards to the Center which enables them to gain entrance during Center hours. Any lost or stolen cards should be reported immediately to the Center.

### **LOST AND FOUND**

Lost and found items can be found on the shelf in the hallway. Please let us know immediately when your child has lost an item at school. If items are not claimed within a few months, we give them away to charitable organizations. We encourage the children to be responsible for their own belongings and ask that you support us in this effort.

## **PARENT POLICIES (continued)**

### **COMMUNICATION/PARENT CONFERENCES**

In addition to the required pre-admission conference, parent conferences will be offered in the fall and spring of the year for all children enrolled. Your child's physical, social, emotional, intellectual, and spiritual welfare will be shared and discussed at the conference. Teachers and parents will plan how the results of the assessment will be used going forward as we develop and set goals for the child. Through-out the year, we encourage parents to share any observations they have seen at home or concerns for their child with the teacher or director.

Daily written reports are given to the parent of each child in the child care program. These describe the child's food intake, sleeping patterns, and general behavior.

Parents are kept informed of activities through:

- monthly newsletters which highlight recent activities and upcoming plans;
- daily classroom notes which are displayed on the parent board and highlight the day's events, and
- periodic e-mails from the Center.

E-mail is used to send many of our communications. We ask that all parents provide us with their most current e-mail address.

Parental involvement is necessary in the continuing success of the program. Parents are encouraged to share time and talents, go on field trips and visit the program. We welcome your suggestions and participation in events and activities. Feedback from parents is very important to us, and will be sought on a regular basis. If you have a concern or a complaint, we ask that you contact the director or your child's teacher immediately to solve the problem to everyone's mutual satisfaction. If you feel your concern has not been addressed properly, you can bring it to the ECC advisory committee and they will issue a response following their next meeting, (which are held usually the first week of each month.)

### **DISCIPLINE**

Methods of discipline used will center on communication, stressing positive behavior, verbalization, redirection, or possible removal from a negative situation. Physical punishment will not be used. No child will be shamed or humiliated; left unsupervised, shouted at or denied food for inappropriate behavior. No child will be punished for lapses in toilet training. A complete Behavior/Guidance Plan is available for the parent's review.

### **PERMISSION FORMS/FIELD TRIPS**

Written parental permission will be obtained before each field trip, public relations activity, and research or experimental procedures involving the child. First hand experiences are an important part of the program. Field trips are planned throughout the year for children in the Preschool program. Advance notice outlining trips will be given and written parental permission is required along with payment. No child will be taken on a field trip without written permission from parent or guardian. Transportation for such trips will be done by school bus. All safety rules will be followed on the trips. Every child is required to wear their ECC t-shirt on the field trip. Since field trips are part of our program, if you do not wish your child to attend, you must find alternate arrangements for care during this time.

## **PARENT POLICIES (continued)**

### **MEALS AND SNACKS**

Meals are provided which meet the state nutritional requirements for the ages of the children served. Breakfast, lunch and snacks are served daily. Menus are posted monthly. Meals are prepared on-site by our cook who plans the menu according to the Child and Adult Care Food Program (CACFP) in which we participate. Importance is placed on children's nutritional needs along with diversity of foods. Certain foods are avoided due to choking hazards for children, i.e. grapes, hard candy, nuts. One type of formula for infants is provided by the Center.

Children play hard and need enough fluid to stay well hydrated. Children are encouraged to drink water throughout the day.

Children with special dietary needs must have a special diet order from their physicians on file. The Center, parents and health care provider will construct a plan to meet the special diet requirements. Meals brought from home for health reasons should meet the CACFP guidelines and be brought in ready to serve. Milk is provided for all meals.

### **Standard/Full Civil Rights Statement for CACFP**

The U.S. Department of Agriculture (USDA) prohibits discrimination against its customers, employees, and applicants for employment on the bases of race, color, national origin, age, disability, sex, gender identity, religion, reprisal, and where applicable, political beliefs, marital status, familial or parental status, sexual orientation, or all or part of an individual's income is derived from any public assistance program, or protected genetic information in employment or in any program or activity conducted or funded by the Department. (Not all prohibited bases will apply to all programs and/or employment activities.)

If you wish to file a Civil Rights complaint of discrimination, [complete the USDA Program Discrimination Complaint Form](#), found online a [http://www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html), or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at [program.intake@usda.gov](mailto:program.intake@usda.gov).

Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339; or (800) 845-6136 (Spanish). USDA is an equal opportunity provider and employer.

### **BIRTHDAY CELEBRATIONS**

Birthdays are a special time for each child and we have a simple birthday celebration on or near each child's birthday. On the day of the celebration your child may bring or donate their favorite children's book to the Center. The teachers will read this book in honor of your child's birthday. If you desire, you may bring a simple treat for the daily snack time. Please keep in mind that these must be a healthy snack. A suggested list is on the birthday letter. These treats must be bought from a store and cannot be made in the home (a requirement of the Department of Health). Please make necessary arrangements with your child's teacher prior to bringing any treats to the Center. Please note that due to the risk of choking and allergies, we cannot serve peanuts, popcorn or raw carrots to children less than 3 years of age.

## **PARENT POLICIES (continued)**

### **CHILDREN'S BELONGINGS**

The classrooms are well supplied with toys and materials. Therefore children do not need to bring additional items to school unless for special days (i.e. show n' tell). It is difficult to monitor individual children's toys and objects of value due to the number of children in each room. If an item is brought in, your child will be asked to store this item in their cubby. Lost and found items can be found on the shelf by the office. Lost articles which are not claimed are given away.

A complete set of play clothes (including socks) is to be left at the Center and replaced as they become soiled. Disposable diapers, for the children requiring them, must be provided by the parents. All items and belongings should be labeled with the child's name.

Children should wear clothing to school that is comfortable and appropriate for floor activities and messy experiences. Unless the temperature is below zero or it is raining, the children will spend some time outside every day, and should be properly dressed for the weather (i.e. hats, mittens and warm coats when it is cold and boots in wet or snowy weather.) Remember, the clothing your child wears to the Center will get dirty from play. Please keep that in mind when dressing your child for the day.

### **RELEASE OF CHILDREN (daily/emergency)**

If someone other than the parent/ legal guardian is to pick up your child, notification must be in writing to the program. We will release children only to the individual authorized by the parents/guardian. The authorized person must show a picture form of identification in order for the staff to release the child. No child will be released from the program without notification from the parent/guardian.

At the time of enrollment, parents will provide us with the names and telephone numbers of persons authorized for emergency pick-up for the child. It is the parent or guardian's responsibility to notify the program of any changes in this authorization.

### **DAILY CLOSING TIME POLICY**

Our program closes at 6:00 pm (5:30 pm, Fridays). We prepare all children to be picked up by that time. A late fee is charged after closing time. If an emergency delays you and you are going to be late picking up your child, please call the program before the closing time. (We suggest that you carry the program phone numbers with you at all times.)

In the event that your child is still at the program after closing and we have not heard from you, we will take the following steps (in order):

1. Attempt to reach you at home, work or school.
2. Call the people listed on the Emergency Authorization Card.
3. Call the authorities after 30 minutes.

### **REST TIME**

All children in the program, after a busy morning, participate in a time of rest or sleeping. Each child is assigned a cot and will be expected to remain quietly on it during rest time. Restful music is played during this time and a staff member will give back rubs to the resting children. After the child has rested, they will be given a choice to do quiet activities. Each child may bring a small blanket, small pillow and/or a stuffed toy for the rest time. These items are stored on your child's cot and are sent home for laundering on Friday of each week. Rest time follows a noon lunch and varies in length with the individual needs of each child. Infants nap on their own schedules.

## **PARENT POLICIES (continued)**

### **CHILDREN'S ARRIVAL AND DEPARTURE**

We ask that parents accompany their child into the program at arrival and departure times to be greeted by the teacher. (This procedure is for your child's protection.) Parents must sign time-in and time-out on the posted attendance sheet. We ask that you make every attempt to write down information so the staff throughout the day is kept informed.

If you are going to be away from your place of work for the day, be sure to leave a phone number where you can be reached in case you are needed for a medical emergency. Please call or e-mail the program by 9:00 am if your child will not be attending that day.

### **OUTDOOR/INDOOR ACTIVE PLAY**

Outdoor and indoor large motor play spaces are provided for the children daily. We provide a schedule which allows for plenty of movement time, incorporates moving activities into classroom times, and limits seat time and TV use. Our physical education teacher instructs the children in basic motor skills to combine fitness with fun.

Outdoor play is an important part of your child's day. The fresh air and movement is something that each child needs daily for general well-being and healthy development. In winter, we will go out as long as the temperature or wind-chill are 0 degrees Fahrenheit or above. In summer, we will not go outside if there is a heat advisory or air quality warning. The time outside is not only to promote healthy bodies but it is also an outdoor learning time and we encourage all children to participate unless they have a written excuse from their physician.

You can help your child enjoy this time outdoors by being sure that he/she is dressed for the existing weather conditions. In winter this includes boots, hats, mittens, and snowsuit or snow pants with coats. In the summer, cool tops, shorts and closed toe shoes are appropriate attire. We apply sunscreen (15 SPF or higher) to all children 30 minutes before going out to play. For indoor physical education time, all preschool children need a pair of athletic shoes at school for their safety and fun.

### **PULL-UP POLICY**

CVECC does not allow pull-up diapers to be used while in the center. This policy was developed to enhance the success of toilet training and because of sanitary concerns. This policy was developed in consultation with the public health nurse. The following summarizes our philosophy on pull-ups:

- Pull-ups whisk moisture away from the child's bottom and reduces/eliminates the uncomfortable feeling of wetness. This is a major motivation in toilet training and if the child does not feel wet, they have no reason to use the toilet.
- Wearing "underpants" should be reserved as a motivation for successful toilet training.
- Changing a pull-up is a difficult task as all of the child's clothes need to be removed. Children have a tendency to sit on the floor to accomplish this self-help task and this creates an unsanitary situation.

Please talk with your child's teacher when you begin working on toilet training in order to ensure everyone is working together. CVECC has several books available for parents to assist and support them in the toilet training process.

## HEALTH AND MEDICAL INFORMATION

### **HEALTH CONCERNS**

All children are required to have a Health Care Summary signed by the child's source of medical care. Up-to-date immunizations are required and the form must be in by the first day of enrollment. **An additional Health Care Summary and immunization update is required when your child moves into the next age group.** It is the parents' responsibility to inform the Center of any special medical conditions, needs, or allergies for their child. Immunization records must be updated with each vaccination.

All staff is trained in First Aid and CPR. When needed, first aide will be provided to an injured child. In case of an emergency, every effort will be made to contact the parent or designated adult responsible for the child. If neither can be contacted, transportation may need to be provided by the local emergency resource with a staff person accompanying the child to the hospital. In case of an emergency, the Center will dial 911 to receive emergency medical care and children will be transported to the nearest hospital.

In order to protect your child and all children in the Center, we request that parents have a back-up care plan for their child if symptoms of illness are present. If a child develops one or more of the following symptoms while at the Center, he/she will be separated from others, but remain under adult supervision. Your child must be picked up within the hour as we want to maintain a healthy environment for all children. The symptoms include:

1. Fever of more than 100 degrees F. (oral)
2. Vomiting, nausea, diarrhea, or sore throat
3. Discharge from any body opening
4. Any undiagnosed or contagious rash

Parents will be called of any child who does not seem well enough to participate in the Center activities. Children who are sent home must be symptom free for 24 hours before returning to the center. Parents will be notified in writing if their child has been exposed to any communicable disease. Parents are responsible for notifying the Center when their child has a communicable disease. The parents of a child, who is under-immunized due to a medical condition, will be contacted as the child will be separated. It will be up to the parents to exclude the child further if such a case should occur.

### **UNIVERSAL PRECAUTIONS**

Universal/Standard Precautions are enforced at this child care program: All body fluids will be treated as if they are known to be contaminated with an infectious disease. All staff must always use disposable gloves when handling body fluids. Staff and children must wash their hands often and at the appropriate times. Strict guidelines are followed regarding toileting, diapering, and cleaning & sanitizing of contaminated surfaces.

### **MEDICATION**

The Center must have written permission from the parent and physician before administering medications. The medications will only be administered according to the pharmacy label. All medication must be in its' original container and have a current pharmacy label issued to the child with the prescribed dosage, time to be administered, and the current date. All medications will be stored in the office. Medication permission slips are available at the Center. Diapering products, sunscreen lotions and insect repellents require only a parent signature.

### **HEALTH SOURCE**

The Center uses the consultation services of the Minnesota Visiting Nurses Agency (MVNA). The telephone number is 612-998-5760.

## INFANT/TODDLER INFORMATION

### **INFANT & TODDLER FEEDING**

Infant diets are determined by their parents or their primary health care provider. Breast milk, formula, or milk and solid foods, including vitamin and iron supplements, will be fed by the teachers in prescribed quantities and at specified time intervals. Infants over 1 year are required to be served whole milk unless otherwise instructed by their doctor (American Academy of Pediatrics.) Written diet instructions are to be provided by the parents for the infants. Toddlers receive whole milk until age 2 and after age 2 receive 1% milk. Toddlers use regular plastic glasses; they do not use bottles or sippy cups.

We accept and store breast milk for infants. We support breastfeeding mothers by providing a space for them to nurse their child if so desired. We also work closely with parents to coordinate the feedings.

Center food is adjusted to avoid choking hazards. Raw vegetables are blanched and hard fruits are substituted with a sauce. At meals, food is cut into smaller pieces to prevent choking.

### **INFANT NAP POLICY**

Naps and rest periods are provided. Parents are consulted at the time of enrollment regarding their child's sleeping pattern and behavior. A record of the child's sleeping pattern will be maintained on a daily basis by the program. Any difficulties or changes in sleeping patterns will be reported to parents. Each child will have their own crib to sleep. We follow the "Back to Sleep" policy which states that all infants will be laid down to sleep on their backs.

### **INFANT/TODDLER DIAPERING**

Diapers are changed every few hours, after naps, when the child has a BM or per parent's request. Changing diapers in a sanitary way may be the most important thing teachers can do to prevent the spread of infectious organisms. Germs present in the stool can be spread by the hands of staff, or through contaminated food, objects or surfaces. Many diseases can be spread by contact with stools which includes infections caused by bacteria, parasites and viruses. To help prevent illnesses, the staff follows specific diapering procedures each time a child is changed. (Diapering procedure is distributed to parents.) Disposable diapers are used.

### **INFANT SUPPLIES:**

As a parent of an infant/toddler, you will need to bring:

- Disposable Diapers
- Infant formula or breast milk (optional)
- Bottles
- Pacifier
- Change of clothing
- Diaper rash ointment
- Sleep sack

The Center will provide:

- Baby wipes
- Baby cereal & food
- Infant formula (Enfamil plus iron)
- Bibs

### **TODDLER SUPPLIES:**

- Disposable Diapers
- Change of clothing
- Diaper Rash ointment
- Blanket

- Baby Wipes
- Bibs

## TUITION POLICY

### **TUITION POLICY**

In order for our center to provide a high quality environment appropriate for our children, we must remain financially viable. The program is a nonprofit organization which operates primarily on the tuition fee from each child. Therefore, it is essential that your fees be paid promptly and regularly.

### **REGISTRATION**

An application fee of \$35 places your child on our waiting list. This fee is non-refundable and does not apply toward tuition. One application fee per child is charged. An application fee is assessed each time your child is enrolled. Application fees must be received in order to enroll your child.

### **TUITION**

Tuition is based on the days your child is registered to attend. If your child is absent, the fees are still due in full. We cannot refund or credit tuition. Tuition will remain the same during periods that contain closings for holidays, bad weather and staff workshop days.

The tuition is charged by the week and includes meals and snacks. A current schedule of rates is available from the office. For additional children in the same family, the tuition is reduced by \$5.00 per week. The tuition for children of Cross View members is reduced by \$10.00 per week. (Only one deduction is allowed per family.) **Payments are to be received at the Center Monday noon for the week**

### **VACATION**

Every child enrolled at the Center is granted two weeks of vacation for each year, January thru December. After your child has been enrolled in our Center for 3 months, you may take two vacation weeks. A vacation week must run for five consecutive days and not as individual days. A parent request form (found by the parent board) should be filled out two weeks in advance when you will be taking your child out of the Center for a vacation week. By giving this notice, your child's space will be held in the program and you will not be charged tuition for that week. Vacations are figured by the calendar year.

### **WEEKLY STATEMENTS**

Weekly tuition statements for all past due accounts will be issued Wednesday of each week. Statements will reflect all payments received through the Monday deadline and any late fees charged to the account. Receipts will be issued to all parents that request them. Weekly receipts are issued by Wednesday for the week. Parents with tuition reimbursement claim forms should submit the forms with their tuition payments. The signed forms will be returned on Wednesday.

### **ADD-A-DAY**

Part-time students who wish to add a day must contact the office. Written requests will be processed on a case-by-case basis and parents will be informed of the availability. Request forms can be picked up on the parent board by the sign-in sheets.

### **WITHDRAWAL**

We require a four week written notice for any withdrawal from the program or a change in your child's schedule. Please use a parent request form, located on the parent board.

## TUITION POLICY (continued)

### **LATE TUITION FEES/DELINQUENT ACCOUNTS**

It is vital to the fiscal well being of our program that all families remain current on their childcare bill.

- If payment is not received by the deadline; a \$10.00 late fee will be assessed. As long as your account remains delinquent, a late fee will be charged to your account and reflected on your weekly statement.

- Delinquent accounts of more than 14 days will be reviewed by the Center Director and Advisory Committee for suspension of childcare until the balance is paid or possible student dismissal.

An exception to these timelines may occur at the discretion of the center director and ECC Advisory Committee, (to be granted on a case-by-case basis.)

We aim to minimize the costs of administration, in particular with the collection of fees, while ensuring families know what is expected of them. We ask that all families appreciate the importance of our procedures and follow the policies.

### **AUTO PAYMENT PLAN**

A direct deposit program is available for families who have children enrolled in the Center. This service allows your tuition payments to be automatically withdrawn from your selected account. This service is run by Vanco Services. There is an annual fee of \$12.00 for each family participating in the plan. Additional information is available in the office.

### **DISMISSAL OF CHILD**

Cross View Early Childhood Center makes every effort to provide a program that meets the needs of each child. However, at some times it may be impossible to meet the needs of a child and family. If after working with the child and family, we do not believe it is in the child's best interest to remain at the Center, we will ask the family to make other arrangements for care.

The Director may require a parent to take his/her child out of the program if the parent refuses to follow the policies as described in this handbook.

### **ADDITIONAL FEES**

A late fee will be charged to any parent arriving at the Center after 6:00 pm (5:30 pm, Fridays). The fee is \$25.00 for every 5 minutes or fraction thereof after 6:00 pm (5:30 pm, Fridays). This fee is added to your tuition for the following week. Continuous late pick-ups may result in dismissal from the Center.

A fee of \$25.00 will be charged for any check that is returned by the banking institution which includes our direct payment plan.

If your child is not scheduled to be in the Center on a party day, and your child wishes to attend the party, a \$5.00 fee will be charged to your account. ECC T-shirts are \$5.00. A fee of \$25.00 is charged for a replacement building access card. Our summer fee is one flat fee that is charged each summer and covers all the field trips and special summer activities.

### **FUND-RAISING**

The Center sponsors fundraisers every year. These events allow us to make purchases of equipment needs. Your participation in these projects enables our Center to expand the opportunities for your children.