



PARENT INFORMATION

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 learning environment while receiving guidance in activities, allowing each child to experience success. All this is done as we seek to reach out into the community, meeting the needs of families and offering 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.

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 is a Four Star Parent Aware Center.

SPONSORSHIP/OWNERSHIP

This organization is a nonprofit, Lutheran early childhood program operated by Cross View Lutheran Church of Edina, Minnesota.

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 97 children; 12 infants, 25 toddlers and 60 preschool-age children. Cross View offers a school-age summer camp for children ages Kindergarten through 4th 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 Bullis Insurance Agency LLC. 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 call as soon as possible. Please remember that the staff will also call you if there are any problems with which they need your help.

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 4th 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 Friday 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 in the fall for the upcoming New Year.

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.

FAMILY RESOURCES

This is a small list of resources for children and families in our community:

Think Small: provides assistance with child care searches, paying for child care, scholarships, understanding child development, classes and parent support. Phone number: 651-641-0305

Help me Grow: can provide information on any concerns you have about the development of your child including behavior problems or mental health concerns (birth to 5 years old)
Phone number: 1-866-693-4769

Early Childhood Special Education (ECSE): The Edina School District provides special education services to children ages birth to Kindergarten. Settings include home, community and school based early childhood programs. Phone Number: 952-848-4236

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.

SCHOOL CLOSING/SNOW DAYS

If Cross View Early Childhood Center should need to be closed or operate a late start (9:00am) for the day, we will use WCCO and Tadpoles to announce our closure. We will announce the closure or late start by 5:45am that morning. If weather turns bad during the day and we need to close early, e-mails and notification through tadpoles 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.

EMERGENCY PREPAREDNESS

The center conducts tornado and fire drills monthly. The tornado shelters are located in the ECC of building. Emergency contacts, a cell phone, first aid kit, food and more is in each emergency location. All policies are reviewed and updated annually by the administration and health representative.

Staff receives training on emergency procedures upon hire and they are posted in each classroom. Procedures are reviewed annually and updated as necessary. Evacuation routes are posted in each classroom and staff is trained on the use of a fire extinguisher.

All employees are trained in Pediatric First Aid, CPR and AED every 2 years.

If an emergency happens to the building and we must evacuate our relocation site is Creek Valley Elementary School. All of the information about our Child Care Emergency Plan is found in appendix A.

PARENT/TEACHER 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.

COMMUNICATION

*Daily electronic reports are sent to the parents of each child in the child care program through our Tadpoles platform. The report informs the parents about their child's food intake, diapering, sleeping patterns, and general behavior.

*Parents are kept informed of activities through:

- Monthly newsletters which highlight recent activities and upcoming plans;
- Tadpole e-mails
- 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. Classrooms have their own emails as well. We ask that parents email their child's individual classroom with information that the teacher might need to know for the day.

Also, through Tadpoles you can send your teacher a note about your child, however once checked in you only have 60 minutes to complete this task.

Listed below are the emails for each classroom:

Bunnies@crossview.net

Ducklings@crossview.net

Teddies@crossview.net

Penguins@crossview.net

Cubs@crossview.net

Hoppers@crossview.net

Office: ecc@crossview.net

GRIEVANCE POLICY

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 follow these steps:

- 1) First try to discuss your concern with one of the teachers assigned to your child's class.
- 2) If you are not satisfied that your concerns have been addressed we ask that you contact the Director, Stacey LaMere (952-941-0009)
- 3) If you continue to feel like your concerns have not been addressed you can contact the Advisory MAT which meets each month.
- 4) If you feel the center violated a licensing rule you may contact the Minnesota Department of Human Services, Licensing Division at (651) 431-6500.

All grievances will be documented listing the date, time, all parties invited in the grievance and any resolution. All grievances are confidential between only those parties having the need to know.

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.

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 emailed monthly. Breakfast and Lunch are prepared by Lancer Catering which plans the menu according to the Child and Adult Care Food Program (CACFP) in which we participate. Cross View Early Childhood Center prepares the afternoon snack. 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 (Enfamil) 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, with single service cups.

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

In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at: http://www.ascr.usda.gov/complaint_filing_cust.html, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

- (1) mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410
- (2) fax: (202) 690-7442; or
- (3) email: program.intake@usda.gov

This institution is an equal opportunity provider.

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.

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.

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 center closes daily at 5:30 pm. 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

At the end in Appendix B is the nap and rest policy

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.

If something comes up during the day and you need to bring your child during nap time (12:30 – 2:30) please bring your child to the office. Office staff will then bring the child to the room or keep them for the remainder of nap time.

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, if there is a heat advisory or air quality warning we take this into account and limit our outside time. 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 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 Pediatric First Aid and CPR. When needed, first aid 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 101 degrees F.
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 surfaces that come in contact with potentially infectious bodily fluids, including blood and vomit, must be cleaned and disinfected. All blood contaminated material will be disposed of in a plastic bag with a secure tie and if eye protection and a sharp container is needed they are found in the office. 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 Child Care Health Consultants. The telephone number is 651-508-4683 or 612-500-1880.

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. Toddler Teddies use regular plastic glasses; they do not use bottles or sippy cups. Toddler Cubs will be transitioning from sippy cups to plastic glasses.

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

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 \$50 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 church members is reduced by \$10.00 per week. (Only one deduction is allowed per family.)

VACATION

Every child enrolled at the Center is granted two weeks of vacation for each year, January thru December. A vacation week must run for five consecutive days and not as individual days. A parent request should be emailed to the office by the prior week 8:00am Wednesday 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.

TUITION STATEMENTS & CLAIM FORMS

Receipts will be issued to all parents that request them. Parents with tuition reimbursement claim forms should submit the form by hand or by email. Forms will be signed and returned in a timely manner. Please request tuition statements by email, for the desired time frame. Statements will be emailed or if you prefer you can go to www.myprocare.com set up an account using the email the office has on file and print your statement.

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. Please request an add-a-day by emailing the office at ecc@crossview.net

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.

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 Procare. There is an annual fee of \$50.00 for each family participating in the plan. Credit card payment is also available to families. Please note each credit card transaction automatically adds on a 2.75% transaction fee. Additional information is available in the office.

ADDITIONAL FEES

A late fee will be charged to any parent arriving at the Center after 5:30 pm. The fee is \$25.00 for every 5 minutes or fraction thereof after 5:30 pm. 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.

A fee of \$25.00 is charged for a replacement building access card.

A summer fee is one flat fee that is charged each summer and covers all 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.

WITHDRAWAL

We require a four week written notice for any withdrawal from the program or a change in your child's schedule. Please email the office.

Cross View Early Childhood Center makes every effort to provide a program that meets the needs of each child. However, at sometimes 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.

09/5/2022