



# HARBOR

## EARLY LEARNING CENTER

### PARENT HANDBOOK

#### INTRODUCTION AND PURPOSE

This handbook is provided for your information as a parent regarding Harbor Early Learning Center's program and school policies. It includes policies and procedures that require your awareness and compliance. Please read this handbook completely and contact the center's director should you need more information or have questions.

Harbor ELC's purpose is to provide high quality childcare to children between the ages of 6 weeks to 6 years. Harbor ELC is owned and operated by Harbor Church as a service and outreach to our community and the Westminster area. Our goals at Harbor ELC are:

- To help meet the needs of working and nonworking parents who desire to expose their children to high quality educational, biblical and social experiences.
- To provide childcare at a reasonable cost, so parents who choose our center for childcare have a safe, enriching environment for the growth and enrichment of their children.
- To provide a safe faith-filled, nurturing environment for young children to thrive.

#### Welcome to Harbor Early Learning Center

At Harbor Early Learning Center our mission is to serve families by providing a loving and enriching childcare in a nurturing Christian environment which promotes the child's growth socially, emotionally, physically, cognitively, and spiritually.

**Harbor Early Learning Center is about people.** Each child in our care is seen as wonderful and unique. We desire to support and encourage him/ her in all areas of development by providing an environment which promotes warm, nurturing interactions with caregivers and lots of opportunities for learning.

We realize that parents are the most significant people in a young child's life. We also know that parenting is a tough job. We desire to support you in this adventure called "parenting" by providing you with peace of mind—that your child is receiving wonderful care and love while he or she is away from you. We also want to support parents by offering information about children's development and activities available in the area.

The staff at Harbor ELC are passionate about caring for children and developing their love for learning. We strive to help each child become successful in their development while in our care. To achieve our high-quality care at our center, our expectations of staff are to meet or exceed all Colorado State ECE requirements. Our amazing staff are all background checked, participate in monthly staff meetings, are certified in CPR, 1<sup>st</sup> Aid and Standard Precautions and maintain a minimum of 15 hours of continued education annually.

**Harbor Early Learning Center is about learning.** Research clearly shows the early years are very important for brain development. Every classroom environment and all classroom activities are designed to enhance children’s development through age appropriate, hands-on learning. We also desire to support and encourage each child’s growth in all areas of development: cognitive, social, physical, and spiritual. Studies show that children better retain what they are learning when the activities are meaningful to them. Through their experiences, we desire for the children to enjoy learning, ultimately becoming life-long learners.

**Harbor Early Learning Center is about an enriching environment** that is safe, clean, healthy, and oriented towards children. We want our classrooms to be visually inviting to children—a place that beckons “come, explore me.” We disinfect toys regularly to prevent the spread of germs. Our teachers are diligent in washing their hands, as well as having the children wash theirs frequently throughout the day. Our building is protected by a security system which allows access to families by using their individual security code. We value a safe and healthy environment for our families and staff.

## **OVERVIEW OF PROGRAM AND CURRICULUM**

### **Infant Care**

We realize that one of the most important things an infant learns in the first year is that the world is a safe and wonderful place to be. At Harbor ELC, we try to run at a 1:4, 2:8 or 3:10 ratio. With this ratio, we provide lots of individual attention, cuddling, and rocking. The rooms are designed to encourage babies’ curiosity and learning. We provide colorful mobiles and pictures to look at, age-appropriate toys to play with, and equipment designed to nurture their physical development. Whether they are being read to, gazing at themselves in the mirror, going for a stroller walk, or having tummy time, each day babies have a variety of nurturing and fun experiences with their caregivers.

### **Toddlers**

This room is filled with fun activities that encourage exploration and learning for our young toddlers approximately 15 to 36 months old. There are things to put together that are fun to take apart, blocks for building and knocking over, books to look at, musical instruments to play, art activities to investigate, and a space for movement. The teachers in this room understand that language is a key part of development for this age and are continually listening to and talking with the children. Surrounded with age-appropriate toys and activities, we encourage each child to explore the world around him or her and discover how fun it is to learn.

### **Preschoolers and Pre-K**

We keep preschoolers interested in and excited about learning. The teachers in the Preschool and Pre-K classrooms prepare an enriching environment with engaging lessons and activities. Each room is divided into several learning areas where children are given the opportunity to explore science concepts, math, art, language, writing, dramatic play, and sensory explorations. The children choose what areas are of interest to them and learn about their world through active exploration and interactions with the

teachers, other children, and materials. Through the varied and rich experiences, we hope to instill a desire to become lifelong learners.

## **CURRICULUM**

Center-wide, our teachers implement Sonlight Curriculum and create weekly lesson plans. This curriculum focuses on interest areas through literature. Our goal is to create life-long learners who are excited about school!

## **TRANSITIONING TO THE NEXT ROOM**

When it is time for your child to transition to the next room, you will receive a Transition Packet which will include forms for you to update, an overview of your child's new classroom, the anticipated date of the transition, and your new tuition amount. Whenever possible, we transition children together as this helps ease the anxiety of the newness of a different classroom with new teachers and routines. We move children to the next classroom as they become developmentally ready according to their age, abilities, and schedules. Sometimes, particularly with potty training, a child isn't ready to transition. With all these considerations, transitioning requires flexibility and good communication between teachers and parents. Transitions can take place immediately or take up to 2 weeks depending on the needs of the child. We typically send the child for increasing amounts of time each day, but due to classrooms combining at the beginning and end of each day the children may know the routines, classroom, and teachers in the classroom they are transitioning to.

\*Please note that due to ratios we need to maintain, a transition may happen a little sooner or later.

## **PROGRAM FEATURES**

We provide childcare on a full or part time basis (part time is limited to a minimum of 2 full days/week based on availability) to meet individual needs. Full day programs are available for children from 6 weeks to 5 years old. Please speak with the director about your specific needs.

Features and practices at Harbor Kids Care designed to promote your child's safety and learning are:

- Age-appropriate weekly lesson plans using Sonlight Curriculum, a literature- and faith-based curriculum that uses amazing books to interest and teach children.
- Classrooms with age-appropriate materials and furnishings to promote your child's intellectual, social, spiritual, and emotional growth.
- Electronic sign in/sign out system ensures authorized pick-up personnel when dismissing your child from the ELC.
- Emphasis on continuous communication between teachers and parents concerning your child's development. Parent conferences, to inform parents or guardians of the child's behavior, progress, social and physical needs, are scheduled any time by parent request.
- Monthly nurse consultations throughout the year to keep up with current health trends.
- Policy requiring all children to be immunized or to have an exemption form signed by a medical authority.

- Secure building allowing access only to authorized individuals and requiring all others to sign in and ring the bell
- Participates in Colorado Shines Program

Harbor Early Learning Center is licensed by the State of Colorado. The license is posted in the main hallway for your review. Harbor ELC is licensed for 58 children, ages 6 weeks to 5 years of age.

We believe that parents are an integral and valuable part of our service. You know your own children, so your input is extremely valuable to us. Our director has an “open door” policy. Please feel free to reach out and let us know if you’d like to stop by or volunteer in a classroom. We’d love to have you!

### **SAFE SLEEP/Mandatory Training and Practices**

All staff working with infants 12 months or younger complete an annual “safe sleep” training. Infants are not allowed to be swaddled (unless a health care plan is signed by a physician) but sleep sacks that do not restrain the arms or legs are a great alternative. A pacifier must be provided and offered at nap times (unless a parent signs a waiver forgoing this). Infants are always placed on their backs to sleep, and regular sleep checks occur. Infants will not be confined to their crib for more than 15 minutes if awake and relaxing music may be played softly (always more than 3 feet from crib). To ensure proper fitting, we provide all crib sheets that are assigned to your child throughout the week and washed weekly. Tummy time is offered up to 20-30 minutes per day and infants are immediately moved to their crib if they fall asleep during tummy time or on a boppy. Smoking is not permitted on the ELC premise to protect all children from secondhand smoke.

### **HOURS OF OPERATION**

The Center is open for your convenience from 7:45 AM to 5:00 PM, Monday through Friday (excluding all holidays, staff development days and any other school closures). Children may arrive or be picked up anytime during the above hours. Please arrive at the center allowing enough time to pick up your child and collect your child’s belongings and be leaving the center prior to the 5:00 PM closing time. If a child is picked up after 5:00 PM, a \$10 late fee/child will be applied to your account. Any additional time beyond the first 10 minutes, there will be a \$5/minute fee/child applied to your account. At the end of the day, staff will check the sign-out book and physically inspect each room to make sure all the children have been picked up.

### **ADMISSION STANDARDS**

Any child will be admitted and lovingly cared for regardless of his or her race, creed, or ethnicity. Harbor ELC accepts any child with special needs provided we can meet the child’s specific physical, emotional, and cognitive needs as outlined in the American with Disabilities Act. If your child has a special need, please speak to the director about the specific need. Through collaborative discussion, the appropriateness of our program for your child’s needs can be determined.

## **HOLIDAYS**

Harbor ELC is a year-round program. However, we are closed in recognition of the following holidays:

- |   |   |
|---|---|
| -New Year's Day   | -Thanksgiving   |
| -President's Day  | -The Friday following Thanksgiving  |
| -MLK Day  | -Christmas Eve  |
| -Good Friday (Easter)   | -Christmas Day  |
| -Memorial Day   | -We will be closed for a week after Christmas                             |
| -July 4 <sup>TH</sup> AND the day before or after for a 4-day weekend | (*this is to include Christmas Eve, Christmas Day and New Year's Eve day) |
| -Labor Day  |   |

**\*Regular tuition will be charged for the weeks these holidays occur \***

**Absent/Vacation Credit is not allowed for holidays**

Make up days are not allowed for days missed due to closure for holidays, snow days, illnesses, or any other reason for ELC closures.

## **ENROLLMENT**

New families who are contemplating registration of their child are asked to tour the center. We want you to have all the information you desire prior to deciding to enroll your child. The center reserves the right to deny admission to any child whom we feel we cannot properly aid or care for while still complying with the ADA. A child may be admitted on a probationary basis. Registration paperwork, including an enrollment agreement, emergency contacts and doctor forms need to be completed and turned in prior to the child's first day of attendance. Those children who are exempted from immunizations for medical reasons only may be allowed to attend the ELC. If an outbreak of certain diseases occurs, exempted children will not be allowed to attend the center during that time. While we strive to help each child grow and develop, a child may also be asked to leave a center if his or her behavior is so disruptive that he or she endangers the wellbeing or emotional health of other children. (See "Discipline Policy")

## **REGISTRATION**

Students may be enrolled at any time of the year. All required forms must be filled out prior to your child attending Harbor ELC. There is a one-time registration fee which is payable when you enroll your child. If we do not have availability for your child in the appropriate classroom, you may place their name on the waiting list for half of the registration fee. The remainder of the registration fee will be due upon the offer of an enrollment spot.

## **VISITING THE CENTER**

Parents are encouraged to visit the center at any time they find convenient. An appointment is not necessary. We do encourage parents to wait, however, until their child has had an opportunity to successfully adjust to the child's new setting before visiting, since this can cause undue stress on your child. An invitation to lunch exists on any day also, but we would appreciate being informed by 9:00 AM.

Other visitors are welcome to the center, but they must identify themselves and their purpose, sign in, and they must remain with a staff member throughout their stay. No stranger will be allowed to wander through the center on his/her own without being stopped and questioned.

All visitors must sign in at the door and their presence must be made known to the director or his/her substitute.

### **ATTENDANCE AND RELEASE OF CHILDREN**

All children who attend the center must be signed in and out on the check in kiosk in the lobby by the parent/legal guardian or authorized personnel. If the authorized person has not been registered on the computer, they must use the clipboard to sign the child in/out and show identification to the director upon entry. The center will not assume responsibility for any child who is not brought into their classroom by a responsible adult and who is not properly signed in.

Teachers monitor the children by attendance rosters in each classroom. Each teacher notes on the roster when a child arrives to and departs from the classroom. The roster goes with the teacher any time there is a transition out of the classroom and is continually updated throughout the day. Head counts are also done when classrooms are moved to a different location, such as the playground or activity room.

Children may be released only to persons for whom the center has written permission from the parents or guardian. This written permission may be given to us in two ways; (1) by notation on the original APPLICATION, (2) by a signed note. IN THE CASE OF AN EMERGENCY, we will accept permission by telephone.

If an unauthorized person attempts to pick up a child, the child will not be allowed to leave. If an unknown but authorized person attempts to pick up a child, identification will be required. If we are suspicious of any person picking up a child or if aggression is used, the police will be called immediately. The center cannot legally deny release of any child to a natural parent unless we have a written court order regarding this.

### **LATE PICK UP**

The center closes PROMPTLY at 5:00 PM. You must pick your child up by this time. We recognize emergencies happen, please notify the center as soon as possible if you are unable to pick up by the 5:00 PM closure time. A late fee of \$10.00 PER CHILD will be charged up to the first 10 minutes and then a \$5 PER MINUTE PER CHILD for each additional minute until the child is picked up. This will be charged to your account and must be paid within 1 week. If a child is not picked up by closing time and there has been no communication from the parent/legal guardian, we will begin attempts to contact the emergency contacts. If within one hour after closing (or parents cannot be contacted for other arrangements), Harbor ELC will notify the proper agencies or authorities.

### **ILLNESSES MEDICATIONS AND HEALTH RECORDS**

We know that sickness is a part of childhood. Still, we desire all our children and staff stay as healthy as possible! Children who are ill with a fever 100.4 degrees or above, a rash, nausea, diarrhea, or other communicable disease, may not come to the center. If a child becomes ill while at Harbor ELC his/her parents (or emergency contact) will be called. If you are notified that your child is sick and needs to go home, policy states that you arrive as soon as possible and no longer than 1 hour from the contact time. Sick children need to be home for their own wellbeing and away from the center for other children's wellbeing. Per Colorado law, a sick child may not remain at the center! We require that children be free of symptoms for 24 hours before returning to our center. This means symptom free without the use of a fever reducer such as Tylenol or Motrin. If antibiotics have been prescribed by the doctor, your child must have taken the antibiotics for 24 hours before returning.

Only medication that is prescribed by a doctor may be given at the center and must be taken home at the end of each day. The medication MUST be brought in the original labeled prescription box or bottle. The parent must fill out a permission form for such medication at the front desk. The permission form will be noted as each dosage is given. If a doctor prescribes an over the counter medication, we must have a copy of the doctor's order. No

Motrin or Tylenol will be given unless a doctor has written and prescribed it for the child. The procedure for storing and administering children's medicines and delegation of medication administration follows Section 12-38-132, C.R.S., of the "Nurse Practice Act."

Every child enrolled at the center must complete an annual physical, as well as provide up-to-date immunization records to be kept on file.

### **ACCIDENTS AND EMERGENCIES**

When children play, sometimes accidents happen. Most are bumps, scrapes, and nicks that can be treated with loving care, a good cleaning, and a BandAid. (Harbor ELC has a fully stocked First Aid kit always available.) If a child is injured in any way that requires more than TLC and a band aid, the center director will be immediately notified and will evaluate the injury. A child who is injured will be given care or first aid by a trained staff member or members. We will also fill out an Accident/Incident Form, and if you would like a copy, please let us know.

Parents will be notified whenever there is a head injury along with anytime there is reasonable cause to believe the child should receive medical attention from a medical professional.

If the injury is more significant, but not an emergency (like an ankle sprain, a cut, or a painful wound), every attempt to contact you, as parents, will be made. If we can't reach you, we will try to call your emergency contact person, or the child's doctor. If the parents cannot be contacted, a child may be taken to his or her doctor or to an emergency room, if the injury or illness seems to warrant such treatment. Please keep all these important phone numbers up to date!

If an injury might be serious or poses an emergency, the paramedics will be called. It then becomes their responsibility to evaluate whether transportation or more treatment is required. As always, we will do our best to call you. All payments and costs for emergency transportation or services are the responsibility of the parents.

### **OUTDOOR PLAY**

Outdoor play is a part of each day's activities, weather permitting. PLEASE send appropriate clothing for outdoor play EVERY day (label all personal items-mittens, hats, boots, snow pants and jackets). Wet or muddy boots must be removed in the entrance area so that the Center's carpets will remain clean for the children to play upon. The weather in Colorado can change quickly and it's best to be prepared so your child can enjoy their play time outside. If the temperature is below 20 degrees Fahrenheit or above 95 degrees Fahrenheit, the children will be taken to another indoor room for active play outside of their classroom. Sunscreen, which is to be provided by the parent, may also be applied at your request. Please fill out the appropriate permission slip found in your enrollment packet.

Children are encouraged to wear clothing that is appropriate for playground activity. Sturdy shoes are especially important for safety.

### **TRANSPORTATION AND FIELD TRIPS**

Transportation is not provided to and from the center and home.

Written parental permission is required for excursions outside the center; permission slips are posted for each field trip and must be signed by a parent prior to the trip or the child will not be allowed to go on the trip. If a child arrives late to the center and misses their class trip, they will be placed with another class until their own

class returns. Permission for emergency medical care is carried for each child on every field trip. Parents may always decline to allow their child to participate in a field trip for personal reasons.

While on field trips, each staff member will be responsible for supervising a group of children. A field trip schedule will be provided by your child's teacher that may require additional fees.

### **PERSONAL BELONGINGS**

All children are provided with a locker in their home room in which to store school papers and personal possessions. We ask that children NOT bring valuables, including jewelry and money, to school at any time. Personal toys are not allowed either, except on special "Show-n-Tell" days. This avoids much heartbreak when items become lost or broken. The Center is well supplied with toys and activities for the children to use while they are here. Please check your child's locker each day. This is where we place their work as well as important notes and information for you.

We ask that all items brought to the ELC be clearly labeled with the child's name, particularly blankets and extra clothing. Items of great value should not be brought to the Center.

### **ITEMS REQUIRED FOR YOUR CHILD**

Extra clothing: For us to handle "little accidents," messes, or spills, we ask that you provide a complete change of clothing labeled with their name. Dirty clothing will be sent home for washing and needs to be returned the next day. We are not responsible for lost clothing.

Proper clothing: Colorado weather can change very quickly, and since outdoor play will occur each day (weather permitting), please be sure your child has the right type of clothing to wear. Light, open toe shoes can be hazardous on the playground and are not recommended, tennis shoes are much safer for your child. During those cold and snowy months, coats, hats, and mittens are a must. Please remember, if it has snowed recently but the temperature is above 20 degrees Fahrenheit, the children will be going outside so please bring boots and snow pants as well.

Disposable Diapers and Wipes: For all children who are not toilet trained, we provide diapers and wipes. If you have a particular brand of diapers or wipes, we ask that parents provide them. We'll keep these for your child's use and let you know when the supply is low. Children are checked approximately every 2 hours to determine if they need a diaper change; if they are wet, we will change them. Soiled diapers will be changed immediately. When it's time to begin potty-training, we will work as a supportive team with you.

Infant Needs: Bottles and Baby Formula/Breast Milk and Baby Food: We do not provide food for any children. Children who drink from bottles need to have their bottles labeled with their name and whether it is breastmilk or formula. If you have special questions or needs, please talk to your child's teacher. Once your baby has fed from a bottle we will rinse the bottle and place it in your child's cubby or diaper bag to take home for washing.. Any bottles not consumed must be taken home at the end of each day. Please also provide a pacifier to leave at the center. Per State regulations, toddlers must drink from their bottle in a sitting position and bottles are not allowed during nap time.

### **MEALS AND SNACKS**

Harbor ELC does not provide any meals or snacks for the students. We request that you bring an AM and PM snack, labeled with your child's name. Lunches should be sent in a bag or lunchbox. If the food requires cold temperatures, please include an ice pack. We can not refrigerate or heat up any meals for children. We are a peanut-free facility. Please refrain from sending any food with peanuts.



## **CHILD'S PROGRESS**

Teachers will communicate daily to you about your child through Procure, verbal communication at drop off and pick up and "news" being posted on their cubbies or communication boards. A conference may be requested at any time by a parent, teacher, or the director.

## **DISCIPLINE**

We believe the word discipline encompasses the values of training and teaching, not punishment. Out of our love and concern for the children, we are intent on guiding each child toward behavior that builds social skills and self-esteem.

When a child is struggling to follow direction, an adult will talk to him or her about the misbehavior and may use any of the following to help guide the child for success: redirection, encourage an appropriate choice, change the activity, give an appropriate consequence or use "recovery time" in one of the classrooms cozy areas. Our teachers are experienced in redirecting children and work hard to make every opportunity a teachable moment for the kids.

If a teacher has specific concerns about your child's behavior, he or she or the director will speak to you about it. Together we will determine the best course of action.

## **HARMFUL BEHAVIOR**

When a child harms or disrespects another child or adult by biting, scratching, kicking, spitting, etc. he/she will be immediately removed from the situation. The parents of both children will be informed, and an Accident/Incident report completed. The teacher will redirect the child and will assess the situation to determine the underlying cause of the behavior. After harming a second time, the parent may be notified to discuss the behaviors and how we can partner together to help the child make different choices when interacting with his/her peers. If the behavior continues, the teacher and director will meet with the parents and discuss a behavior plan for eliminating the behavior. If the harmful behaviors continue to persist, dis-enrollment may be the result.

## **CHILD ABUSE REPORTING**

Harbor ELC is a licensed facility that does its best to provide a safe and healthy environment for children. Unfortunately, on rare occasion, an incident of physical or sexual abuse may occur. If you believe that your child has been abused, you should seek immediate assistance from your county department of social services. The center's staff members are required by law to report any suspected child abuse or neglect to the proper authorities, as well. In the case of either suspected abuse or neglect, the center's director will make the report.

Childcare services play an important role in supporting families, and strong families are the basis of a thriving community. Your child's education, physical, emotional, and social development will be nurtured well in a planned and well-run program. Remember to observe the program regularly, especially with regards to children's health and safety, equipment, play materials, and staff. For additional information regarding licensing, or if you have concerns about a childcare facility, please consult the Colorado Division of Child Care at 1575 Sherman St, Denver, CO 80203-1714 or by phone at 303-866-5958.

To protect your children, all staff members who work with children are required by law to be fingerprinted and to be checked against the Central Registry of Social Services. We also do a background check with the Colorado Bureau of Investigation. Anyone with a history of child abuse will not be allowed to work at the center.

## **CONCERNS AT PICKUP**

Should a parent or authorized pickup come to the school intoxicated or under the influence of some substance, we will call another authorized pickup or emergency contact to come get the child. If the intoxicated parent decides to take the child, we will call the police.

## **EMERGENCY PROCEDURES**

All rooms have access to two exits in the event of a fire or safety problem. The children participate and practice regular fire drills. In the event of a tornado warning, the children are instructed to move to the designated safe zone.

Harbor ELC uses an electronic sign in/out system and a numeric keypad to keep the main entrance door locked. All other gates and doors are monitored, supervised, or locked to keep your child safe. Teachers and staff are constantly monitoring and accounting for the children in their group. If, in an unlikely situation, a child was to become missing from the group, all attempts will be made to locate the child as quickly as possible. If needed, the proper authorities will be contacted, in addition to the child's parents.

If for any reason we need to relocate because it is not safe to remain at the ELC for any reason, we will move the kids safely to Kokopelli in the shopping center using the evacuation plan listed in each classroom. If we are relocated during pick up, we will require a valid ID and signature from an authorized pick-up person to release your child. If we are required to go on a "lock down", we will lock all exterior doors and will only release children to authorized personnel upon the commencement of the lock down. If there is an emergency during a lock down, authorized personnel will need to call the center to make arrangements for the child's release and provide a valid ID upon pick-up.

## **SEVERE WEATHER/SNOW STORMS**

Harbor ELC follows Jeffco Public Schools. If they are closed due to weather the ELC will be closed as well. In the event of a severe snowstorm after opening, the center will do its best to avoid closing to prevent hardships for working parents. However, should we have to close, we will continue to provide care until parents can arrange to have their children picked up. If the school district has a "late start", Harbor ELC will operate during its normal hours. In the rare occasion when Jeffco Public Schools is closed Harbor ELC will close upon the discretion of the director, and parents will be notified via e-mail, text, or phone. If Harbor ELC loses power/electricity or water access, for a period of 60 minutes or more the ELC will be required to close. At that time parents will be notified to pick up their child(ren) immediately and in the event that we cannot reach the parent, emergency contacts will be notified.

## **TUITION & FEES**

Tuition is billed weekly and must be paid each week on or before each Monday morning. Our desire is to provide top quality care for your child at a reasonable cost. If it is necessary to change any tuition or fees, parents will be notified 30 days prior to any change. Billing is processed weekly, on Mondays or later in the week if Monday is a holiday or the billing representative is on vacation or out of office. Harbor ELC accepts all payments through auto payment. All other forms of payment must be pre-approved by the director prior to enrollment. Parents must pay weekly or in advance of services, so long as payment is received prior to childcare services being used. Tuition must NOT be in arrears and any account that is the child will be disenrolled until the account is paid and current prior to re-enrolling your child. If you are having a financial hardship, please speak to the director about payment options to get your account caught up and current. Tuition is due all weeks of the year regardless of closures for holidays or weather.

When additional activities are planned during the summer months or throughout the year, fees will be assessed to your account, depending on the specific activity and notification will be provided.

All parents will be given a year end tuition receipt for the calendar year that will be emailed by January 31<sup>st</sup>.

A late fee of \$15.00 will be due each week the tuition is late (by Wednesday at closing). Should tuition fees not be paid as agreed herein, childcare services are subject to termination, and nonpayment amounts may be referred for professional collection. A registration fee is due and payable on the first week of enrollment and again annually. A return check charge of \$25.00 will be added to any return checks or declined or unprocessed charges.

## **ABSENCES AND VACATIONS**

When your child will be absent for any reason, please email the director and or assistant director to let them know when your child will be absent and the reason for the absence (is your child sick, on vacation or having a fun day). We value the time families can have together, therefore allowing 2 weeks of vacation credit on your account per calendar year. This will be pro-rated if your child is enrolled mid- year, disenrolls mid- year or changes from a full-time status to part- time status. Therefore, if your status changes mid-year, tuition will be due for any credits used that you would not be eligible for.

Vacation credit can begin after enrollment in the center for 6 months or more. Vacation credit may NOT be used for holiday closures, weather closures or sick days.

You must be enrolled in our center for a minimum of 6 months prior to being eligible for “vacation credit” on your account. Therefore, your first year of enrollment you will only be eligible for a maximum of 1 week of vacation credit.

To use your vacation credit you must email the director requesting the vacation credit a minimum of 2 weeks in advance.

Allowable usage of vacation credit is as follows:

Up to 1 week vacation credit can be applied to your account in the first 6 months of the calendar year, January through June and the 2<sup>nd</sup> week of vacation credit can be applied to your account in the second 6 months of the calendar year, July through December.

Vacation credit may be taken in weekly increments or daily increments and the director or assistant director must be notified 2 weeks prior to the vacation. **For the Christmas and New Year’s holidays, only 1 week of vacation may be used.**

Vacation credit does not carry over to the next calendar year.

\*Vacation credit cannot be applied to your account on any days your child is in attendance. If your child is attending the ELC for care, tuition is due.

- If your child is part time, his/her vacation time will be pro-rated per days they attend (ex. 2 days a week they get 4 vacation days per year) Other holidays, sick days or vacations are not discounted. Since a child holds a space and teachers must still be paid, full tuition is due even when your child is absent. Should the center close because of severe weather conditions, full tuition is due.
- If your child does not attend for a period of 30 days, he/she will be automatically dis-enrolled. A registration fee will need to be paid to re-enroll your child.

## **Enrollment Agreement/ Policy Reminders/ Additional Information Regarding Possible Scenarios Related to COVID-19**

Because the future impact of the virus is unknown, we feel it is important to restate policies providing clarity. The desire is to be consistent and fair with all families as well as the continuance of full employment of the ELC Staff if possible, during any foreseeable future disruptions or Health Department mandates/guidance due to COVID-19 or any other unforeseeable illnesses.

**Withdrawal from our program:** A written (email is acceptable) 14-day notice of withdrawal is required. If a full 14-day notice of withdrawal is not provided, the normal tuition fee will be charged for that period or partial period if acceptable. Re-enrollment will require paying a re-enrollment fee of \$150/child.

**Temporary non-attendance:** If you decide that your child will not attend temporarily because of an outbreak of COVID-19 in the community (or other reason) you will be required to continue to pay full tuition during the non-attendance period if you desire that we save/guarantee your child's space on our roster. However, if desired, you may give a 14-day notice of withdrawal for which you will be charged the full tuition amount for 14-days or part thereof if applicable. In the case of withdrawal, a space for your child will not be guaranteed.

**Change in attendance:** If you wish to change the number of days of your child's attendance schedule, you must give the school a 14-day written notice (email is acceptable). This applies to reducing or adding days to your child's schedule. In the case of adding days, if the school is able to accommodate the request, we may be able to increase the number of days your child attends sooner than 14 days; however, reducing the number of days requires a full 14-day notice.

**If Directed/Mandated to close by the Public Health Department:** Full tuition will still be due. There will be no tuition credit or make-up days if we are required to close for any amount of days due to a Health Department order. For example, if the school has a confirmed COVID-19 case of a student or employee, the school could be ordered to close for 1 - 14 days. The full tuition amount will be required to be paid regardless of if we are closed. If we are ordered to temporarily close, our employees will remain fully employed whenever possible.

**Change in policies directed by the Department of Health:** If we are mandated to reduce students to teacher ratios or maximum classroom size, we will do our best to keep all current students enrolled; however, this may require a reduction in the available days your child may attend during the period. For this type of situation, we will adjust tuition accordingly. We will do our best to offer the maximum number of available days to all families currently enrolled in our program.

### **WITHDRAWAL**

Things change. Families move. Opportunities arise. When you need to leave Harbor ELC, please know that we want to finish well with your family. We are in this business to build healthy, long-term relationships. Should you need to withdraw your child from Harbor ELC, a WRITTEN note of withdrawal by a parent is required at least TWO WEEKS in advance. We would also like to know your reason for withdrawal. Please note for staffing reasons, failure to provide 2 weeks notice will result in additional charges being billed. Unpaid amounts may be turned over for professional collection. Harbor ELC reserves the right to terminate services at any time for any reason.

### **QUESTIONS OR CONCERNS**

We encourage parents to direct any questions or concerns they may have to their child's teacher. If the problem is larger than what can be handled in the classroom, the director is available to help. If, after speaking to the director, you do not feel adequate measures are being taken to rectify the problem or situation, please contact Harbor's Executive Pastor at [ryan@harborchurch.life](mailto:ryan@harborchurch.life). We truly want to provide a safe and happy environment for your children and are consistently re-evaluating. Your input is important!

## **MANAGEMENT**

Harbor ELC is managed daily by the Center's director and assistant director. If you have questions, ideas, or problems, please see them first. Harbor Early Learning Center is owned and operated as a ministry by Harbor Church, a nonprofit 501C3 corporation. The Board of Elders of Harbor Church is the governing body of Harbor Church and members of the deacons and elders make up the governing board for Harbor Early Learning Center; the board retains all rights and responsibilities for the operation and oversight of this center.