

Welcome to Playtime University LLC

Updated June 2025



We are delighted that you have chosen our center to provide your child's educational and care needs. You and family are encouraged and welcomed to visit the center prior to your first day. It is our goal to make your transition to our facility seamless and smooth, while giving our teachers and staff members time to be better acquainted with your family.

The Parent Handbook has been created to describe our program and facility, philosophy, policies and many

other details that will help you through this journey. Please read through the material carefully and be sure to ask questions should you have any. Communication is key to our success! After all, we are a team and strive to work with each of you to make your child's journey a happy and successful one. Please keep this handbook for future reference.

Once again, welcome to our center. We are pleased to have you as a member of our little community!

Our Philosophy

We believe....

- That all children are deserving of love and respect.
- That children should be exposed to a variety of materials and learning experiences as to best support their educational needs.
- That play is vital to the success of each child.
- Diversity and acceptance of all people needs to be modeled and taught within the early childhood classroom.
- That families are a vital part of each child's success and should be welcomed into the classroom.

- That children learn best when families and teachers work together as a team.
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Mission:

To enrich children’s lives through play, exploring and learning within a nurturing, caring and safe environment while providing wholesome and challenging experiences one child at a time.

Goals:

- **To provide quality childcare for families in and around the community within a safe, wholesome and loving environment.**
- **To provide developmentally and age-appropriate activities and experiences for each child.**
- **To actively support, encourage and empower families to be aware of child’s educational, emotional and developmental needs.**
- **To promote acceptance and advocate for respect for diversity of all people.**
- **To help each child to meet his or her full potential.**

Playtime University LLC offers both daycare and preschool programs for children in attendance. Individual classrooms support the learning and development of children at each age level. All staff members comply with state guidelines in that they have passed both state and federal background checks, maintain current first aid and CPR certificates of trainings, and complete trainings as set forth by the Department of Children and Family Services.

Family Involvement

Playtime University LLC embraces and supports family involvement and engagement. Families are encouraged to be a part of their child’s journey through these tender years. It is the belief of the center that each family, each person, has something to contribute to our community of learners. Furthermore, the center embraces and respects the diversity of the community and encourages diverse experiences within the classroom.

Children enrolled in the program shall be involved in developmentally appropriate activities and have access to materials of such. Activities within the program shall encompass those that support learning and development of children in a variety of ways including problem solving, exploring, large muscle movement, small muscle activities, music and movement, fitness, Earth Conservation, self-help skills, conflict resolution, literary awareness, school readiness, language support and development, and life skill enrichment. The program shall focus on the whole child and support and respect children as the individuals they are.

Playtime University LLC supports, promotes and models a healthy lifestyle. Children will be

encouraged to move their bodies in a variety of ways as is age and developmentally appropriate.

Healthy eating is encouraged as part of a healthy lifestyle. The center participates in the food program as defined and set forth by The United States Department of Agriculture. All meals and snacks are provided by the center and meet and exceed the healthy eating guidelines.

Children shall learn about nutrients, correct serving sizes and be exposed to a wide variety of foods. Staff members help to create a pleasant dining experience and children are served family style when age appropriate. Children are encouraged to try new foods but never forced. Manners and proper social skills are taught while staff members dine with children. Soft music shall be played to create a peaceful and positive atmosphere.

***Please note, children ages 12 to 24 months shall be served whole milk with Breakfast, Lunch and Dinner. Children aged 24 months and older shall be served 1% milk with meals.

If serving milk conflicts with your beliefs or lifestyle, or your child has a milk allergy, this must be conveyed to the center **in writing**. Additionally, a form must be filled out by your child's physician.

HOURS OF OPERATION

Playtime University, LLC serves children aged six weeks through preschool. We are open **from 5:30 am until 6 pm, Monday thru Friday.**

Per our pickup policy, children must be picked up by 6pm. The center charges a late fee of \$2 per minute, per child. These fee's will be due prior to the child returning to care.

Enrollment

The following documents must be completed and filed prior to your child's first day:

- Child Enrollment Form
- ProCare paperwork
- Physical Form (current)
- A current TB and Lead Screening
- Consent Forms
- Contract
- Handbook receipt
- Summary of Licensing Standards Receipt
- Photograph Release Form
- A certified copy of the child's birth certificate
- Signed copy of the discipline policy
- A signed copy of the pickup policy agreement
- Signed copy of the birth certificate policy
- Signed copy of the biting policy
- Food Program Paperwork
- Classroom monitoring consent
- Any food allergy or special meal accommodations form(s).
- Special and/or additional instructions form.
- **Infants have an additional intake form that must be updated multiple times during the first year. Please see the infant teacher for more details.**

Supply List

In addition to the documents above, each classroom teacher has compiled a supply list for the room in which your child is enrolled. Please be certain to communicate directly with them regarding these necessary supplies.

Statement of Privacy and Confidentiality

At no time will Playtime University LLC share private information such as medical information, progress reports, camera footage and/or other forms of private nature with individuals that are not authorized to view such documents. These documents will remain in a private file, where only authorized individuals such as owners, head directors, DCFS, or legal entities can have contact. It is our policy to help protect our families and help keep this information safe.

Discharge of Children

A two-week notice is required before withdrawing a child from our center. Your account must be paid in full before withdrawing-including the tuition for the final two weeks.

The director reserves the right to cancel a child's enrollment at her discretion, or for the following reasons:

- Non-payment or excessive late payment of tuition and/or fee's
- Not observing the rules of the center as outlined in the parent agreement.
- If it is determined that a child has needs outside of which the center cannot accommodate.
- Physical and/or verbal abuse of staff or children by parents/families or child.
- Expired or non-immunizations and/or physical.
- Any child who, after attempts have been made to meet the child's individual needs, demonstrates inability to benefit from the type of care offered by Playtime University, or whose presence is detrimental to the group, shall be discharged from the facility.

- In all instances, when Playtime University decides that it is in the best interest of the child to terminate enrollment, the child's and parents' needs shall be considered by planning with the parents to meet the child's needs when he or she leaves the facility, including referrals to other agencies or facilities.

Holidays

Playtime University LLC will be closed for the following Holidays.

- New Year's Day
- Presidents Day
- Good Friday
- Memorial Day
- Juneteenth
- Independence Day
- Labor Day
- Indigenous Peoples Day
- Thanksgiving and the day after
- Christmas Eve
- Christmas Day
- The Day after Christmas
- New Year's Eve
- Two additional days per year for staff training and enrichment.

Please note, if any of these days fall on a weekend day, the Holiday will be recognized on the preceding Friday or the following Monday. Regular tuition is expected as these are paid Holidays for our teachers.



Communication

Proper and ongoing communication between families and teachers/staff members is extremely important. We can best serve your child if we engage in good communication on a regular basis. Teachers will regularly send home information about what is happening in the classroom. We will also use our ProCare system to relay messages, so be sure to have that app! Remember, you are always welcome to schedule a meeting with your child's teacher. Concerns about the program or your child's care can be expressed to the center director. Each child will be assigned a cubby or box. Please check that each day for information. In addition, each classroom will have posted a daily schedule, menus and other important information on the parent board in each room.

Remember to communicate any changes in your child's schedule. We must be informed in writing regarding any changes in the person picking up your child.

Please stop by the office to update your child's records anytime:

- Your phone number changes
- Your address changes
- Changes in parent/guardian employment
- Health/immunization updates
- Changes in email address
- Any other pertinent information regarding your child.

** Please be sure to call the center each day that your child will be absent. Vacation or extended leave forms can be acquired within the office.

Playtime University can be reached by the direct phone number (309) 524-3080. In addition to calling, families can message teachers through our ProCare

system. The center can also be reached by email at www.heritage.academy0@gamil.com

Fees and plan for payment

*Full-time Childcare is defined as 25 hours of care or more per week, with children also being enrolled for five days per week. Playtime University does not accept children on a part time basis.

Weekly Rates are Charged According to age AND the student's personal growth and ability to progress to the next room. Rooms are separated, typically, by the following ages.

- * Age six weeks to 15 months (\$325 wk)
- * Age 15 Months to 24 months (\$325 wk)
- * Age 24 Months to 36 months (\$280 wk)
- * Age 2-3 year olds (\$280 wk)
- * Age 3-5 year olds (\$225 wk)

* Please note that a child cannot move to the next age group, despite chronological age, unless they are deemed developmentally ready. Children will remain in the appropriate classroom and families will be charged accordingly.

An **annual** registration fee of \$200 is due at the time of enrollment. The registration fee secures and holds your slot and is **non-refundable**.

Registration fees are charged each year, based on the date of your child's enrollment.

Please note, if your child is withdrawn and later re-enrolled, **another \$200 enrollment fee will be expected**.

- Payments shall be made **prior** to the child's attendance week.
- Payments can be made weekly, bi-weekly, monthly, quarterly or annually.
- Payments can be made at check in time with our Pro Care system via Credit or Debit Card. Please note that a minimum of 4% processing fee will be assessed if paying by credit card.
- Payments can be made by filling out an automatic check withdrawal form.
- Payments can also be made by personal check, cashier's check, money order or cash. A \$40 fee will be applied to any bounced checks.

Once an insufficient check has been made, The Heritage Academy and Learning Center will no longer accept checks from that party. The bounced check fee will be applied

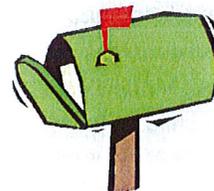
and payable immediately prior to the child attending.

PLEASE NOTE that **payment is due regardless of child's attendance**. No refunds will be given for late arrivals or early departures. You are paying for a position as well as a service.

All childcare and preschool services will be contracted. We do not trade a scheduled day for another day.

Parents may request an added day or extended hours to a day. Upon availability, we will try to accommodate your request.

Please observe our closing times and plan accordingly. A late fee of \$2 per minute will be assessed and payable prior to the child's next attendance day, for each minute you are late.



Parent Notes & Incident/Accident
Forms

Please be sure to check with your child's teacher or one of our management staff each day to determine if you have any forms that need to be signed. Incident and accident reports are located within each classroom. Please ask your child's teacher where those can be found. Face to face communication and procare are the primary means of communication with families. Please be sure that you know how to utilize our procare app.

Arrival and Departure Procedures for Families

Parents shall enter through the main entrance and sign in with the Procure system.

Drop off is Before 9:30 AM without adequate notice, you will be turned away from care for the day.

****Please Note!**

Please do not let other families or anyone else through the doors while you are entering or departing. Regardless of if you know them or not, all families must sign in and out at the Kiosk. Thank you for helping us keep our building safe!

- Parents shall walk their child/children to the classrooms and make contact with staff members.
- It is the responsibility of the person dropping the student off to be sure that their outerwear is removed and placed within their room and within their personal cubby.

- All injuries, marks, scratches, illnesses, bruising etc. shall be noted at this time. This shall be signed by both staff and parent and dated.
- If fever is suspected, it shall be determined by thermometer while parent is present.
- Children with suspected contagious illness or fever shall not be permitted and illness shall be documented.

****Please note if a child has not been picked up on time the director shall be notified. If all attempts at contacting an emergency contact fails, the proper authorities and/or social services shall be notified within 30 minutes.**

If you feel you will be running late, please ask your emergency contact to pick up for you. Please notify us right away if you are running behind and communicate how long you will be. A late payment of \$2 per minute, per child, shall be assessed for each minute you are tardy and shall be payable prior to the next attendance day.

PICK-UP POLICY

Please note- Playtime University will NOT under any circumstances release a child to a person who is not on your pickup list. A telephone call is NOT ok and will not be accepted.

Please be certain that all persons authorized to pick up your child is on the contact list. If the person on your contact list is someone staff members are not familiar with, they will be asked to present a photo ID. If they cannot present a PHOTO ID, the child will not be permitted to leave with that person. It would be best practice to ask all persons picking up to have a current and valid state issued Photo ID on them at the time of pickup to prevent any upsets.

Also, please be aware that all persons authorized to pick up must be in our Pro Care system via fingerprint. Playtime University takes great pride in providing the utmost safety procedures. In addition, if the person picking up the child appears to be under the influence of drugs or alcohol, another authorized person shall be needed to pick up both the child and the adult.

If the person picking up hasn't proper car safety equipment (car seat), they will be prohibited from leaving the premises with the child until proper equipment is secured.

Court Orders

If there is a court order keeping one parent or the guardian away from the child, the facility must have a written note from the custodial parent or guardian AND correct court documentation thereby showing correct wording, language and documentation from a legal standpoint for our files. Otherwise, we cannot legally prevent the non-custodial parent from picking up the child.

Families are expected to assume full responsibility of their child during pickup and drop-off times.

For your child's safety, please do not let them enter areas not intended for children or open cupboards/drawers etc. that are not intended for them.

Do not, under any circumstances, let them have access to materials and supplies not intended for them. (such as teacher supplies or other students' belongings).

Please do not let them touch the exit door handles or open the doors and/or play yard gates.

Please exercise safety while walking through the parking lot area.

Hearing and Vision Screenings

Playtime University provides hearing and screening services for all children aged 3 and older. These services are provided free of charge through the Rock Island County Health Department



Absences

Notification for Late Arrivals or Absences:

*Doctor's appointments: Please notify us 24 hours in advance and provide a doctor's note.

*Absences: Please let us know as soon as possible.

You can notify us via Procure or directly. This helps us plan the day and ensure your child's care. Thank you

fundraising

Fundraisers

Three times per year, Playtime University participates in fundraisers. These may take the form of a carnival/family night, raffles or selling products. As we are a privately

funded organization, **we kindly ask that all families participate in some respect.** This allows us to purchase and/or update materials within the center and classrooms so that we may best serve each of you.

VISITS, TRIPS AND OFF THE PREMISES EXCURSIONS

Playtime University periodically engages in offsite field trips and/or excursions, for children aged three years and older. In such situations a parent consent form must be signed and dated prior to the trip. If the consent form is not signed, the child will be prohibited from attending the trip. The consent form will contain all pertinent information including, but not limited to; Where the class is going, when they will be leaving, when they will be returning, what activities the children will engage in while there, what money will be needed, what to send, how your child should be dressed, and any other vital information such as how they will be transported to and from the trip/excursion.

At such times, Playtime University will obtain transportation through Johannes Bus Service. They are licensed and insured in accordance with all laws and policies set into place by both state and city levels of authority. Additionally, correct ratio's will be always observed. Staff members will have on their person a complete and correct roster of children in attendance, along with all important and/or vital information for the child including parents' names, emergency contact phone numbers and any medical needs the child has.

Staff members will also always carry a fully stocked and complete first aid kit, and all safety measures will be addressed and strictly adhered to.

PERSONAL ITEMS

Playtime University shall not be responsible for any lost, misplaced or broken items from home. Items from home are prohibited except for the following: (Sleep Sack for Infants) personal items such as bottles, pacifiers, personal toileting or diapering items such as wipes, diapers, powders, creams etc., or personal changes of clothing or items from home for special occasion such as a show and share event. During such events, items brought from home must receive prior permission from staff.

No items such as valuables, money, electronics, food items, sweets, soda pop, items depicting violence/drugs/alcohol/profanity of any sort may be brought into the facility.

Absolutely no toys, not matter how small, may be brought inside the classrooms. Any such items shall be taken and placed within the office for parental pickup.

It would be best practice to encourage your child to leave such items at home to prevent upsets at school. Remind your child that their item will be waiting for them upon return home.

If your child is of diapering/potty training age, please be certain to maintain adequate supplies within your child's cubby.

If you fail to provide adequate supplies, the facility will provide them for you and **bill you accordingly**. Such fee's must be paid prior to your child's next attendance day.

It is the responsibility of the parents/guardians to ensure that their child/ren have ample supplies.

These items may include, (but not limited to), diapers, pullups, wipes, etc. All other items such as powders, creams, sunscreens and bug spray will need an OTC medication form filled out before staff can administer.

Such items must be clearly labeled with your child's name on them and stowed in your child's personal cubby.

Center Provided Supplies Cost:

- Diapers/Pull Ups \$1 Each
- Wipes Packages \$5 Each
- Center provided change of clothes \$10

Name

Clothing

PLEASE LABEL ALL CLOTHING ITEMS WITH YOUR CHILDS NAME.

Because of the array of activities that your child will be participating in, it is recommended that your child be always dressed in washable and comfortable clothing.

For those children who are toilet learning, clothing should be easy for the child to manipulate.

Water activities, sand play, art activities and occasional bathroom accidents necessitate that an extra set of clothing be always kept at the center.

All extra clothing should be marked with the child's name and placed in a labeled plastic bag. Clothing should include socks, underwear, pants and a shirt.

If soiled clothing is sent home, please return a clean set of clothes the next morning.

If your child needs a change of clothing, but none have been brought or returned, the center will notify you by phone so that clothing can be brought. If you fail to bring clothing, center clothing will be provided for you and your account charged accordingly. These fees must be paid prior to your child's next attendance day.

Please note, families who consistently fail to provide required items for their child will be unenrolled. The center cannot properly care for your child without the proper supplies.

Licensing requires that the children be taken outdoors as the weather permits.

What does this mean?

If temperatures are not at a dangerous level as determined by DCFS approved weather charts, then students WILL BE TAKEN OUTSIDE.

What if I don't want my child to go outside?

It is the policy of the center that children must be able to participate in the day-to-day activities as they are designed to meet their developmental needs. If you feel your child is too unwell to go outdoors, it is the centers belief they are not well enough to attend the program that day.

Please note, children CANNOT get sick from cool weather. They cannot get sick from temperatures that vary from day to day. Children get sick from germs and bacteria. Going outdoors helps promote a healthy lifestyle as well as giving them the opportunity to develop large motor skills.

Expiration dates must be clearly visible and must not be expired. Phone call requests to medicate a child will not suffice. A complete medication form with the current date must be given to the Director or classroom teacher by a parent or legal guardian.

Prescription medications must be clearly labeled with the child's name and instructions as to how to administer.

Medication must not be expired. The parent or guardian must complete a detailed medication with clear instructions. This form must contain the current date and clear signature.

Prescription medication that needs to be dispensed twice daily or less shall be distributed outside of daycare hours. The center will not administer medication if it can be done so at home.

Medication that needs to be distributed three times or more, can be distributed here once per day.

If your child needs a morning dose of medication, please do so at home. Children should arrive each day ready to start their day.

Medication will only be distributed by the Director or Director on duty or lead classroom teacher.

All medications shall be kept in a locked box within the classroom. A log of all administered medication will be kept on file. This shall

include, the name of the child, the name of the medication, the dosage of the medication and the name/signature of the person who dispensed the medication.

Medical Emergencies/Injuries/Accidents

Every precaution and consideration will be taken into consideration to ensure the safety of your child while in our care. However, should a minor injury occur, staff members are well trained in first aid. In the event of a minor injury the injury will be well documented, and an accident report filled out. These documents will be made available for your viewing. The parent shall be notified by phone if the injury is above the shoulders or if the injury is anything more than "minor".

All accident and incident reports can be found in the child's classroom or with the Director or Teacher on duty. Please sign the form upon pickup and a copy will be provided to you upon request.

In the event of a major medical emergency or accident, the teacher or director will call 911 first and immediately. The child will be transported, if necessary, to the closest hospital (Trinity Hospital located on 7th Street in Moline Illinois). The parent will be notified immediately.

***If your child is arriving with any scratch, bruise, injury, diaper rash, etc., please fill out a form which is located inside the lobby.** All marks upon the child's body deemed as one of "injury" will be documented within our files.

Illnesses

Each day upon arrival, your child will receive a brief examination to determine they are well enough to attend care. Therefore, it is essential that the person

dropping off the child make contact with the lead teacher each day.

It is imperative that any signs of illness, out of character behavior or concerns be conveyed to the staff.

They will not be admitted to care if they have any of the following symptoms:

- Fever over 100 degrees
- Unexplained rash
- Eye drainage or Crusting
- Diarrhea
- Vomiting

If your child has any of these or has had any of these in the last 24 hours, they may not be permitted to care.

If your child develops any of these symptoms while at care, he/she will be isolated, and the parent called for **immediate pickup**.

The child may not return to care until the symptoms have been gone for a minimum of 24 hours **without the benefit of a fever reducer such as Tylenol/Ibuprofen.**

Head Lice Policy

In the event your child is found to have head lice or nits, they will be isolated, and the parents called to pick up the child. Children should not return to care until all nits and lice are gone. A complete and thorough check will commence prior to admittance.

Statement Regarding Religious Instruction and Practice

Playtime University takes a diverse and neutral stance regarding religious practice. No person shall be turned away based on religion or personal beliefs.

It is the philosophy of Playtime University that religious practices and customs are individual and personal to everyone, and respect of diversity shall be practiced.

Playtime University does celebrate and recognize the Christmas Holiday, Individual Birthdays, Easter, Thanksgiving and Halloween. If any of these Holidays contradicts with your personal beliefs, please discuss this with the director and classroom staff members so that we may respect your personal beliefs.



Guidance (Discipline)

No child will be hit, spanked, belittled, or otherwise intimidated. No corporal punishment will be used. Children shall be treated with courtesy, respect, and patience.

Guidance will be in accordance with age and the developmental level of each individual child. Younger children and babies and toddlers will be redirected. Older children will be given time -INS.

Challenging behaviors will be seen for what they are, which are teachable moments.

Staff members will use a time in session to discuss with the child the behavior that was undesired.

If the child is not ready to calm their body and listen to the time in lesson, they will be given time to sit by themselves to calm down or be taken to the office. Once their bodies are calm and they are ready to discuss the teachable moment, they will be welcomed back into the group.

Alternative methods and coping skills will be modeled and taught. This might include deep breathing techniques, meditation techniques and positive affirmations.

Children will be given the words needed to help them define what transpired and how they felt during the incident.

Staff members will guide and coach your child to proper social behaviors. It is the philosophy of the Playtime University that staff and families and children work together as a team to teaching and learning life's lessons.

All incidents will be discussed with families with hopes that positive behaviors will be reinforced at home.

If a child exhibits a persistent behavior problem that staff members cannot successfully change a conference will be arranged for families to discuss alternative solutions.

No child will be punished for toilet accidents.

Biting Policy

Biting within the early years can be a typical behavior. Children bite for various reasons. However, it is our responsibility to keep all children safe.

Should your child be bitten, or bite another child, staff will take all necessary steps to work with them and families will be notified.

We use a variety of techniques to guide the biting child to use better behaviors. Oftentimes, these techniques are effective, and the behavior passes quickly enough.

What if the child persists in biting?

As a childcare facility, our priority is to keep children safe. If all attempts have been made to eliminate the biting behavior, and still it persists, Playtime University shall conference with the family to consider other options outside of the program.

We do not take expulsion lightly, yet we have a duty and responsibility to keep all children safe. **Therefore, after the following steps have been taken, with no success, the child shall be expelled from care.**

Steps taken shall include:

- Redirection of the child
- Modifying the environment
- Assessing the child to determine unmet needs
- Conferencing with the family to develop supports and strategies

- Removing the child to a different room if possible



Curriculum

Playtime University uses “*Learning Beyond Curriculum*” which is one of the components of our Procare system and aligns with the Illinois Early Learning and Development Standards. It is implemented through intentional teaching strategies daily. Classroom teachers may meet with families throughout the year, as to keep all abreast of their students progress. Here, families can view and discuss their child’s personal portfolio materials and work.

Additionally, your child’s work will be displayed in the classroom so that all may view and appreciate.



Daily Schedule

530am – 630am: Quiet Time.

Please enter the room quietly and explain to your child that quiet is observed during this time. Please be sure your child is on a cot or in a crib.

Please remember NOT to bring in outside food or drinks.

Please be sure to remove your child’s outerwear and place it in their room in their cubbie. It is not the responsibility of the teacher to do this.

630am – 7am: Awake, potty, diaper changes, hand washing.

7am-8am: Breakfast

8am-930am: Free play, Diaper changes, Handwashing

930am-11am: Centers, Group and Circle Time

11am – Noon: Diaper changes, potty, hand washing, Lunch

Noon- 2pm: Nap time

Please note: If you must drop off or pick up at this time, please enter the building and rooms quietly. Please be sure your child comes prepared for this quiet time.

2pm-230 pm: Awaken, potty, diaper changes, hand washing.

230pm – 3pm: Afternoon Snack Time

3pm – 5pm: Outside time, diaper changes, free play

5pm – 6pm: Rooms begin to combine into one room. 2–5-year-olds will enjoy outdoor time, weather permitting.

Final diaper checks take place and belongings gathered in preparation of closing.

6pm Closing Time

Please note that individual classroom schedules shall be posted on the parent board located outside of each classroom. Please check the parent board each day for pertinent information including menu's, newsletters, schedules and more.

Parent/Guardian Codes of Conduct

- Please refrain from foul language within and on the premises.
- You are expected to always treat staff with respect. Our teachers work very hard and are open to communication. However, loud, or threatening tones or words will not be tolerated.
- Unless you have the correct tags or signage on your vehicle, do not park

in the singular handicapped spot designated for those who need it.

- Smoking is strictly prohibited anywhere in or on the property.
 - You are expected to be timely with your tuition payments.
 - Please drive carefully and slowly in the parking lot, this is a childcare facility and safety must be always considered.
 - Please do not litter in our parking lot. A trash receptacle is located near the building for your convenience.
 - Please be in control of your children when in the building. Children should not be allowed into areas not designated for them. This includes other classrooms, offices, kitchen areas and personal spaces of other students and teachers.
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Inclement Weather Policy

Safety First.

Playtime University understands that our decision to be open, closed or delayed impacts our families. However, we passionately believe that safety for our families and staff must be a priority. The decision to close or delay opening does not come easy and involves a complex decision-making process by management.

How We Make This Decision.

When making the decision to delay opening or to close, we use a variety of sources and carefully analyze many factors, which include:

- Storm timing and its trajectory and projection
- The temperature and wind chill factors
- The amount of snow/ice that has accumulated
- Information from our local law enforcement and road crews

- If the precipitation will continue throughout the day
- Weather predictions and forecasts from news channels and the weather alert service
- Building and property conditions which may include disruption of electricity, water and/or heating and cooling systems

*A good predictor of center closings is when our local school districts close and/or other local business's. However, it is always best to call us directly or check our ProCare for updates. We can be reached directly at (309)524-3080.

Who Makes This Decision?

The decision to remain open or close or to delay opening is ultimately left to the discretion of the owners and director. This decision is based upon the before-mentioned factors.

When Will This Decision Be Made?

We try to inform families no later than 3:30 A.M. or earlier so that families can be notified and make alternate arrangements for their children. Our phone system will relay a message in the event of closing or delays, along with our Procure. Furthermore, we will contact WQAD so that they may add our closing to their bulletins.

However, certain conditions might prevent us from doing so this early. Please rest assured we strive to make this decision as quickly as possible with safety in mind.

Will The Center Close During the Day in The Event of Worsening Conditions?

Once we make the decision to remain open, we try not reverse this decision. However, in the event of severe worsening weather, we may need to make the decision to close early. In this situation, we will give families ample notice through the before-mentioned methods of notification. It is essential that families have back up plans for their children. Please keep the road conditions in mind when making the decision to transport your child/ren on these days.

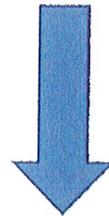
document will be kept within the entryway to the center so that families may review it as they like.

Playtime University

Kristie Amato

Owner, CEO & Director

Please sign below and detach and return upon enrollment.



Changes in Policies

The Fees, procedures, and policies stated within this handbook are subject to change at the discretion of the director and/or center owners. A current copy of this

I have reviewed, read and understand the literature, policies and guidelines within The Heritage Academy and Learning Center LLC's Family Handbook and parental agreement. *By signing below, I am acknowledging as such and agree to the terms and conditions within.*

Signature

Date

Print Name