



# THE CHILDREN'S ENRICHMENT CENTER

Parent/Guardian Handbook

Amended November 2025



Welcome to The Children's Enrichment Center of Haslett, Michigan! We are happy that you have chosen us to care for your children. We hope that this handbook will help you introduce you to TCEC and answer many of your questions. No matter what age your child is or where they are developmentally, we are here to meet their needs and yours alike. Our program is founded on the values and principles of:

- Self-Worth
- Respect for Ourselves and One Another
- Honesty
- Perseverance
- Charity
- Growth
- Development
- Discovery
- Exploration

We are committed to meeting the individual needs of children through a challenging, yet nurturing environment. We provide a safe and healthy atmosphere for children to grow socially, emotionally, physically, cognitively, and creatively. By using an interactive curriculum, children will learn primarily through play with interests being the motivational factor for the learning that takes place. Our staff of warm, caring and professional caregivers maintain a positive and stimulating atmosphere where your child is cared for and respected. Your child is very special and it is our goal to attend to all of their needs, personal and developmental. You are an important part of The Children's Enrichment Center family and we would like to take this opportunity to thank you for sharing your precious children with us.

Debra Ellis  
Owner

Danielle Elliott  
Owner/Director

## **Hours of Operation**

|                     |               |                                    |
|---------------------|---------------|------------------------------------|
| Full Day Care       | Monday-Friday | 7:00am-6:00pm                      |
| Part Time Preschool | Days May Vary | 8:30am-12:30pm                     |
| Before School       | Monday-Friday | 7:00am (until departure to school) |
| After School        | Monday-Friday | 2:30pm-5:30pm                      |

## **License Statement**

The Children's Enrichment Center LLC is a licensed program through Michigan Department of Human Services. We comply with all childcare regulations set forth by the Bureau of Childcare. The Children's Enrichment Center will perform in a professional manner in all areas of its operation. Our professional staff will develop all program areas to meet the individual needs of the children on a consistent basis. We serve ages six weeks-twelve years of age.

Located in the TCEC lobby is a blue licensing notebook. This book contains all information pertaining to our State of Michigan license. You are welcome to review it at any time.

## **Child Care Givers and Teachers**

At The Children's Enrichment Center we understand the importance of highly educated, trained and professional staff. Each of our caregivers are required to go through an extensive criminal history check, as well as, a central registry check through the Department of Human Services. TCEC has, at least, one caregiver who is trained in Pediatric CPR, First Aid and Blood Borne Pathogens in the building at all times. Our Teachers strive to be available to share information with you each day and to allow time for any questions or concerns you may have. Please feel free to contact any of our staff at any time regarding your children.

### **ANote From our Director:**

It is very important to us, the leaders of TCEC, that along with our Lead Teachers we also develop strong loving relationships with the children here at our center. We accomplish this by spending a large amount of our day in the classroom involved with your children. Although some of our day requires us to care for the "business" side of our organization you will often see us

involved with completing homework, art projects, games, etc. We have an “open door policy” please feel free to contact us at any time for questions, concerns or ideas about your children or our organization.

## **Enrollment Criteria**

### **1. Age Requirements**

Our center accepts children based on the following age groups:

- **Infants:** 6 weeks and older
- **Toddlers:** 18 months – 2.5 years
- **Preschool:** 2.5 – 5 years (children must be toilet trained for preschool programs)
- **School-Age:** Up to 12 years (before and after school care, school breaks, and summer programs)

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### **2. Required Enrollment Forms**

Before your child’s first day, all enrollment paperwork must be completed and returned. This includes:

- Enrollment application
- Child information record (including emergency contacts and authorized pick-ups)
- Health appraisal form signed by your child’s physician (For children ages 6 weeks-2-years physical must be updated every 13 months. 2-5 years must be updated every 2 years)
- Current immunization record

- Parent handbook acknowledgment form

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### **3. Health Requirements**

To maintain a healthy environment for all children and staff:

- Children must have current immunizations as required by state licensing regulations.
- A recent physical exam (within the past 13 months) is required.
- Children must be free from contagious illnesses upon arrival each day.

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### **4. Potty Training**

Children in our preschool classrooms must be toilet trained. Staff will work closely with families of younger children to support the potty-training process when appropriate.

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### **5. Schedule and Attendance**

Families must select a consistent schedule (full-time or part-time) at the time of enrollment. Regular attendance helps children adjust to routines and fully benefit from our program. Please notify the center if your child will be absent.

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### **6. Tuition and Fees**

- A non-refundable registration fee of \$35 and the first week's tuition are due before your child's start date.

- Tuition payments are due according to the center's payment schedule.
- Late payments and late pick-ups may result in additional fees as outlined in our financial policies.

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## **7. Family Orientation**

Before your child's first day, at least one parent or guardian must attend a brief orientation or center tour. This helps us review policies, answer questions, and ensure a smooth transition.

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## **8. Program Readiness**

To provide the best experience for all children, we ensure that our program is a good developmental and behavioral fit. In some cases, a short visit or trial period may be scheduled before full enrollment.

### **One Time Enrollment Fee**

There is a one-time non-refundable enrollment fee of \$35.00 assessed to all new enrollment ages 6-weeks through 5-years old. This fee guarantees a spot in your child's classroom until the desired start date. This fee does not guarantee a start date. First week's tuition is due before the children's start date and tuition is due weekly according to the fee schedule.

### **Tuition and Payment Policy**

It is the policy of The Children's Enrichment Center that the tuition billing period is Monday-Friday with tuition due on Friday for the upcoming week. Payments received after Monday will be subject to a \$35 late fee. If tuition becomes delinquent The Children's Enrichment Center reserves the right to discharge your family until payment is received in full.

Upon return management has the right to request payment up to 30-days in advance. Tuition rates for our programs are as followed:

| Age                | Full-Time    | Part-Time | Summer/Full Day     |
|--------------------|--------------|-----------|---------------------|
| 6 weeks-29 months  | \$235/ week  | \$52/day  | -                   |
| 30 months-5 years  | \$200/week - | \$47/day  | -                   |
| Half Day Preschool |              | \$20/day  | -                   |
| School Age         | \$50/week    | \$15/day  | \$185 week/\$40 day |

The Children's Enrichment Center reserves the right to adjust tuition as needed. We will provide families with a minimum of 30-day notice for any tuition change.

At the end of the year, if any balance is remaining TCEC will not provide end of the year statements until the balance is paid in full.

### **Classroom Information**

#### **Infants 6-Weeks-24 Months of Age**

- It is the policy of the State of Michigan that children ages 6 weeks-29 months are cared for on an as needed basis. We will do our very best to adhere to babies schedules, however there may be a need to vary from that. For example, if your baby is fed every two hours we will attempt to stay on that schedule, but if they become fussy and show signs of hunger before that two hour marker we will feed them.
- Infant bottles and sippy cups must come pre-made and labeled with your child's name and date. All bottles and cups must have a lid. If these items are not labeled correctly we will ask that you take the bottles and child home and return when they are labeled correctly.
- Diapers, wipes and diaper rash cream must be provided by parents. We ask that wipes containers and diaper rash cream be labeled with your child's name.

- All food sent must be prepared, sent in a lunchbox or container and labeled with your child's name.
- Once your infant reaches 12 months of age we will ask that you provide a sleeping blanket for them.

### **Toddlers 24 Months-29 Months**

- In accordance with State of Michigan guidelines families are to furnish the following items for their toddlers:
  1. Diapers, wipes and diaper rash cream labeled with your child's name
  2. A nap blanket (blankets are to be taken home each Friday and laundered)
  3. A change of clothing appropriate for the season
  4. Lunch and snacks sent in a lunchbox or lunch container labeled with your child's name
  5. A water bottle labeled with your child's name and date
  6. Appropriate clothing for outside play according to the season
  7. Sunscreen and bug spray

In our two-year-old classroom we have time for music, finger plays, dancing, flannel board stories, and other games. We have time to stretch our muscles either inside or outside with large motor activities. Naps are also part of your children's day. We lay down from 12:30pm-2:30pm daily. When signs of toilet learning are shown, we will provide patient guidance using appropriately sized facilities to help establish proper toileting habits. We will follow a weekly curriculum appropriate for the growth and development of two-year-old minds and bodies.

### **Preschool 30 months-5 years**

Our preschool classroom is designed to prepare children ages 2.5–5 for kindergarten and beyond through play-based, hands-on learning experiences. Children build independence, confidence, and social skills as they explore a variety of activities in literacy, math, science, art, and dramatic play.

Teachers plan engaging lessons that encourage curiosity, problem-solving, and creativity while supporting each child's individual developmental needs. Daily routines include circle time, small group work, free choice centers, outdoor play, and quiet rest time.

Our goal is to create a nurturing, structured environment where children learn through discovery, develop friendships, and gain the skills they need for a successful transition to school.

Parents are asked to provide:

1. Diapers, wipes and diaper rash cream labeled with your child's name (if needed)
2. A nap blanket (blankets are to be taken home each Friday and laundered)
3. A change of clothing appropriate for the season
4. Lunch and snacks sent in a lunchbox or lunch container labeled with your child's name
5. A water bottle labeled with your child's name and date
6. Appropriate clothing for outside play according to the season
7. Sunscreen and bug spray

### **Nap and Rest Time Policy**

In accordance with State of Michigan Licensing Rule R 400.8219

1. Children under 3 years of age shall be provided opportunities to rest regardless of number of hours in care
2. Children under 18 months of age will be allowed to sleep on demand
3. Naptime or rest time must be offered to children under school age who are in care 5 or more hours per day

### **Daily Records for Infants and Toddlers**

To ensure quality care and consistent communication between families and staff, our center maintains a **written daily record** for all children up to **30 months of age**. This record provides detailed information about each child's day, including but not limited to:

- **Food and fluid intake** (meals, snacks, bottles)
- **Sleeping patterns** (naps and rest times)
- **Elimination patterns** (diaper changes and toilet attempts)
- **Developmental milestones** and activities
- **Changes in behavior, mood, or health**

This documentation helps us monitor each child's well-being and keep families informed of their child's daily routines and progress.

Our center currently uses the **Brightwheel app** for all communication, including daily reports, messages, and photos. Families can access their child's daily record and updates directly through the app. We encourage parents to check Brightwheel regularly and reach out with any questions or concerns.

### **Accidents, Illnesses, and Injuries Notification Policy**

The safety and well-being of every child in our care is our top priority. In the event that a child experiences an **accident, illness, or injury** while at the center, staff will take immediate action to ensure the child's comfort and safety.

All incidents, whether minor or significant, will be documented and communicated to parents or guardians promptly. Our center uses the **Brightwheel app** to notify families of any accidents, illnesses, or injuries that occur during the day. Notifications will include a description of the incident, any first aid administered, and follow-up recommendations if needed.

If an injury or illness requires **immediate medical attention**, parents will be contacted by phone right away, in addition to receiving a written report through Brightwheel.

Parents are asked to review all incident reports in Brightwheel and acknowledge receipt when prompted. This helps ensure ongoing communication and documentation for each child's safety and care.

## **Discipline Policy**

Our center believes that guidance and discipline are opportunities to teach children important life skills such as self-control, self-direction, problem-solving, and respect for others. We use **positive methods of discipline** that help children develop confidence, cooperation, and a strong sense of self-esteem.

Teachers and caregivers use strategies that include:

- Redirecting a child's attention to more appropriate activities
- Encouraging children to use words to express feelings and resolve conflicts
- Modeling respectful and kind behavior
- Offering choices to promote independence and decision-making
- Setting clear, consistent, and age-appropriate limits
- Acknowledging positive behaviors and efforts

We **do not** use or permit any form of corporal punishment, humiliation, isolation, or verbal abuse. Our goal is to guide children in learning how to manage their emotions and behaviors in a safe, supportive environment.

If challenging behaviors persist, staff will work closely with parents to develop a consistent plan that supports the child's individual needs and success in the program.

## **Bitting Policy**

Bitting is a common and developmentally typical behavior among young children, especially in infants and toddlers who are still developing language, self-regulation, and social skills. While it can be upsetting, it is often a temporary phase that children outgrow with guidance and support.

Our center takes every biting incident seriously and responds promptly to protect all children's safety while helping the biter learn more appropriate ways to express themselves.

### **When a biting incident occurs:**

- 1. Immediate Care and Comfort** – The child who was bitten is given first aid and comfort. The area is cleaned, and an ice pack is applied if needed.
- 2. Response to the Child Who Bit** – The staff will respond calmly but firmly, helping the child understand that biting hurts and is not acceptable. The child is redirected to another activity or given space to calm down.
- 3. Documentation and Communication** – Both families (of the child who bit and the child who was bitten) will receive an **incident report** through the **Brightwheel app** describing what happened and how staff responded. Children's names will **not** be shared to protect confidentiality.
- 4. Ongoing Support** – Staff will observe patterns and possible triggers for biting (such as teething, frustration, or fatigue) and work with families to develop consistent strategies to reduce biting behavior.

### **Persistent Biting:**

If biting becomes frequent or severe, a conference will be scheduled with the child's parents to create a behavior support plan. In rare cases, if the behavior poses ongoing safety concerns, temporary suspension or removal from the program may be considered until a plan for safe return can be developed.

Our goal is to guide children through this developmental phase with understanding, consistency, and communication between home and school.

### **Appropriate Clothing Policy**

Children learn best when they are comfortable and free to explore! Please dress your child in clothing that allows them to move, play, and participate in a variety of activities — both indoors and outdoors.

### **Clothing Guidelines:**

- Children should wear **comfortable, weather-appropriate clothing** that can get messy during art, outdoor, or sensory play.
- **Closed-toe shoes** with non-slip soles are required for safety. (No flip-flops, crocs without straps, or open sandals, please.)
- During cold weather, please send a **warm coat, hat, gloves, and boots** as children go outside daily when weather permits.
- In warm weather, **sunscreen, light clothing**, and **sun hats** are recommended.
- Please provide at least **one full set of extra clothes**, including socks and underwear, to keep at the center. All clothing should be **clearly labeled** with your child's name.
- If your child is potty training, please send **several changes of clothes** each day.

The center is not responsible for lost or damaged clothing, so we recommend leaving special or expensive items at home.

Our goal is to ensure all children are safe, comfortable, and ready to learn through play every day!

Outdoor play is an important part of each child's daily routine and overall development. Fresh air, movement, and exploration support children's physical health, creativity, and social skills. Weather permitting, children will go outside **each day** for active play and learning experiences.

#### **Outdoor Play Guidelines:**

- Children will go outside daily except in cases of extreme weather, including heavy rain, lightning, severe cold, or excessive heat.
- Please dress your child appropriately for the weather, as outdoor play is a planned part of our program.

- During colder months, children should have a **warm coat, hat, mittens, and boots.**
- In warmer months, children should wear **light, breathable clothing**, and sunscreen should be applied before arrival (staff may reapply with parent permission).
- If your child is too ill to play outside, they are generally too ill to attend daycare for the day.

Our goal is to provide children with a safe, engaging outdoor environment where they can explore, move, and connect with nature while developing important gross motor and social skills.

### **Emergency Plan Policy**

The safety of every child in our care is our highest priority. Our center maintains detailed **emergency plans** to ensure staff and children are prepared to respond quickly and calmly in the event of an emergency such as fire, severe weather, lockdown, or other unsafe situations.

**Emergency plans are posted in each classroom and throughout the building** for quick reference. These plans outline evacuation routes, safe meeting locations, and specific procedures for different types of emergencies.

To help children and staff become familiar with emergency routines, **drills are practiced monthly**, including fire, tornado, and lockdown drills. These practice sessions are conducted in a calm, age-appropriate manner to help children understand what to do without creating fear or anxiety.

In the event of an actual emergency, parents will be notified as soon as it is safe and practical to do so. Communication will occur through the **Brightwheel app**, phone calls, or other available methods depending on the situation. Our designated area to go to in case of a fire or an emergency where it is unsafe to remain in the building **Barre and Co. of Haslett** will be our designated safe zone.

Our goal is to ensure that all staff, children, and families are prepared, informed, and confident in the procedures that keep everyone safe.

## **Emergency Closure Policy**

There may be times when our center must close unexpectedly due to **severe weather, power outages, health emergencies, or other unsafe conditions**. The safety of children, families, and staff is always our top priority when making closure decisions.

### **Closure Notifications:**

- Families will be notified of closures or delays as soon as possible through the **Brightwheel app**.
- Information may also be shared via local news stations, social media, or the center's voicemail message, depending on the situation.
- In the event of a mid-day emergency closure, parents or guardians will be contacted immediately to pick up their child. Please ensure that all emergency contact information remains current and accurate.

### **Tuition Policy During Closures:**

Because operational costs continue during short-term closures, regular tuition policies will apply unless otherwise communicated by the center director.

### **Reopening:**

The center will reopen as soon as it is safe to do so. Updates and reopening information will be provided through Brightwheel and other communication channels.

Our goal is to keep families informed, safe, and supported during any unexpected event that affects our normal operations.

## **Monthly Newsletter Policy**

To keep families informed and involved, our center provides a **monthly newsletter** that highlights the **curriculum and learning themes** for the month. Newsletters also include important dates, classroom updates, reminders, and special announcements.

Monthly newsletters are shared through the **Brightwheel app** and posted in each classroom. We encourage parents to review them regularly to stay connected with their child's learning and upcoming center activities.

### **Health and Well-Being Policy**

Our center is committed to providing a safe, healthy environment that supports the well-being of every child in our care. We believe that promoting good health practices helps children learn, grow, and thrive.

#### **Daily Health Practices:**

- Children are observed each day upon arrival for signs of illness or unusual symptoms.
- Children who appear ill or unable to participate comfortably in daily activities will not be admitted for the day.
- Parents will be contacted to pick up their child if they develop a fever, vomiting, diarrhea, unexplained rash, or other symptoms of illness while in care.
- Children must be free from fever, vomiting, or diarrhea for at least **24 hours without medication** before returning to the center.

#### **Hygiene and Cleanliness:**

- Staff and children follow proper **handwashing procedures** throughout the day, including before meals and after diapering or restroom use.
- Toys, equipment, and classroom surfaces are cleaned and sanitized regularly to help prevent the spread of germs.

#### **Nutrition and Rest:**

- Children are provided with balanced meals and snacks that meet licensing and nutritional guidelines.
- Adequate rest and quiet time are offered daily to support healthy development.

### **Emotional Well-Being:**

- Teachers provide a nurturing environment that supports emotional security and social growth.
- Positive guidance techniques are used to help children build confidence, self-regulation, and respect for others.
- If children, including infants and toddlers, show signs of distress for more than a two-hour period we will ask that they be picked up for the day.

Our goal is to partner with families to maintain a healthy, safe, and caring environment where all children can flourish physically, emotionally, and socially.

### **Medication Administration Policy**

To ensure the safety and well-being of all children, our center follows strict procedures for administering medication.

#### **General Guidelines:**

- Staff will only administer **medications prescribed by a physician** or over-the-counter medications with **written parent/guardian authorization**.
- All medications must be in the **original container** with the child's name, dosage, and instructions clearly labeled.
- Parents must complete a **Medication Authorization Form** prior to any medication being given.

### **Administration Procedures:**

- Staff will document the **date, time, and dosage** of all medications administered.
- The child's response to the medication will be monitored, and any concerns will be reported to the parent immediately.
- Medications are stored in a **secure location**, out of reach of children, and in accordance with manufacturer instructions (refrigerated if needed).

### **Exceptions:**

- Children are not permitted to **self-administer medications**, except for approved emergency medications such as an epinephrine auto-injector or inhaler, with prior written authorization from a parent and physician.

### **Communication:**

- Parents are notified of all medications given and any reactions or concerns through the **Brightwheel app** or direct communication with staff.

Our goal is to provide safe and accurate medication administration while supporting the health and care of every child in our program.

### **Sick Child / Illness Exclusion Policy**

The health and safety of all children and staff are our top priorities. To prevent the spread of illness, children who are sick or showing symptoms of illness should **stay home** until they are well enough to participate fully in daily activities.

**Children should remain at home if they have any of the following:**

- Fever of 100.4°F (38°C) or higher
- Vomiting or diarrhea within the past 24 hours
- Persistent or severe cough
- Unexplained rash or skin irritation
- Eye discharge or pink eye
- Contagious illness (as diagnosed by a physician)
- Any condition that prevents the child from participating comfortably in activities

#### **Returning to Care:**

- Children must be **fever-free, vomit-free, and diarrhea-free for at least 24 hours without medication** before returning.
- A doctor's note may be required for certain contagious illnesses before the child can return.

#### **Center Procedures:**

- Staff will observe children daily for signs of illness and notify parents immediately if a child becomes ill while at the center.
- Parents will be expected to **pick up their child promptly** if they are sick.

By following these guidelines, we help protect all children and staff, ensuring a healthy and safe environment for learning and play.

#### **Injury Waiver / Liability Acknowledgment/Field Trip Permission**

**Child's Name:** \_\_\_\_\_

**Parent/Guardian Name:** \_\_\_\_\_

The safety of every child in our care is our highest priority. Our staff are trained to provide supervision, age-appropriate activities, and a safe learning environment. Despite these precautions, children may occasionally experience minor injuries, such as scrapes, bumps, or falls, while participating in normal daycare activities.

By enrolling my child in this program, I acknowledge and understand the following:

1. I give permission for my child to participate in all center activities, including indoor and outdoor play, field trips, and scheduled classroom activities.
2. I understand that, despite supervision and safety measures, accidents can occur. I release the center, its staff, and directors from liability for minor injuries that may happen during normal activities.
3. I authorize staff to administer **first aid or seek medical attention** for my child in the event of an injury or emergency, and I agree to be notified as soon as possible.
4. I understand that the center will **document all injuries** and notify me through incident reports via **Brightwheel** or direct communication.
5. I agree to provide accurate emergency contact information and update it as necessary.

I have read, understand, and agree to the terms of this Injury Waiver / Liability Acknowledgment.

**Parent/Guardian Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Director/Staff Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Photo & Media Release**

**Child's Name:** \_\_\_\_\_

**Parent/Guardian Name:** \_\_\_\_\_

From time to time, our center may take photographs or videos of children participating in daily activities, special events, or classroom projects. These images may be used for educational purposes, classroom displays, newsletters, social media, or promotional materials.

By signing below, I acknowledge and agree to the following:

1. I give permission for my child to be photographed or recorded while participating in center activities.
2. I understand that my child's image may be used in **print or digital media**, including but not limited to newsletters, the center website, and social media platforms.
3. I understand that the center will **not share personal information** such as full names, addresses, or contact details along with photos or videos without my explicit consent.
4. I understand that I may **revoke this permission at any time** by providing written notice to the center director.

I have read, understand, and agree to the terms of this Photo & Media Release.

**Parent/Guardian Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Director/Staff Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

### **Food & Snack Policy**

Our center is committed to supporting healthy eating habits and providing nutritious options for children.

- **Morning Snack:** A healthy morning snack will be provided daily by the center.
- **Lunch and Afternoon Snack:** Parents/guardians are responsible for sending a **packed lunch and afternoon snack** with their child each day. All food must be sent in a **lunchbox or food container clearly labeled** with the child's name.

#### **Guidelines for Packed Meals:**

- Please include **nutritious foods** that meet your child's dietary needs and preferences.
- Avoid sending foods that pose **choking hazards** for young children (e.g., whole grapes, nuts, popcorn).
- Label any **allergies or special dietary instructions** clearly so staff can provide safe care.
- Refrigeration is available for items that need to be kept cold.

Our goal is to encourage healthy eating habits, ensure children have energy for learning and play, and maintain a safe and organized mealtime environment.

#### **Withdrawal & Dismissal Policy**

##### **Withdrawal by Parent/Guardian:**

Parents or guardians may withdraw their child from the program at any time. We ask that families provide **written notice at least two weeks in advance** so we can plan accordingly. Tuition is due for all scheduled days during the notice period unless otherwise agreed upon with the center director.

### **Dismissal by the Center:**

Our center reserves the right to dismiss a child from the program under certain circumstances, including but not limited to:

1. **Non-Payment:** Repeated failure to pay tuition or fees in accordance with the center's financial policies.
2. **Behavioral Concerns:** Persistent aggressive or unsafe behavior that endangers the child, other children, or staff, and when efforts to address the behavior through guidance, support, and parent collaboration have been unsuccessful.
3. **Health & Safety:** Failure to comply with health, immunization, or safety requirements, including policies regarding contagious illnesses or unsafe behavior.
4. **Parent/Guardian Non-Compliance:** Repeated failure to follow center policies, procedures, or communication requirements.
5. **Other Factors:** Situations in which the center determines, in its sole discretion, that it cannot meet the child's needs safely or effectively.

### **Process:**

- In most cases, parents will receive **notice and documentation** of concerns and a reasonable opportunity to work with staff to resolve the issue.
- In urgent situations where a child's safety is at risk, the center may dismiss a child immediately, and parents will be notified as soon as possible.

Our goal is to work collaboratively with families to ensure a positive, safe, and nurturing environment for all children.

## **Holiday, Vacation and Sick Days Policy**

It is the policy of The Children's Enrichment Center that all families are required to pay tuition rates if children are in attendance or not.

**The Children's Enrichment is closed the following days each year:**

**New Years Eve (closed at Noon)**

**New Years Day**

**Memorial Day**

**The Week of Independence Day (dates vary from year to year)**

**Labor Day**

**Thanksgiving and Friday after Thanksgiving**

**The Week of Christmas (dates vary from year to year)**

The Children's Enrichment Center reserves the right to close any other day of the year at the discretion of Management. A written notice will be given to each parent within 30 days of the closing date.

The Children's Enrichment Center allows families two weeks of vacation tuition free that children **are not in attendance**. One week may be used between the months of March through August and one week used between the months of September through February. A two weeks written prior notice must be given to Management before the date of vacation. Vacation weeks **may not be used retroactively and may not be credited after time period has passed**. Upon withdraw or dismissal unused vacation weeks **will not be paid out**. If there is an unpaid balance on your family's account vacation time will not be granted.

## **Daily Attendance Limit Policy**

To ensure the health, safety, and well-being of every child in our care, children **may not be in attendance for more than 10 hours per day**.

This policy helps:

- Promote adequate rest and prevent fatigue
- Support healthy routines and development
- Maintain staff-to-child ratios and quality of care

Parents are responsible for arranging drop-off and pick-up times that comply with this limit. Extended hours beyond the 10-hour maximum are **not permitted**, except in rare circumstances approved by the center director in advance.

We appreciate your cooperation in helping us provide a safe, nurturing, and developmentally appropriate environment for all children.

### **Late Pick-Up Policy**

To ensure the safety of all children and staff, it is important that children are picked up on time according to their scheduled attendance.

#### **Policy Guidelines:**

- Children must be picked up by the scheduled **closing time** or the end of their daily enrollment hours.
- If a parent or authorized caregiver is late, staff will attempt to contact the family and emergency contacts immediately.
- **Late fees** may be applied for any time beyond the scheduled pick-up. Fees will be assessed at a rate of **\$5.00 per minute** and are due at the time of pick-up or with the next tuition payment.
- Repeated late pick-ups may result in a **review of enrollment** and could affect continued care at the center.

Our goal is to maintain a safe and consistent environment for all children while respecting staff schedules and operational policies.

### **Soft Start / Orientation Policy**

To help children transition smoothly into our program, we offer a **soft start** for all new enrollees. This approach allows children to gradually adjust to the new environment, routines, and staff before beginning full-day care.

#### **Soft Start Guidelines:**

- New children attend the center for **a few hours each day** over the course of **1–3 days** (depending on the child's needs and age) before starting their full schedule.
- During the soft start, teachers focus on helping the child feel **comfortable, secure, and confident** in the classroom.
- Parents are encouraged to **stay or observe briefly** during the first visit if needed, to support the child's adjustment.
- Soft start schedules are **customized** to ensure a positive experience and smooth transition into regular care.

Our goal is to make the first days at the center enjoyable and reassuring for both children and families, fostering a positive start to their daycare experience.

### **Policy Changes & Updates**

To ensure the safety, well-being, and quality of care for all children, our center **reserves the right to add, modify, or update policies at any time** .

- Families will be **notified promptly** of any changes through written communication, email, or the **Brightwheel app**.

- Updated policies take effect on the date specified in the notification unless otherwise indicated.
- Parents are responsible for reviewing updated policies and adhering to any new requirements.

This policy ensures that our center can respond to changing regulations, best practices, and the needs of our children and families while maintaining a safe and nurturing environment.

### **Unforeseen Closure Policy**

To protect the health, safety, and welfare of all children and staff, our center reserves the right to temporarily close or suspend operations in the event of an unforeseen emergency—such as a natural disaster, act of God, power outage, hazardous condition, public health emergency, or other circumstances beyond our control.

Key Points:

- Closure decisions will be made at the discretion of the center's director based on safety, regulatory and licensing guidance, and environmental conditions.
- Families will be notified of any unscheduled closure or change in operating status via the Brightwheel app (and/or other communication channels).
- In the event of a mid-day closure, parents or authorized emergency contacts will be contacted immediately to pick up their child as soon as it is safe to do so.
- Normal tuition and fee obligations during such closures will follow our standard financial policy (refer to the tuition and payment section of the handbook).
- The center will communicate reopening plans and provide updates as soon as practicable.

We appreciate parents' understanding and cooperation during such emergency situations, as our priority remains to ensure a safe, secure, and nurturing environment for every child.

## **Late Payment Policy**

To maintain the quality of care and operations, tuition and fees must be paid according to the schedule outlined in your enrollment agreement.

### **Policy Guidelines:**

- Payments are due on the date specified in your tuition agreement (weekly, bi-weekly, or monthly).
- Payments not received by the due date are considered **late** and may incur a **late fee of \$35.00**
- If payment is not received within **7 days** after the due date, the child's enrollment may be **suspended** until the account is brought current.
- Repeated late payments may result in **termination of enrollment** at the center's discretion.
- Families are encouraged to communicate with the director if temporary financial difficulties arise; arrangements may be considered on a case-by-case basis.

Our goal is to ensure consistent, reliable care for all children while maintaining a fair and organized financial system.

