

Early Explorers Academy

Parent/Guardian Handbook Of Policies & Procedures

10106 Old Olive Street Road
St. Louis, MO 63141
(314) 432-2841
earlyexplorersacademy@outlook.com

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Facility Description

Early Explorers Academy is a licensed year round early childhood learning center. We care for children ages 6 weeks -12 years of age. We offer a full day and half day preschool program to children ages 2-5. During the summer months we offer Summer Camp to children ages 3-12.

Hours of Operation

Monday – Friday 6:00 a.m. – 6:00 p.m.

We have a 10 hour maximum for all children.

Management Staff:

Ellen Kattelmann	Center Director
LaTanya Lewis	Assistant Director
Amy Thompson	Program Director

Teaching Staff & Staff Training

We believe that our teachers are the foundation to our success. Our teachers are carefully selected and come to us with high recommendations. Each teacher must obtain a minimum of 12 hours of childcare training each year. Our staff is carefully trained and yearly evaluations are conducted. Training is scheduled according to areas of needed improvements.

- When selecting staff, an interview is conducted.
- Staff must pass a physical examination and TB assessment within 30 days of employment.
- Staff must be in the childcare state registry and pass a state background check.
- Staff are fingerprinted and put in the FBI database to check their criminal background in other states.
- Staff must complete orientation.
- Staff must complete a thorough training program in every classroom before a new staff member is responsible for children and count in our daily ratio.
- Staff will be subject to a probationary period of up to 90 days.
- Staff will be monitored though out the day directly by the director to ensure the best quality care is being rendered.
- All EEA staff must obtain CPR & First Aid certification.

Volunteer Program

We encourage you to participate with your child when possible. There are many events that we may need additional assistance to host. These include field trips, planned outdoor and in house events, etc. If you are interested in being a volunteer, please speak with the front office or your child's teacher. Please note that you will always be supervised when volunteering. You will not be responsible for the care of any

children except for your child but hope you will interact with all of the friends in the class. All volunteers must be free of any contagious illness to be among the children.

From time to time, college students as part of their internship may participate in our program as assistants.

Whether it is as volunteer or a college intern, these individuals must adhere to all center policies and procedures and all state regulations.

Program Goals

Our learning center is dedicated to providing a safe, healthy, happy and enriching environment for your child to learn and grow. We strive to work with parents to ensure this center is a place where your child enjoys learning, socializing, exercising and playing. Our center is dedicated to providing the best quality program in the area.

We understand that our continued growth and prosperity relies on you, the parents. We will strive to meet the needs of your child in the way of education and personal growth. This is an ongoing process and your opinions and input are invaluable in helping us with your child's learning.

We will endeavor to help your child develop the skills they need to adapt into the elementary educational systems through our learning curriculum. In an effort to keep your child interested in learning, fun activities will be included on a daily basis. In addition reading is an important part of your child's development. Our collection of books is extensive and includes classroom books and supplemental language activities.

We will also introduce your child to safety programs such as fire, stranger danger and other emergency type situations.

This center will be offering fun programs for the entire family to participate in such as family carnivals, fall festivals and winter wonderlands. Learning and Circle Time begin at 9am daily. We strongly encourage all children to arrive by 9am so that they can benefit from all of the activities that our center has to offer.

Safety Policies and Sign In/Out Procedures

- **Arriving & Picking up at the Center**

Please use the front entrance only. When you drop off or pick up, for safety reasons please use the parking spaces closest to the building. If you are meeting with a teacher or the director and plan on being longer than 10 minutes; please use the other parking spaces. Please be cautious when pulling in or out. The speed limit in the parking lot is 5 mph. When bringing your child into the building please hold your child's hand. Do not leave your child or other children unattended. Please also lock your car and leave any valuables out of sight.

We require that you accompany your child into his/her classroom. This provides a smooth transition and encourages communication between the parent and the teacher.

When arriving please enter your code to release the door latch. Parents should quietly escort their child to his/her classroom.

Children respond better when parents remain relaxed and calm. If you are anxious about leaving your child, they will pick up on that. Children adjust better when a parent maintains a routine of promptly dropping of your child with their teacher and does not linger or cling to your child. Displaying your confidence gives your child confidence.

Our responsibility begins when you place your child in the care of a staff member and ends when you take your child from the care of a staff member. Please **do not** drop your child off in the parking lot to walk them inside. Please **do not** leave your child in the lobby to walk themselves to class. It is imperative that you personally place your child in the care of a staff member. This leaves no room for error or misunderstanding regarding supervision.

- **Sign In/Out Procedures**

All children will be signed in and out of HiMama by the staff. If someone other than the child's custodial parent/guardian will be picking up the child from the center, please notify the center director in advance. We will ask for proper identification (must be a photo I.D.) before releasing your child to someone other than his/her custodial parent/guardian.

All families that are receiving state assistance to help pay for their tuition must sign in and out daily through the Kinder Smart program. All edits must be paid within 5 days of the missed clock in/clock out. Otherwise the family will be responsible for the full cost of tuition for the days with clock in/out mistakes.

Supplies

A supply list is included in this handbook. It is important to bring every item on the list for your child. We do keep some emergency items but these reserves usage will be limited to emergency situations only. It is best for your child to have their own personal things

If there is anything you are unable to bring and/or supply, please notify the director so that we may make accommodations accordingly on a case by case basis.

Please do not bring extra items that are not on the list without prior authorization due to limited storage space.

- **Personal Belongings (Back Packs and Diaper Bags)**

It is **required** that all personal belongings are transported in a backpack or diaper bag. Personal belongings should be able to fit in your child's backpack or diaper bag. This helps promote sanitary storage thus aiding in control of illness amongst children in care.

All children enrolled, ages 0-5, must provide a change of clothing. Preschool children, especially, are embarrassed by accidents. A change of clothes will ensure that your child's needs are taken care of quickly and with minimal embarrassment. Extra clothes must consist of a complete outfit including undergarments and socks. If a child is in the process of potty training, several pairs of underwear, pants and socks should be

brought in. Based on age below is a suggested list of items your child should bring with them.

Infants	Toddlers	Preschool
<p>Diaper Bag, Several Changes of Clothes and bibs, Pacifier (if applicable), Labeled Bottles, Formula, Jar Food, Wipes, Diapers, Ointment (optional)</p> <p><u>If Breast Feeding:</u> Premade Bottles in labeled Ziploc bag or labeled frozen pouches.</p> <p><u>If using Cloth Diapers:</u> A specialized bag or up right container must be provided for dirty diapers.</p> <p>*Note: Ointments is only used if you provide them.</p>	<p>Diaper Bag or Backpack, Several Changes of Clothes, Shoes, Crib Sheet, Small Blanket, Diapers and/or Pull Ups, Wipes, Travel Size Pillow (optional), Cuddle buddy (optional) Ointment (optional), Powder (optional)</p> <p>During late spring and summer, you should also provide insect repellent and, sunscreen lotion, if desired.</p> <p>*Note: Ointment is only used if you provide them.</p>	<p>Backpack, Complete Change of Clothes, Small Blanket, Cot Sheet (Crib Sheet usually works), Travel Size Pillow (optional), Cuddle buddy (optional)</p> <p>During late spring and summer, you should also provide insect repellent and, sunscreen lotion, if desired.</p>

Very Important: Label your child’s personal belongings with your child’s first and last name or initials. Although our staff will make every effort to see that your child’s belongings are not lost, we can not be responsible for lost, stolen or misplaced personal belongings.

- **Recommended Attire**

We recommend your child wear washable, comfortable **play** clothing and tennis shoes or other soft-soled shoes. Due to injuries, flip-flops, sandals and boots are discouraged.

Records and Forms

It is critical that parents complete all requested forms. Most of these forms are required by our license and is regulated by the state of Missouri. Other forms are designed to better assist your needs and ours.

Please read all communications daily. This is an important part of your child’s enrollment and daily activity. Although we will always make every effort to personally communicate with you on a one-on-one base, there are many times this is not possible and we must rely solely on posted notices, HiMama, email, etc. These written forms of communication are necessary to provide recorded documentation. Please review the following items in addition to any other materials a staff member provides to you.

- Daily Reports Through Hi Mama – Teachers will fill out a daily report for your child. This personal report will let you know how your child’s day went, important reminders, special activities, concerns and more. You can access this information through the Hi Mama application or through your email.

- Calendar – A calendar will be distributed monthly through email. They will provide scheduled activity and miscellaneous information, reminders, changes, community information and more.

Rules & Regulations for Licensed Child Care Centers

We encourage you to review the rules and regulations governing licensed child care centers set forth by the Missouri Department of Health and Senior Services website www.health.mo.gov.

You are entitled to see any child care facility's most recent licensing inspection report. A copy of our most recent licensing inspection report is always available upon request. Please see the Director if you would like to review this report.

Any questions or concerns should be directed to the Director. You may stop by the office anytime during normal business hours, or you may email the Director, (Ellen Kattelman) at ellen.eea@outlook.com

Reports of suspected child abuse may be directed to the Child Abuse Hotline at 1-800-392-3738. Outside the state of Missouri please call 1-573-751-3448.

Health Policies and Nutrition

- **Infant/Toddler Parents**

We will provide food for each child once they are able to eat table food. Additionally, we have a standard formula that we can provide for each infant if requested.

- **Food and Nutrition**

Breakfast, lunch and an afternoon snack are provided as part of your tuition, therefore no additional fees will be charged. Meals and snacks meet all required nutritional standards following the basic food groups of meat, dairy, grain, vegetable and fruit.

Breakfast is served from 8:00 a.m. – 8:30 a.m. Lunch is served from 11:00 a.m. – 12:00 p.m. and the afternoon snack between 3:00 p.m. – 3:30 p.m. All meals are prepared in the kitchen. Weekly menus are available in the Lobby. We regret that we are unable to make meal or snack substitutions unless there are allergy or meat restrictions.

Please notify the Director in writing of any food allergies as they must be documented on file. Special dietary restrictions such as lactose intolerance must be accompanied by a physician's note. This includes the need for soy based milk. If applicable, please see the director for more details. If your child does have food allergies, it is very important to bring in an official doctor's statement with specific information so that we can provide an alternate menu to meet your child's needs.

A weekly menu is posted outside the kitchen. Meals and snacks for younger children may be modified as needed to meet the needs of a younger child for health and safety purposes.

Unless authorized for medical reasons, please do not bring personal food in for any child over the age of two (2). This causes jealousy in other children when another child has special food, etc. In addition we do not want to nor have the ability to separate your child to accommodate. In addition, children's food must meet all licensing requirements.

- **Infants**

Parents/Guardians are responsible for providing an ample supply of formula and/or breast milk, dry cereal, and prepared baby food daily, according to the number of hours your child is in care. Please label all food and milk with your child's name and date. We do provide a standard, milk-based, formula to any families that prefer to use ours instead of bringing in formula.

"Babies should be fed when they are hungry and not restricted to a rigid schedule. Young babies, under six (6) months of age, do not follow rigid schedules and may need to eat every 1 ½ to 3 hours. Babies are the best judge of how much they need. Babies may want to eat less if they are not feeling well and more if they are going through a growth spurt." (Source: [A Guide for Use in the Child Nutrition Programs](#)).

- **Toddlers (13 Months-17 Months per Age)**

Children 13 months through two years will be served whole milk. If your child requires infant formula or any form of milk other than whole milk beginning at 13 months of age, you must submit a physician's note, as this is considered a dietary restriction.

- **Immunization & Other Medical Records**

For the safety of all children enrolled, each child admitted into our center must meet applicable immunization requirements as specified by the state of Missouri. All immunizations required for the child's age must be completed by the date of admission. For more information, you may go online to Missouri Department of Health and Senior Services website www.health.mo.gov or obtain a copy from local or state health departments. A **current** copy of your child's immunization record must be on file at all times for the duration of your child's enrollment with our center.

A child's health statement signed by a physician must be provided upon enrollment. The healthcare provider must use the form given to you from EEA. It is a requirement with the state of Missouri.

- **Medication**

Please read the following medication policies carefully. We must, according to State Licensing, follow all policies and regulations as outlined.

1. For child safety, all medication must remain out of reach from the children. No medication is allowed in their book bags.

2. All medications must be in their original container and clearly labeled with your child's name.

3. Medications must not be expired. Any expired medication will not be administered. Any unclaimed expired medication will be disposed of.

4. Prescription medication will be administered as directed with written authorization and instructions that correspond with the physician's directions on the label. We cannot administer prescription medication to anybody other than the child for which it was prescribed. This includes sharing a prescription medication with a sibling.

5. Over-the-counter medications will be administered as directed with written authorization and instructions that correspond to the manufacturer's directions on the label.

6. Over-the-counter fever reducers and pain relieving medications shall not be administered for the purposes of concealing a fever and/or an attempt to keep a child comfortable while in care. If a child requires medication to remain comfortable, they are considered too ill to attend and shall not be admitted into care for the day.

7. Over-the-counter medication and prescription medication shall be administered only for the period of time for which the medication indicates.

8. We will not deviate from either the physician or manufacturer's directions. We will not administer medication for which parent/guardian has altered the directions and/or dosage, unless directions are accompanied by a supporting physician's note indicating such alteration.

The only exception to this policy (#8) is for children with medical conditions requiring special medication at a moment's notice as a preventative, such as the use of an EpiPen or other medications which would prevent a potential life threatening or otherwise serious condition.

9. Medication that is to be administered once or twice per day, should be given at home.

- **Illness**

Please do not send your child to the center ill. This does not benefit the child or others who may come in contact with them for many reasons. It is more comfortable for your child to be at home when they are ill. If your child is ill, whether contagious or not it will effect others around them. A copy of the actual licensing regulation in regard to ill children as well as the medication and immunization policy is kept at the center for your reference. In addition we have listed some situations of when a child must be excluded if one or more of the following exists. **In addition please remember all tuition fees are due regardless of attendance.**

1. The illness prevents the child from participating comfortably in childcare center activities' including outdoor play;
2. The illness results in a greater need for care than the caregivers can provide without compromising the health, safety, supervision (and general consideration) for the other children in care;
3. The child has one of the following, unless medical evaluation by a health-care professional indicates that you can include the child in the childcare center's activities:
 - a. Armpit temperature of 99 degrees or greater
 - b. Symptoms and signs of possible severe illness such as lethargy, abnormal breathing, more than 1 diarrhea or more than 1 vomiting episodes in more than 1 to 24 hour period, rash with fever, mouth sores with drooling, behavior changes, or other signs that the child may be severely ill; or
4. A healthcare professional has diagnosed the child with a communicable disease, and the child does not have medical documentation to indicate that the child is no longer contagious."

If your child becomes ill while attending the center, we will contact you. Your child will be kept apart from other children until you arrive. The parent/guardian or other designated individual must pick up a sick child that needs to go home within one (1) hour of parent/guardian notification. After one (1) hour late pick up fees will apply (see fee section in this manual for appropriate fees).

If your child is sent home with a fever, they must be free from fever for 24 hours or possess a physician's release statement before returning to the center. So we can track and better control the spread of infections, please notify the center if your child becomes infected with a contagious disease or infection of any type.

We understand that it is difficult to miss work or find someone to care for your child at home when they are ill, but it is necessary at times and in the best interest of your child and others. If you are in doubt about whether your child will be accepted into care, please call us. If you bring your child to the center and they are ill, please understand that we will send them back home with you and will not permit them to enter the facility. If we discover they are ill after you leave, we will separate them from the rest of the group until you or a designee arrive.

- **Learning to Use the Potty**

When your child is ready to learn to use the potty, close and frequent communication between the parent and teacher is necessary. Learning to use the potty should be a positive experience with lots of encouragement for doing well. Our teachers are aware of, and look for indicators, that a child is ready to learn to use the potty. Learning to use the potty requires consistency and patience, and can only be effective when the child is ready and with parent participation. If you feel your child is ready to learn to use the potty, talk to the center Director.

- **Medical Emergencies**

Should an emergency arise, we will attempt to contact the custodial parent/guardian in the order written on your child's enrollment form. If we are unable to contact a custodial parent/guardian, we will contact the person(s) named on the emergency contact portion of your child's enrollment form. If all attempts fail, we will act on behalf of the parent. If the situation warrants immediate action, we will obtain medical personnel using 911 services then call parent/guardian. Please be sure to keep all phone numbers current so that we can reach you in the event of an emergency.

Biting

Biting can occur as a result of a child's inability to communicate. When a child is bit or has bitten the following procedures will take place:

- The bit child will be comforted.
- The bitten area will be cleaned thoroughly.
- An accident report will be filed.
- The parent of the bitten child will be notified.
- The biting child's parent will be notified.
- The classroom environment will be assessed.
- The biting child will be closely supervised.
- The identity of the biting child will be kept confidential.

Please keep in mind that both families are affected in biting situations. Almost always, the parent of the child who bites is just as distraught as the parent of the child who is bitten. We want to consider the feelings of both children (and families) involved. Cooperation and understanding from both families is imperative. We assure you we will do everything we can to eliminate future occurrences.

Behavioral Management

"Discipline should always be:

1. Individualized and consistent for each child;
2. Appropriate to the child's level of understanding; and
3. Directed toward teaching the child acceptable behavior and self-control.

When inappropriate behavior does occur, we believe parent/guardian involvement is necessary for positive results. It is our position that discipline matters are family matters and should be handled accordingly. Only positive methods of discipline and guidance shall be used. Children are offered an acceptable, safe alternative to negative behavior. When positive redirection attempts fail, a break (brief, supervised separation period) is used. Breaks are calculated as 1 minute per year of life.

In certain circumstances, children who become or attempt to become harmful to themselves, others, or property may be separated from the group for everyone's safety. When a child cannot be calmed down, they will be removed from the room completely for management to intervene repeating the same method. A parent will be called if this attempt does not work or if the child continually repeats the same behavior.

Parents may be called to pick up a child who demonstrates disruptive, disrespectful and/or extreme behavior. Children who demonstrate such behavior may be suspended for a short period of time or indefinitely. This is not a decision that is ever easy to make nor is it one that we want to consider, however, there are times when we feel it is necessary for the physical safety and emotional well being of the other children enrolled. If a child is sent home with unacceptable behavior 3 times, he/she will likely be dismissed from the center. We will make every effort to work with you in regard to disciplinary problems providing the child is not being harmful to other children.

- **Positive Guidance**

We train our teachers to focus on the positive behaviors of the children. We also train our teachers to provide a fair and consistent environment. We feel that when consistent, age appropriate limits are in place, kids will become responsible for themselves. Children will be praised, rewarded, and hugged daily. Children will be treated fairly and equally. **Under no circumstance will we use corporal physical punishment to correct a child.**

Individual Development/Classroom Procedures

- **Classroom Placement**

Children are placed according to age, social, and emotional development. When we feel your child is ready for an older group, we will discuss the matter with you. If you feel your child is ready for an older group, feel free to contact us to discuss the circumstances with the Director.

- **Classroom Daily Procedures**

Please see the Daily Schedule posted in your child's classroom or daily reports send through HiMama.

- **Curriculum**

We utilize a theme based curriculum and daily lesson plans. Our parents can track their child's progress through the Hi Mama application. Our curriculum goals include teaching your child independence, self-care, learning to be a friend, classroom readiness, and Kindergarten preparedness.

- **Field Trips**

Preschoolers may enjoy periodic field trips during the school year and/or summer months. All applicable child safety and transportation laws set forth by the state of Missouri will be followed. Our bus is equipped with 5 point harnesses to be used as needed.

Permission forms are required and must be signed by the custodial parent/guardian prior to the scheduled field trip.

Routine field trips are scheduled during the summer months and occasionally during the school year and holiday breaks for school age children.

All field trips are posted at least 48 hours in advance. In the event you forget to sign your child up, for liability reasons, your child will not be permitted to attend the scheduled field trip. Signatures are required for field trip attendance. Children attending a scheduled field trip must wear the designated field trip dress code. Children that are unable to attend a field trip will not be permitted to attend EEA that day. We are unable to move them to another class due to class size limitations.

Any child who misbehaves, or potentially places other children at risk due to behavior, may not be allowed to attend future field trips. Each child's safety is of the utmost importance.

Parent Involvement/Parent-Center Communication

- **Parent Involvement**

We strongly encourage parent involvement in all center and classroom activities. Your involvement is much appreciated and pertinent to the success of day to day operations and extra curricular activities.

- **Parental Communication**

Effective communication between center and parent is our number one goal. Please make sure we have current, actively used contact numbers on file. Daily Reports are recorded within the Hi Mama application. Please inform the Director if you are not receiving your child's Daily Report.

- **Questions, Concerns, Comments**

We encourage each and every parent/guardian to share their questions, concerns or comments with us. No matter how small you may think it is, please let us know. We want you to be confident in the care we give your child.

Perhaps you do not have a question or concern to address—only compliments—we'd love to hear those, as well.

Concerns and suggestions help improve our program. Compliments help us steer in the right direction. We can not make our center an outstanding facility without your input.

- **Parent-Teacher Conference - Fall and Spring**

Either the parent/guardian or the teacher may request a conference. This may be done if there is behavior issues that need to be addressed or if there is developmental or academic issues which need to be discussed.

The Parent-Teacher Conference is a means of addressing concerns and setting future goals regarding such or keeping informed of the child's development and/or academic achievements.

Please notify the Director if you wish to set up a conference.

- **Parent-Director Conference**

If the Parent-Teacher Conference did not result in an acceptable solution or the discussed and planned goals did not result in reasonable improvement, a Parent-Director Conference will be scheduled.

****The goal of conferences are to keep everyone informed of current issues or situations, keep lines of communication open, and most of all, to ensure the children are getting the very best care and education possible. Please use this opportunity to speak with your child's teacher even if there are no concerns at hand.***

- **Visiting Procedures**

We encourage family involvement. You may visit the center any time to eat lunch with your child, observe your child in class, and observe center operations, and/or program activities during normal business hours.

Custodial/Non-custodial Parents/Legal Guardianship

- **Custody Issues & Court Orders Regarding Divorce/Legal Guardianship**

In order to enforce non-custodial visitation and possession, you must provide the center with a certified copy of the Court ordered possession papers.

*one parent cannot restrict another parent's access to their child without a proper court order.

- **Custody Issues & CPS Placement Orders Regarding Foster Care**

Foster parents must provide CPS placement papers and all mandated documentation regarding enrollment, including immunization records and Child's Health Statement.

Please Note: Missouri Family Law, section *Child Custody Interference*, prohibits anyone from interfering with child custody as the Court has ordered.

Fees and Discounts

- **Enrollment Fee**

In order to register your child with this center a fee of \$100 is required when the paperwork is completed and turned in.

- **Returned Checks/Bank Transfers**

As a courtesy to our families, we will re-deposit a returned check without notice to the parent/account guarantor, however, there will be a \$30.00 returned check charge assessed to your account. Upon the second (2nd) returned check, cash or money order payments will be required for the duration of my child's enrollment.

(Please discuss any issues with the Director. We will work with you as best we can. We do understand things happen occasionally.)

If you do not want a check re-deposited, contact the Director as it will be automatic without notification. However, cash payment in the amount of the returned check plus \$30.00 is required immediately.

- **Late Pick Up Fees**

After Hours: Your account will be charged \$1.00 for each minute you are late beginning at 6:01 p.m.

Illness Related: You have one (1) hour to pick up your child from the time of illness notification. After one (1) hour, late pick up fees will be assessed to your account at a rate of \$1.00 for each minute you are late.

Unpaid, accumulated late pick up fees may result in enrollment termination.

- **Late Payment Fees**

Tuition is due on the first day of attendance each week or the first day of the month if paying monthly. A late payment fee of \$10 per day will be charged on tuition that is not received on time. If weekly tuition is late and is not paid by Friday, the child cannot return Monday without both week's tuition.

- **Delinquent Account/Collection Fees**

If a balance is maintained on your account, we will notify you of the balance. We will give you sufficient time to dispute the charges, if necessary. If you find yourself in a financial burdening situation, you may request a payment plan in order to keep your account from being turned over for collection. You will be required to create a payment plan with the Director. Payments must be made according to the agreement and on time, as stated in the meeting.

You are required to keep current tuition paid in full, along with your payment for the delinquent amount on your account as you agreed in the Payment Arrangement Form. At this time, late fees will still apply, as stated in the Late Payment Fees section of this policy manual. Any accounts not paid in full, as agreed, will be turned over for collection.

- **Sibling Discount**

When siblings attend the center at the same time, a family discount of 10% off the oldest child will apply.

Absences, Closures, Vacation and Withdraw Notice

- **Absences**

Please notify the office if your child is going to be absent or mark them absent in HiMama. If your child is ill, please let us know the nature of the illness, particularly if it is contagious.

In addition please remember all tuition fees still apply when your child is ill.

- **Holidays**

Our center observes the following holidays:

New Year’s Day	Labor Day
Martin Luther King Day	Thanksgiving Day
President’s Day	Day after Thanksgiving
Memorial Day	Christmas Eve
Independence Day	Christmas Day
Labor Day	

In addition, the center will close at 3:00 New Year’s Eve. Parents will be notified of any additional days that the center will be closed with at least a 30 day notice.

- **Inclement Weather**

Though we try to remain open whenever possible, the safety of our staff and families is our top priority. Additionally, many staff members do not live close to EEA and we have to take their availability into consideration. We will communicate about closures, delays, and early dismissals through Hi Mama.

- **Illness/Holiday & Severe Weather Closing Policy**

So that we can maintain the highest quality of education and care for all children, your child’s tuition fees must be paid in full regardless of his/her attendance due to illness, holiday and/or severe weather closing.

- **Vacation Policy**

Full tuition is due each week regardless of your child’s attendance. We do however allow for two weeks vacation per year which are to be used for this purposes only. The tuition rate for these two weeks will be set at one-half (1/2) your child’s current weekly fee based on schedule. These vacation weeks must be taken when your child is absent for the entire week. There is no credit for individual days of

absence. If you are on any state assistance programs you will be expected to pay your normal fee or half the tuition rate; whichever is less. In order to utilize this vacation time policy, you must give the center at least a two (2) week written notice prior to the time is to be taken.

- **Withdrawal of Your Child's Enrollment**

To withdraw your child's enrollment at our facility, we require two (2) week written advance notice with payment for the last two weeks. This allows us time to contact a parent on our waiting list or fill the spot. If you do not give the required two (2) weeks written advance notice, it is required you pay for two (2) weeks tuition after the last date of attendance.