



PARENT HANDBOOK

528 EAST MAIN STREET
CARNEGIE, PA. 15106

HOURS OF OPERATION:
24 HOURS MONDAY-FRIDAY.

Non-Discrimination Policy

It is the policy of Greater Hope Restoration not to discriminate on the basis of race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of its activities or operations. We are committed to providing an inclusive and welcoming environment for all members of our staff, children and families we serve, and volunteers.

Program Services shall be made accessible to eligible persons with disabilities through the most practical and economically feasible methods available. These methods include, but are not limited to, equipment redesign, the provision of aides and the use of alternative service delivery locations. Structural modifications shall be considered only as a last resort among available methods.

Communication

Good communication is of the utmost importance. When a new family is accepted into our program we like to be sure that we can share openly about any concerns or questions that may arise. It is important that there is a similar child care philosophy between the staff and the parents. We welcome questions, feedback, or discussions of any kind that are oriented towards a positive outcome for the child(ren). Sensitive issues will be discussed in private at a mutually beneficial time.

Enrollment Policy

The enrollment packet must be completed and in our possession before the first day of attendance at our program. This is to ensure that your child will get the very best care possible and satisfies the record keeping requirement of state licensing guidelines. All forms will be reviewed annually. If there are changes to any of the forms in the enrollment packet we will let you know in a timely manner so that you may complete and return the form so that there is no interruption in service.

The following documents will need to be filled out before your child's first day of attendance:

Emergency Contact Sheet

Financial Agreement

Child Health Form and a copy of their vaccination record

Handbook

Agreement

Getting to Know You

Permission to Photograph

Child Information Sheet

Infant Feeding Instructions (Infants only)

If you have any questions regarding the completion of these forms, please feel free to ask the center director.

Registration Fee: If space is available and you wish to register your child, a non-refundable registration fee of \$75 is due. If you terminate childcare services and are gone more than 90 days and wish to return to the GHRM daycare center, you must pay a \$25 re-application fee.

We also require a tuition deposit in the amount of \$150 at the time of registration. Both the registration fee and tuition deposit are to be remitted in the form of a check, made payable to Greater Hope Restoration Ministries. Checks may be mailed or dropped off at the center. Enrollment space is not guaranteed until your check to GHRM clears. Once your check has cleared, you will need to complete our enrollment package and meet with our directors (if you have not done so previously).

Tuition / Payment Procedures

Your specific rates will be outlined in your Contract and Rate Agreement. Tuition is payable in advance and is due no later than 12 NOON on Friday each week for the following week's daycare, unless another arrangement has been agreed upon.

Payment may be made via credit or debit card or checks only. We do not accept cash or at our facility. You may, however, use your card to make your payment at the reception desk. There will be a late fee of \$5 for failure to pay by noon on Friday. An additional \$10 (total \$15) late fee will be assessed if not paid by closing time on Friday. An additional \$10 late fee (total \$25) will be charged if payment is not made by closing time on Monday. Repeated late payments may be grounds for termination and parents who are more than 2 weeks late on payment will be denied child care until account is made current.

Parent Vacation: You must continue to pay your tuition on your vacation to hold your child's spot.

Maternity Leave: To hold a spot you must continue to pay while you are on maternity leave.

Hours of Operation

We offer full time care from 6:00 a.m. to 6:00 a.m. Monday-Friday. However, evening and overnight segments still have scheduled times for drop off and pick-ups. We would appreciate your taking into consideration our schedule when dropping in or calling, and remember that visitors usually cause children to react in an excited manner. If you have to call us, please be aware that we may be busy with the children and may not be able to immediately answer the phone. If you leave a message, we will call you back as soon as possible.

Arrival and Departures

Children are to arrive clean and fed (unless arriving just before a meal time). We will try our best to send your child home with a clean diaper, and would appreciate the same consideration when you drop off.

It is normal for some children to have difficulty separating from parents, or cry when dropping off. Please make your drop off brief, the longer you prolong the departure, the harder it gets. A smile, cheerful good-bye kiss, and a reassuring word that you will be back is all that is needed. Children are nearly always quick to get involved in play or activities as soon as parents are gone.

Please be brief at pick-up times, as well. This is a time of testing, when two different authority figures are present (the parent and the provider). All children will test to see if the rules still apply. During arrival and departure, we expect parents to back up our rules. Please be in control of your child during pick up times.

Our normal procedure is to release the child only to his/her parents, or someone else the parents designate on the Authorized Pick up and Emergency Contact Form. If someone other than the parent is to pick up the child, please notify us ahead of time. A verbal notice is fine on that day, if this person is on the list of people who are authorized to pick up your child. If the person is NOT on that list, we MUST have written permission to release your child. Please inform emergency contacts, or people designated to pick up your child, that if we do not know them then we will need to ask for identification and that we will call the parent for verification. This is not meant to offend them. This is simply a measure taken for the child's protection.

Sign In / Out

It is required that all parents sign their child in and out each day. For your convenience, a sign in/out sheet, pen, are located in the reception area. This gives us a written record of the child's attendance, hours, and the person who brought/picked up the child each day. (No child will be picked up by anyone who does not have written authorization to do so).

Custody Orders

Until custody has been established by a court action, one parent may not limit the other from picking up a child in our care. The center must be notified immediately of any changes in custody orders. Certified custody orders must be given to the center to keep on file. If there are any stipulations at enrollment please make them known in writing to keep on file.

Confidentiality

Each family has the right to confidentiality. “GHRM” keeps certain information on file regarding children and families that may be considered personal in nature. We maintain this information in confidence and do not discuss or release it to persons outside of our GHRM staff unless written permission has been obtained from the parent(s).

Absences

Childcare fees are based on enrollment (a reserved space), not on attendance. To maintain a reserved space, fees must be paid during the absence of a child due to illness, holidays, vacation, or for any other reason.

Holidays

The following is a list of the holidays on which will be closed:

- New Year's Eve
- New Years Day
- Presidents Day
- Memorial Day
- Martin Luther King Day
- Independence Day (July 4th) We will always be closed for 2 or 3 days depending on when it falls. If it falls on a weekend we will close the Friday before and Monday after.
- Labor Day
- Thanksgiving Day, the Friday after and the following Monday
- The Center will close from December 23rd to January 2nd of each year to allow our staff to refresh and spend time with their families and to refresh our center for the new year. .

If one of these holidays falls on a weekend, (other than Christmas break) then we will be closed either Friday or Monday. If Christmas falls on a weekend in any year, we will post the holiday schedule online and send a notification at the beginning of the year.

There will also be periodic training, continuing education classes (CPR, Pediatric First Aid, etc) in order to keep our childcare license in good standing. Of course we will give you as much of an advance notice as possible when we will be closed on those days.

Snow Days

In the event of bad weather due to snow storms we will post any closings or delays on WPXI News Channel and send out a mass email or text message the minute that we know the weather will make driving hazardous for our families and our employees or cause us not to have the required staff in order provide the quality service that your child needs.

Clothing/Attire/Supplies

We like to have fun! Having fun involves outdoor play and lots of messy activities, so make sure that your child is dressed appropriately. You will be expected to supply an art smock or an old t-shirt to protect clothes from paint or other art materials, and bibs to keep food stains to a minimum. Please don't dress your child in nice clothing and expect them to be spotless when you arrive to pick them up. Clothing should be comfortable and seasonally appropriate for outdoor play. Make sure to include hats, mittens, boots and coats for cold weather.

Parents are responsible for supplying the following items: diapers/pull-ups, wipes, diaper creams, tooth brush, weather appropriate clothes and a couple change of clothes, jacket, shoes that lace-up or Velcro and/or stay on feet (no flip-flops please), pacifier (if needed), and a swimsuit and sunscreen for water play days. We will apply your sunscreen every day to any child playing outside. For the children sleeping on a cot, a sheet, a blanket, and a pillow are needed. If necessary a comfort object for rest-time, and anything else your child may need. Your child's crib sheet, blanket, and pillow should be taken home every Friday and washed and returned to the center the following Monday.

Wet, dirty, and soiled clothes will be put in a plastic bag in your child's cubby to be taken home and cleaned. We are not responsible for replacing stained or soiled clothing. We suggest that you write your child's name on the tags of their clothing (especially socks and underwear) in order to prevent any clothing mix-ups.

Note: Please periodically check your child's locker/cubby/bin to make sure they still have all of their necessary items needed for their time with us. We greatly appreciate your adherence to this subject, as it helps ours and the children's day run more smoothly to have all of his or her necessary belongings with them at daycare. This way we can care for your child in the best possible way.

Personal Belongings

We prefer that children do not bring toys from home unless it is something that can be shared with the entire group (i.e. books, videos, etc.). Little ones have a difficult time sharing with others, and it is even harder with their own special toys. If toys are brought, please note that they may be put away, if they are the cause of disagreements among the children. Exceptions to this policy will be that a child may bring a favorite sleepy toy for naptime only, and toys may be brought for show and tell activities. We are not responsible for any loss or breakage of personal items. All personal items must be clearly marked with the child's name.

Infants are always fed on demand. Breast feeding infants need to have an adequate supply stocked and properly labeled.

Daily Schedule

This childcare schedule is meant to give you an idea of your child's day. Actual times and activities may vary depending on time of the year, weather, age and temperament of the children. Age appropriate activities are scheduled with the flexibility allowed to respond to the needs of each individual child and their various ages. Below is the basic schedule/routine/rotation that we will use for all groups. (other than infants)

Older Toddler/Preschooler (24 months and older)

- 7:00 - 8:30 drop-offs, welcome children, free-play and/or structured-play, trains, story-time, etc.
- 8:30 - 9:00 breakfast, clean-up/wash-up
- 9:00 - 9:30 circle-time (Educational Curriculum)
- 9:30 - 10:00 arts and crafts, story-time, various learning games
- 10:00 - 10:30 music, song and dance
- 10:30 - 11:30 outside play-time/gym
- 11:30 - 12:30 Special assembly in the main church room
- 12:30 - 1:00 lunch time, clean-up/wash-up, brush teeth, and get on mats
- 1:00 - 3:00 rest-time
- 3:00 - 4:00 free-play/outdoor play/ and or structured-play, puzzles, books, various learning toys, etc.
- 4:00 - 4:30 afternoon snack, clean-up/wash-up
- 4:30 - 5:30 pick-ups, outside play (depending on season), coloring, play-dough, toys, story-time, etc.
- 6:00 p.m. Pickup time

Evening hours from 6:30 p.m. to 12:00 a.m. will include social activities, dinner, playtime, snack and bedtime. Overnight stays from 12:00 a.m. to 6:30 a.m. will be strictly sleepy time. The morning routine may include face washing, teeth brushing if the child is an early riser. Breakfast will be served for children in the morning.

Throughout each day and into the evenings, we practice on reaching, grasping, rolling, sitting, crawling, standing, walking, climbing, throwing, catching, kicking, cooing and talking for whichever developmental stage your child happens to be in at the time. For a younger child still taking three naps a day, a third nap can be incorporated into their late afternoon schedule.

Meals

Meals for childcare children will consist of breakfast, lunch and afternoon snacks and dinner for children coming to us in the evenings. We will provide breakfast which may consist of fruits, cereal, pancakes etc. Parents are responsible for their child's lunchtime meal. We will provide an late afternoon snack of fruit, crackers etc. Children who arrive after meal times should be fed before they arrive. We will honor a parent's religious or philosophical objections to a menu item

and the parent can substitute any objectionable item with an item from home.

It is our belief that infants should be fed on demand. If parents have another feeding schedule in mind, we will need to discuss, so that the infant's needs will be adequately met.

Please note that we are a peanut free center. We believe that it is better to be safe than sorry when it comes to allergic reactions due to nut allergies. Please do not pack lunches or bring any items that contain peanuts.

If your child has any allergies, and requires a modified diet, we must be notified of this in writing. We will need to have a physician's written instructions describing any foods the child is not permitted to eat. An appropriate substitution will be made, if possible. If a child has so many allergies that he/she cannot eat from our menu, we may require the parents to provide his/her lunch and snacks.

We never force a child to finish what is on his/her plate, but we do encourage each child to take what they want but eat all that they take. All abnormal eating patterns will be communicated to the parents.

Cleanliness / Hygiene

We do our best to maintain strict cleanliness and hygiene standards. Children's hands are washed before and after meals and after toileting. We use paper towels for drying hands, so children do not have to use the same towel. If parents provide a toothbrush and toothpaste, teeth will be brushed as well. All employees are required to wash their hands frequently and also use antibacterial gel.

Infants sleep in separate cribs or pack and plays, with clean sheets used only by them. Beginning at toddler age, washable nap mats are used. Each child has a separate nap mat; with a sheet and a blanket provided by the parent that must be washed weekly. Mats are wiped with disinfectant after each use.

Children use separate cups, plates, bowls and eating utensils that have been thoroughly washed. High chair trays, etc. are disinfected after each use. We disinfect toilet seats and clean potty chairs between each use.

Toilet Training

When you feel your child is ready for toilet teaching, we ask that you begin this teaching at home during a weekend or vacation. We will follow through and encourage your child while in our care. The child must be showing signs of readiness. When a child is ready, the process should go pretty quickly. The child must be kept in pull-ups or 5-ply training pants at all times. Putting a child in diapers part time, and training pants part time, can be confusing and delay the

training process. Please keep in mind that the activity level here can distract your child from responding to an urge to use the potty, more so than at your home. Therefore, we may continue to use diapers or pull-ups until your child can and will announce that he/she must use the bathroom (not just at home, but here, as well) and can control his/her bladder and bowels for a few minutes beyond that announcement.

Parents need to supply training pants with plastic pants or pull-ups, plus a couple of extra changes of clothing each day (don't forget the socks!).

During toilet training, we ask that the child be dressed in "user friendly" clothing, as much as possible. The best items are shorts and pants with elastic waists, or dresses. Try to avoid really tight clothing, pants with snaps and zippers, and overalls. These are difficult for children to remove "in a hurry".

Nap / Quiet Time

There will be a designated nap/rest time each day for all children enrolled in childcare. All children must nap, rest, or lay down during this period. Rest time gives children a much needed break during the day. Without rest time, some children are argumentative in the afternoon, short-tempered with others, and not very happy when they go home in the evening. If a child falls asleep outside of nap time, we will allow that child to nap, however the child will continue to participate in the scheduled nap time which will be his/her quiet time.

Infants nap at varying times and their schedules will be accommodated. Somewhere between 12 and 18 months, children usually drop down to one nap per day. At this time, we will attempt to put them on the scheduled nap/rest period.

Special Needs

We will make all reasonable modifications to our policies and practices to accommodate children with special needs, unless to do so would be a fundamental alteration of our existing program. Each child will be evaluated on an individual basis to determine need. We reserve the right to offer to the parent a transfer to a partnering location that may be better suited to handle a particular special need.

Parental Involvement

There will be times and ways you can get involved in your child's childcare experience. You are welcomed and encouraged to participate in any or all of these. Some examples of ways to be

involved include:

- Lending objects for center use
- Coming to help with special events, parties, etc.
- Helping your child at home with the concepts we are studying here (see child's take home work)
- Helping to provide treats or other items for special events or parties

Activities / Curriculum

Our main objective is to have fun, improve social skills, and encourage creative expression. We will utilize a variety of activities to accomplish this goal. Free play, interactive e-learning, reading, arts and crafts, music/singing, dancing, dramatic play/pretend, puzzles, and educational TV/videos are just some of the activities we will be doing.

Music helps to develop young brains and will play a strong role in day-to-day activities. We may have special music activities and may also play music during other activities, for example, during arts and crafts or meal times. Some of the music we will be using may include, classical, children's songs (by a variety of artists), gospel/christian, and others.

Center Rules

There are certain program rules that all children will be taught and expected to follow. This is for the safety and well being of everyone. In addition we realize that we must expect a certain amount of wear and tear where children are concerned. however we will reinforce respect for the property of others.

There will be no running permitted in the building other than activity time. Hitting, pushing, biting, grabbing, kicking, spitting, or pinching other children/infants/adults will NOT be allowed. No standing or climbing on chairs or tables. There will be no use of obscene, derogatory or disrespectful language.

Children may not walk around the facility with food, cups or bottles. Respectful treatment of other people and all property, toys, and furniture is expected. Willful destruction of property will be charged to the parent at the cost to replace the item. Please support us in the enforcement of these rules, in order to create a better environment for all.

No smoking is permitted anywhere on the premises. This includes visitors, parents and staff.

Fire Drills

We are required by state law of Pa. to do monthly fire drills. We vary the time of day for our drills to help the staff and children prepare to evacuate the building quickly and safely. We will not do

fire drills when the temperature is below 32 degrees or above 85 degrees. Strollers or cribs with wheels will be used to transport infants and non-walking toddlers to the designated emergency meeting area.

Reporting Requirements

As a child care center we are mandated reporters to the Department of Human Services if we feel a child is being abused or neglected. Always be sure to let your director know when you drop your child off if he/she has any unexplained cuts or bruises. All children that come to daycare with injuries have them logged into the child's file.

If you ever feel that Greater Hope Restoration Ministries is not operating in a safe manner, please bring the matter to our attention. If you desire a copy of the state licensing guidelines, we will be happy to supply you one. We are proud to say we do our best to follow state licensing guidelines to the letter. Our staff is highly trained in knowing and complying with all applicable state and local laws.

Indoor / Outdoor Play

Indoor play: We provide a variety of age-appropriate toys for indoor play. Younger children have less-developed organizational skills and can get easily frustrated or upset when there are too many toys to choose from. It is also more difficult for them to help with clean up when there are toys everywhere, because it is so overwhelming to them. For this reason, during free play times, each child may select one or two things at a time to play with. They will be shown how to put those things away before selecting something else.

Outdoor play: We are mandated by state law to take the children outside. Parents who feel that their child is not well enough to participate in outdoor activities must keep them out of daycare until they are able to participate in all activities. We will be playing outdoors every day that weather permits. Please make sure that your child is appropriately dressed (see Clothing/Attire section) for outdoor play at all times. Our activities will include playground, ball throwing, some water play (sprinkler in summer), and others. We do not go outside when the temperature is below 32 degrees (including wind chill), or above 90 degrees (including heat index).

Discipline

We maintain a positive discipline policy, which focuses on prevention, redirection, love, consistency and firmness. We stress two main patterns of behavior: respect for other people and respect for property. The children are explained the rules of the center frequently, so they are all familiar with the guidelines. Please keep in mind that there WILL be disagreements between children. Young children have a hard time expressing their feelings. Sometimes they hit, throw toys, bite, etc. We will try to prevent problems, redirect when appropriate, discuss

inappropriate behavior, encourage making amends when offense involves another person, and sometimes withdraw privileges based on the principle of "natural consequences". An example might be where a child is misusing a toy then he/she will not be allowed to play with the toy for a period of time. The use of time outs will be rare except when a brief cooling off period is needed. Sometimes when children are fighting or throwing toys, we will put the toy in a short time out, and then bring it back into circulation a little later. This may work better than giving the child a time out in certain cases.

Under NO CIRCUMSTANCES will there be any spanking, physical abuse, verbal abuse, name calling or isolation used. Neither food nor sleep will ever be withheld from children as a means of punishment.

If a discipline problem arises that does not respond to the above mentioned techniques, we will hold a conference with the parents. Together, we will try to find a solution. You may be called to remove your child if his/her behavior prevents us from being able to properly care for the other children. If the problem continues, other arrangements for the care of the child will have to be made, for the safety and well being of all.

Illness

GHRM is a "well-child care facility". Therefore, the following illness policies will be strictly enforced, for the health, well being and safety of all concerned.

Sick Child Policy: Under no circumstances may a parent bring a sick child to the daycare center to be dropped off. Sick children will expose all children and staff members who they come in contact with. These people can in turn expose the other children. Sick children want care from their parents in the comfort of their own homes. If other children become ill due to exposure to your sick child, either because he/she was returned to day care before full recovery or because he/she was not picked up promptly upon notice of becoming ill, other parents will be unnecessarily inconvenienced. Because this is disruptive to other children and their families, your cooperation on this issue is extremely important.

Every effort is taken to reduce the spread of illness by encouraging hand washing and other sanitary and safe practices (see Cleanliness and Hygiene).

If your child is unable to participate in the normal activities of the daycare (including being able to play outside), then your child **MUST** stay home.

Children will be visually screened and have their temperature checked when they arrive at the facility if they are showing signs of being sick. If the child has a temperature above 100.0 taken from the forehead, the parent must take the child back home. In the event a child becomes ill and needs to be picked up, the parent(s) will be called and are expected to come pick the child up within one hour (60 minutes). If the parent(s) cannot be reached, or have not arrived within an hour, the emergency contact person will be called and asked to come pick the child up. The

child will be taken to a quiet room for rest and observation by a qualified adult until a parent or guardian arrives.

For the benefit of our staff and other children in our care, a sick child will not be permitted to return to care for 24 hours after condition has returned to normal. The child may return 24 - 48 hours (depending upon the illness) after they have received the first dose of an antibiotic. If a child receives an antibiotic for an ear infection, he/she may return to daycare immediately if he/she has been free of other symptoms mentioned for at least 24 hours. If you aren't sure about whether or not to bring your child to care, please call the director to discuss it. Allergy related symptoms, and non-communicable illnesses do not require exclusion if you have a note from your doctor.

Symptoms requiring a child to be sent home from daycare:

- Fever: Fever is defined as having a temperature of 100°F or higher taken under the arm, 101°F taken orally, or 102°F taken rectally. For children 4 months or younger, the lower rectal temperature of 101°F is considered a fever threshold; (a child needs to be fever free for a minimum of 24 hours before returning to daycare, that means the child is fever free without the aid of Tylenol®, or any other fever reducing substance.)
- Fever AND sore throat, rash, vomiting, diarrhea, earache, irritability, or confusion.
- Diarrhea: runny, watery, bloody stools, or 2 or more loose stools within the last 4 hours.
- Vomiting: 2 or more times in a 24 hour period. Note: please do not bring your child if they have vomited during the night.
- Breathing trouble, sore throat, swollen glands, loss of voice, hacking or continuous coughing.
- Runny nose (other than clear), draining eyes or ears.
- Frequent scratching of body or scalp, lice, rash, or any other spots that resemble childhood diseases, including ringworm.
- Child is irritable, continuously crying, or requires more attention than we can provide without hurting the health, safety or well-being of the other children in our care.

-- if you are not sure whether or not it is okay to bring your child, please call ahead to ask us. We may require a doctor's decision as to whether or not the child is contagious (for certain symptoms). We appreciate your cooperation in this matter.

Medications

GHRM does not administer any medication to children. If a child needs medication for a chronic condition, we ask that a parent or guardian come to the facility to administer that medication when needed. We will only administer an EpiPen if your child has a severe allergic reaction and if a signed medication permission form is on file. (This policy is subject to change).

Medical Emergencies

Minor bumps and scratches are inevitable, but we make every effort to keep the children safe through supervision and childproofing. Minor injuries receive appropriate first aid, and if an emergency injury or illness occurs, you will be contacted as soon as possible to pick your child up and take them for medical care. However, if your child is in need of immediate medical attention that requires emergency medical services, 911 will be called to assess the child's condition. EMS will then take your child to the nearest hospital via ambulance where you will be asked to meet us. If you are not going to be at your usual place of employment, or at home, please make sure that we have a number where you can be reached.

Parents are responsible for all costs involved in emergency medical treatment, including emergency transportation, if required. Greater Hope Restoration Ministries will not be held liable for any sickness/injury of either parent/guardian or child while on these premises.

Note: In case of a serious accident or sudden illness requiring immediate medical attention, the following procedures will be followed.

1. A phone call to 911 is made.
2. Child's parents (or emergency contacts) are called.
3. Child is separated from the other children and appropriately cared for.
4. Parent, provider, or ambulance takes the child and health records to the doctor or hospital.

Evacuation Procedures

GHRM has written policies and procedures for dealing with emergencies and natural disasters. Evacuation plans are posted in the daycare and can be found in our emergency plan bind which is kept in the main office. In the unlikely event, the children will be evacuated to an emergency location, you will be notified as soon as possible. A notice will be posted at the daycare with all information on the alternative sight.

Termination Policies

We reserve the right to terminate a child for the following reasons (but not limited to):

- Lack of parental cooperation and communication.
- Disagreement with tuition increase or any payment policies.
- Dishonesty regarding illness.
- Failure to pay your tuition on time. Services will be discontinued until the account is current.
- Verbal abuse by yourself, your child or any "authorized pick-up person" to other children, staff or another parent. Our goal is to ensure the safety of everyone in our

center at all times. A child's/parents, language, or behavior, which is hurtful to other children or staff, such as profanity, discrimination, sexual language, humiliating behavior, throwing furniture, toys or any other object. This harmful behavior is inappropriate and unacceptable.

- If your child bites or hurts another child excessively and/or has an extreme behavior problem and we are unable to get this behavior under control.
- Refusal to pick up your child if they are sick, or continually dropping your child off when they are ill.
- Repeatedly not dropping your child off or picking them up at the agreed upon time.
- 5 late pick-ups in one year.
- Failure of your child adjusting to the center after a reasonable amount of time.
- For any other reason Greater Hope Restoration Ministries deems appropriate for the well-being of the center and the preservation of a beneficial child care environment.

Disagreement with or failure to follow any of our current policies or any additional or future policy changes.

The staff at GHRM is required to file an incident report file detailing any incidents, accidents or behavior problems that happen concerning a child. Upon picking up your child, you will be made aware of the incident and asked to sign the form acknowledging the incident. After three incidents involving behavioral and/or adjustment problems, you may be asked to leave the center. Termination of care after three incident reports is at the sole discretion of the center's directors. You will be notified in writing and verbally of any requests to terminate care by the center. Termination of care may be at any time based on the discretion of the directors, in order to maintain safe, quality care for all children, and a peaceful and safe working environment for all staff.

We appreciate as much advance notice as possible when terminating, and will give the same courtesy in return. Parents are required to give two weeks written notice when they decide to terminate child care. The two weeks will be paid in full, regardless of whether or not the child is in attendance.

We will give two weeks notice of termination for which full tuition is due, whether or not the child is in attendance. The provider reserves the right to give written notice of immediate termination where there are extreme circumstances that affect the well-being of the provider or other children in attendance.

Anyone who terminates daycare and has a balance that is outstanding will need to have the account settled within 30 days. All accounts not settled within 30 days will be turned over to a collections agency regardless of amount owed. All accounts turned over to collections will have a \$20 per week late fee plus 35% collections fee added to the amount due.

Miscellaneous

- Here at GHRM we do not transport any child by car or any moving vehicle, unless a medical emergency requires us to do so.
- Understand that your child may be included in pictures connected with our program's promotional materials, unless otherwise specified by you the parent.

Revisions to Handbook and Contract

There will be a yearly revision to this handbook and the accompanying contract. All families will sign a new contract each year. We reserve the right to make changes in rates and policies as we deem necessary. You will be notified, in writing, of any changes that may occur. Every attempt will be made to give at least two weeks notice of changes.

Please read this entire handbook and sign and date this contract. This copy will be kept in your child's folder and acknowledges that you did in fact read the entire handbook, understand the entirety of its contents, and agree to follow all policies and procedures.

PARENT / GUARDIAN ACKNOWLEDGEMENT

I acknowledge that by signing this document, that I agree that I have read, understood, and agreed to the terms and conditions set forth in the Parent Handbook for Greater Hope Restoration Ministries Daycare Center (GHRM Daycare Center).

By signing this acknowledgement I am binding myself to all legal rights and obligations contained within this document. I further represent that any questions I may have had regarding this document have been fully answered to my complete satisfaction and understanding prior to signing this document and binding myself to the obligations therein. I also acknowledge the \$75 non-refundable register fee and the \$150 tuition deposit and the \$50 annual re-enrollment fee to cover expenses and services that the center provides my child.

If I enroll my child between January 1st and June 30th, my annual re-enrollment fee will be due on January 1st. If I enroll my child between July 1st and December 31st my re-enrollment fee will be due on July 1st.

Child's Name _____

Parent/Guardian Signature _____

Date _____