

**SONSHINE CENTER
PARENT HANDBOOK AND
POLICY AGREEMENT 2016-2017**

One copy of the final page of this agreement will be placed in your child's file. The rest of this agreement is for your personal records. Please sign and return **one** copy of the last sheet which will be kept in your child's file.

1. **HOURS OF OPERATION AND AGES ACCEPTED:**

The Sonshine Center is open for operation from 6:30 am to 6:00 pm, Monday through Friday. We provide childcare services for 6 weeks through twelve years. Drop-ins must be pre-approved and **only** available to children who are enrolled. We require you to notify us within 24 hours when canceling a drop-in request for your child; otherwise, you will be charged. Before and After School Care is available for children attending Faith Christian Academy full-day school through 7th grade. We require a minimum two-day per week enrollment. We are unable to accept rotating or irregular schedules.

2. **REGISTRATION, BOOKS/MATERIALS & ACTIVITY FEES:**

The **non-refundable** registration fee of \$85.00 per family is due upon enrollment of a child at the Main Center and a **non-refundable** \$95.00 registration fee is due upon enrollment of a child at the Infant Center. Once enrolled, this annual registration fee will be billed to your account each year at the start of the Fall Program. A \$50.00 books/materials fee is billed each fall for all children enrolled in the Sonbeams, Shining Lights, Sonshine Express, Sonshine Kids and Core Knowledge Junior Kindergarten programs. An activity fee is collected for the Shining Lights, Sonshine Express, Sonshine Kids & Core Knowledge during the school year; Summer activity fees are collected prior to the start of the summer program for all the classes at the Main Center. Fall activity fees and the summer activity fees are **non-refundable once billed. Fees for new families are due with the registration paperwork and are payable by cash, check or money order. All paperwork and payment of required fees must be returned 2 business days prior to your child starting, with the exception of the health record and immunization card. These forms are due within 2 weeks of beginning enrollment.**

3. **TUITION PAYMENTS: See appropriate rate sheet for payment schedules**

All families must pay by ACH debit or automatic credit card charge only.

The Sonshine Center reserves the right to limit forms and methods of payment, as it may be determined at any time, in its sole discretion. Please note: if you have a remaining tuition balance with the Center and wish to enroll in FCA, any balance must be paid in full before enrollment in FCA.

A 10% discount is applied to Tuition, Bank Day Credit and Drop-In Fees for families with a second child enrolled in either the Daycare Program or Core Knowledge Preschool Program. This discount does not apply to the FCA Before and After School Program.

You will receive a statement via e-mail prior to the 3rd and 17th due dates. The first statement you receive will have the total amount due for the month including charges for tuition, fees, drop-ins, late payments or late pickups, and credit for bank days. Half of this amount is due on the 3rd. The second e-mailed statement you receive for the month will show the full remaining amount you have due including any bank days, drop-ins or other fees assessed since the first statement was sent. This full amount is due on the 17th. If the 3rd or 17th falls on a weekend or holiday, your payment will be deducted one business day prior. Tuition for Core Knowledge is taken out in full on the 3rd of each month. If the 3rd falls on a weekend or holiday, your tuition will be deducted one business day prior.

A non-refundable \$35 NSF fee will be added for ACH payments returned due to insufficient funds or declined credit card payments. A \$40 late fee will be assessed if payment in full is not received when due. You are responsible for making sure the payment form we have on file is up-to-date with correct account numbers and expiration dates. If your payment is delinquent, we reserve the right to prohibit your child(ren) from attending the Center until payment in full is made. Financial information can only be obtained by the parent that signs the policy agreement or is listed as a legal guardian on the policy agreement.

4. **HOLIDAYS:**

The Center will be closed on the following holidays: New Year's Day, Martin Luther King Day, Presidents' Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and the day after. The Sonshine Center also closes the last two weeks in December for Christmas and New Year's holiday weeks. If a holiday falls on a weekend, a schedule of closed days will be posted in advance. In addition, the Center will be closed for two days for staff in-service; one day in August and one in February. All holiday closures are posted in the Newsletter and any changes/additions are posted in advance for parents. Bank Days may be utilized for Sonshine Center closures. Please note, if a bank day is not used, normal tuition will be charged.

5. **BANK DAYS:**

Each family will be allotted a pro-rated equivalent of three weeks compensated time per year that may be used at the parent's discretion for any days their child will be absent for any purpose.

Example: A child registered for the minimum two days per week enrollment will receive six bank days (three weeks of two days each).

This will be pro-rated by the Accounting Department for those enrolling later in the school year or for those who have schedule changes. The year begins each fall in conjunction with the beginning of the new school year.

When a child will not be present for any reason, the parent will inform the Sonshine Center front desk as early as possible so that your account may be credited with the

bank day; and at your request, a bank day form can be filled out by the office staff. Bank day forms are available on the website and at the front desk. Please return the form to the front desk once it is completed. Bank day forms must be submitted within two weeks of the date requested. Otherwise, you will be charged at the regular rate. This is essential to be in full compliance with childcare regulations. A child must be absent a full day to use a bank day. Half days may not be used. Whenever possible, parents should schedule vacation days a week in advance.

In the event of a serious extended illness or hospitalization, etc., parents should keep the Center informed on a daily basis if special consideration is to be given regarding the payment of tuition. Any reduction in tuition due to serious extended illness will be subject to approval by the Executive Director and the Business Administrator on a case-by-case basis.

This Bank Day policy agreement applies only to our Daycare program. It does not apply to our Core Knowledge Junior Kindergarten program or our FCA Before/After School program. These programs have two weeks of vacation time at Christmas and one week in the spring, coinciding with Faith Christian Academy's scheduled vacations.

After School Care is not provided on minimal days or when school is closed. Also, children who attend the Before/After School program need to re-enroll each year and pay the registration fee. They are not automatically enrolled from one school year to the next.

Elementary Summer Camp program also does not offer bank time as schedules may be chosen in advance for the entire summer. Once calendars are turned in by the designated monthly due dates, days or weeks cannot be dropped. Any additional changes (changes in days of same week or additional weeks added) will incur a schedule modification fee. Drop-in care is always welcome if additional care is needed for children attending 2 or more days in the week the drop-in occurs. Please check with the Main Center office for availability.

6. **WITHDRAWAL POLICY:**

Two weeks written notice of intent to withdraw must be submitted to the Enrollment Coordinator two weeks prior to the last day of attendance regardless of the program your child attends. You may obtain the form online on our website or at the front desk. The withdrawal form must be turned into the front desk when complete.

Bank days may not be used during the last two weeks of attendance. Accounts must be paid in full prior to the last date of attendance. Parents must also notify the Center in writing when a child graduates from our program into Kindergarten. Disenrollment forms are available at the front desk and may be returned to the front desk or emailed to the Enrollment Coordinator. **All Proxy cards must be returned on the last day of attendance to avoid a non-refundable \$5.00 per card fee.**

7. **LATE PICK-UP FEE AND CLOSING PROCEDURES:**

Please call the Center if you anticipate late pick-up of your child. Late fees are assessed after the Center's closing time. A \$15.00 fee per child for each 15 minutes, or portion thereof, will be assessed if your child is picked up late after closure of the Center at 6:00 pm. A \$20.00 fee will be assessed for late pick-up of infants for each 15 minutes, or portion thereof.

If your child has a part-time schedule and is picked up late after the morning session, or dropped off early before the afternoon session, you will pay a drop-in fee in lieu of a late pick-up fee. Children must be picked up from the classroom by the appointed time regardless of when the parent arrives at the Center; otherwise, this late fee applies. In the event a child is not picked up by closing of the Center, we will make every effort to contact you and your emergency contacts. When all other measures have been taken, the local authorities will be contacted.

8. **SCHEDULE CHANGES:**

The office must approve any schedule change to your child's enrollment and a one week notification is required. **Changes in schedule may only be done once every three months and require a parent's signature.** Additional changes will result in a minimum fee of \$25.00 per child for each change. Schedule change forms are available at the front desk and will be processed by the Enrollment Coordinator.

9. **TRANSPORTATION, IDENTIFY CHILDREN'S ATTENDANCE AND SIGN IN/OUT PROCEDURES:**

Parents are responsible for transportation to and from the Center and for checking their child in and out. Transportation to area schools is not provided. For the safety of the children, we require that all children be escorted by an adult in and out of the building each day.

Children must also be escorted to their appropriate classrooms upon arrival. Identifying children's attendance throughout the day is done by the following measures:

- All children **MUST** be signed in and out at the computer stations in the lobby/office each day and at the LifeCubby monitor in the classroom.
- Upon arrival, the child's name is added to the classroom list.
- Classroom attendance is checked throughout the day and the log is taken on all walks outside and during recess. Children's names are marked off when picked up as well.

Only authorized persons may pick up children at the Center. Each child's file must include the names and other identification data for all persons authorized to pick them up at the Center.

Please notify the Center when someone else will be picking up your child, even if they are on your list. Children will not be released to anyone under the age of 16 under any circumstances.

Proxy cards are given to each family upon enrollment. If additional cards are needed, a \$5.00 fee per card will be assessed. Forms are available in the front offices for these requests.

10. **FIELD TRIPS/SPECIAL ACTIVITIES:**

Occasionally, field trips by bus or excursions away from the Center will be made, including walks. An annual permission slip is included in your child's enrollment packet and should be filled out by all parents who wish to have their child included. Parents will be notified of scheduled field trips on a trip-to-trip basis. School year and summer fees must be paid by the time indicated, or your child will not be able to attend. Drop-in care is available if there is room in the classroom on the day of a field trip. Parents may accompany their child on a field trip on an unscheduled day if room is available. Parents should check with their Head Teacher to determine availability. If a child arrives at the Center after a field trip has departed, care will not be available until the class returns. If desired, a parent may transport their child to the field trip location after a trip leaves the Center. The parent will be responsible to ensure the child is released only to the appropriate teacher/group leader at the field trip location. **If discipline problems arise with a child on a field trip, the teacher will notify the parent of the situation immediately. If problems continue, the teacher may request a conference with the parent and the child may not accompany the class on their next field trip.**

Field trips are taken with the utmost care in ensuring that all children remain safe throughout the entire field trip. Buses used on field trips are maintained by Faith Bible Chapel and safety protocol is followed on each trip by all staff including the licensed driver. Emergency procedures are followed in case of emergency on the road. Children are instructed on safety procedures and must remain seated at all times on the bus. Staff attending the field trip supervises the children at all times on field trips. Any special activities the Center plans will also be fully staffed and age appropriate. State ratios are followed and an extra staff member and/or parent accompany the class on most field trips.

11. **DISABLED CHILDREN & SERVICES:**

The Sonshine Center complies with all regulations of the Americans With Disabilities Act. If your child has a disability, please speak with the Executive Director or Assistant Directors and Enrollment Coordinator prior to enrollment to ensure your child can be accommodated in our programs.

12. **FOOD AND NAP TIME:**

Your child's nutritional needs will be met with balanced meals including a mid-morning snack, hot lunch and a mid-afternoon snack. A monthly lunch calendar will be made available each month.

Rest periods are scheduled for all children after lunch each day and all children are

expected to rest quietly on mats or engage in quiet activities during nap time. The Center provides cribs for infants 6 weeks-18 months in the Lil' Blessings and Cherubs classrooms and nap mats for children in the Lions & Lambs classrooms (12 months) through the remaining classrooms at the Center. For our Infant classrooms, sleep sacks are required for children 6 weeks to 12 months old.

13. **MEDICAL/MEDICATION:**

Enclosed in your enrollment packet are health forms, which must be filled out and signed by a licensed Health Care Provider.

Health forms must be returned within two weeks of registration. Human Services and the Health Department require a signed annual physical and updated immunization records. The Sonshine Center will provide you with the necessary forms each year.

If your child is diagnosed with a communicable illness and is placed on an antibiotic, the antibiotic **must** be administered for 24 hours before the child will be allowed to return to the Center.

Should your child need medication, any prescription medication **must** be in the original container with required dosage, time given and signature of the Health Care Provider's name for reference. Also, before any of our staff may administer any prescription medication, a specific medical form for that medication must be filled out or faxed to our office. If this form is not received, a parent must come to the Center and personally administer the medication to the child. Over-the-counter medication may only be given with a Health Care Provider's signature on the medical form with start and end date to permit our staff to administer such medication, and the form must include all required information. Parents must also sign the form and fill out the medication log in the office for our staff to administer medication. All medication will be kept in the nurse's station and/or locked cabinet in the Infant Center Office.

14. **ILLNESS:**

If your child shows any signs of the following symptoms, we ask that your child remain at home:

- * an oral temperature above 100.5 degrees;
- * diarrhea or vomiting;
- * any undiagnosed rashes;
- * any discharge from the eyes, ears, or profuse nasal discharge;
and /or
- * any cough accompanied with rasping or hacking from the throat.

If your child becomes ill during the day with any of the symptoms listed above, you will be contacted and asked to pick up your child as soon as possible. If the teacher or office cannot contact you, the next person on your child's emergency contact form will be contacted. Your child will be made comfortable and supervised until he or she can be taken home. **A child with a fever must be free of fever for 24 hours before returning to the Center.**

15. **COMMUNICABLE DISEASES:**

If your child has been exposed to any communicable disease such as: *whooping cough, *measles, *chicken pox, *mumps, *diphtheria, *hepatitis, *giardia, *shigella, *tuberculosis, *meningitis, *rubella, *salmonella, or *E.coli, the Executive Director or Assistant Directors or office staff must be notified immediately. * All childcare facilities are required to notify the local Health Department for certain reportable diseases. Any prescribed antibiotic must be taken for 24 hours before returning to the Center. The child will not be allowed to return to the Center without authorization from the child's Health Care Provider.

16. **REPORTING ABUSE/REPORTING CHILDCARE COMPLAINTS:**

Colorado Law requires that all cases of known or suspected abuse and/or neglect be reported to the proper authorities as stated in the Colorado Human Services Rules and Regulations. Please see the letter from Human Services included in your child's enrollment packet. If you have any concerns regarding this facility, you may contact the Licensing Department of Human Services at 1575 Sherman Street, Denver, CO 80203 or 303-866-5958.

17. **DISCIPLINE:**

The Sonshine Center will attempt to use positive methods of discipline. The following methods will be utilized, as deemed necessary, by the Sonshine Center staff:

- * re-direction to other activities;
- * "time-out" (one minute per age of the child in supervised setting);
- * provide other alternative
- * praising the child for appropriate behavior.

If a child has excessive disciplinary problems during any given day, the child's teacher may find it necessary to consult with the Executive Director or Assistant Directors. A parent-teacher and/or parent-Director or Assistant Director conference may also be scheduled to discuss behavioral issues. **If a child continues to have disciplinary/behavioral problems at the Center, the parent may be contacted to pick up the child from the Center. In extreme situations where no other acceptable solution can be found, a child's enrollment may be terminated by the Sonshine Center without written notice.**

18. **VISITORS:**

Any visitor to the Center must sign in our visitor logbook and include the following: full name, address, and reason for visit. The visitor must also show one form of picture I.D. to the receptionist.

19. **DIAPERING AND TOILET TRAINING:**

The Center's procedure for diapering is as follows:

1. The child will be placed on a clean, sanitized, dry changing table/mat, and changed whenever necessary.
2. Soiled/wet diapers and clothing will be replaced with clean diapers and clothing whenever necessary. Soiled/wet clothes will be placed in a plastic bag for parents to take home.
3. The diaper receptacles for disposable diapers are cleaned, disinfected and emptied by the cleaning crew daily.
4. Children's hands will be cleaned after diapering.
5. Staff members will clean and sanitize the diaper area after each diapering. They will wash their hands with soap and warm running water and dry them with sanitary disposable towels.

Bathroom facilities are located in each classroom designated for children over 24 months of age. By state regulations, children under 18 months of age are not allowed to use the bathroom facility. Upon parent's request, toilet training is begun. Please speak with your child's teacher if you have any questions.

To further safeguard both the children and our employees, the Center uses sanitary gloves and disposable changing pads for all diaper changes.

Our goal at the Sonshine Center is to have children toilet trained before entering the Shining Lights (three-year old) preschool classroom. Diaper changing facilities are not available in this classroom and are not required by Human Services. Although we will make accommodations for accidents, we cannot enroll children at this level who are not toilet trained.

20. **SUNSCREEN/DIAPER CREAM/OINTMENT/CHAPSTICK/LOTION:**

The Center obtains written authorization from a parent with instructions for applying sunscreen to their child's exposed skin prior to outside play.

During appropriate months, please apply sunscreen to your child each day before leaving them at the Center. Teachers will reapply as needed.

1. All sunscreen must be labeled with the child's first and last name.
2. Children over four years of age may apply sunscreen to themselves, under the direct supervision of a staff member.
3. All diaper cream/ointment, chapstick or lotion must be labeled with the child's first and last name and the permission form must be signed.

21. **SEVERE WEATHER:**

In conjunction with Faith Christian Academy, our emergency or delayed start policy is as follows:

Sonshinecenter@Twitter, radio station KOA (850AM) as well as TV stations 2,4,7, and 9 will broadcast cancellation or late start information regarding **the Sonshine Center.**

A cancellation or delayed start of Faith Christian Academy may not include closure of the Sonshine Center. Please watch for Sonshine Center's listing.

School closure decisions are based on weather reports for the Arvada area. We encourage parents in areas outside a 5-mile radius of the Center to use discretion in making travel plans to and from the Center. If the Center closes due to severe weather, please note that credit for tuition will not be given but a bank day may be used.

In case of severe storm warning or other unusual disturbance, children will be taken by their teachers to the safest parts of the building. In most cases, this will be the lower level hallway in the attached church building on the east side or inner locked hallway on the west side. Children will be kept indoors during inclement and excessively hot weather.

22. **FIRE PROCEDURE/EVACUATION/CRISIS MANAGEMENT PLAN:**

In the event of a fire or evacuation, the following steps will be taken:

1. All children and staff will be evacuated from the building.
2. The fire department will be notified.
3. All children will be checked and identified on the roster.
4. The Executive Director, Assistant Directors or office personnel will check the building for any remaining children.

The Sonshine Center has a comprehensive Crisis Management Plan in place for each Center location and has been designed to accommodate any emergency circumstance. The Crisis Management Plan may be reviewed by parents and is located at each Center front desk. In addition, drills are done often by children and staff to stay current with procedures.

23. **TELEVISION VIEWING:**

The Center does not view television shows in classrooms and video viewing is done on a minimal basis and includes the viewing of Christian videos, children's educational videos and appropriate Disney children's movies.

24. **PICTURE/VIDEO RELEASE:**

I/we understand that my/our child's likeness may be photographed or videotaped by the Center in the course of the Center's activities. I/we hereby give consent for the Center to use our child's likeness in promotional and/or advertising or informational materials.

25. **CONFERENCES:**

Contact your child's teacher if you would like to schedule a conference. We encourage you to ask questions and follow your child's progress by taking the opportunity for daily contact with your child's teachers. We appreciate any comments or suggestions you have regarding your child's progress while enrolled in the Sonshine Center.

26. **JUMPING CASTLE RELEASE:**

I/we give my child permission to play in the center-owned jumping castle. We understand that we will be notified in advance when the jumping castle will be used and safety precautions will be taken before using the jumping castle.

27. **LOST CHILD PROCEDURE:**

In the event a child becomes lost while in our care, the following steps will be taken:

1. All staff will cover the area from where the child is missing.
2. The Executive Director or Assistant Directors will be notified immediately and the Maintenance Crew will be notified.
3. A search of the surrounding area/grounds will be made.
4. If after these measures are taken and a child remains missing, the Executive Director, Assistant Directors or office personnel will contact the parents and police department immediately.

28. **FINANCIAL AND OTHER RESPONSIBILITIES:**

The Sonshine Center is not responsible for the interpretation, enforcement or implementation of any court order(s) or any agreement(s) which allocate or address, among other things, child care, marital debt, family debt, or parenting time.

You agree that you will not involve the Sonshine Center in any domestic or other dispute involving the child by use of subpoena or otherwise. If there is a court order or agreement which calls for the allocation of child care or other expenses, you agree that you will fully pay all fees and charges due to the Sonshine Center as required under this Agreement, and will thereafter make whatever arrangements are necessary to receive reimbursement or repayment under any court order or agreement without involving the Sonshine Center in that process. You agree that the payment of tuition, charges and fees due to the Sonshine Center is your sole and direct responsibility (if more than one person signs, then your obligation shall be joint and several).

The Sonshine Center reserves the right to immediately terminate this Agreement, without prior notice, at any time that tuition and fees are not fully paid in a timely manner.

29. **SONSHINE CENTER RECORDS:**

All files and information for any child including, but not limited to, all records, documents, sign-in logs, emergency, registration and other forms, immunization

information, incident reports, parent/Director or Assistant Director conference information, Director or Assistant Director/teacher information, and other information kept by the Sonshine Center, regardless of by whom the same has been provided (including information provided by you), shall be the sole property of the Sonshine Center. None of the above information shall be available for your review or review by your agents, representatives or attorneys except by court order, or with the agreement of the Sonshine Center at its sole and absolute discretion. By signing this Agreement, you irrevocably grant the Sonshine Center the unrestricted right to release, at its sole discretion, any such files and information to any local, state or federal governmental or quasi-governmental agency, any court or individual without the necessity of any court order or subpoena and without prior or other notice to you.

In order to best meet the needs of your child and stay current on his or her specific needs, the Sonshine Center may periodically require updated information for our files. You agree to provide any information requested by the Sonshine Center within ten (10) business days of any written request for such information.

30. **FEES, COSTS AND EXPENSES:**

You agree to indemnify, defend and hold the Sonshine Center harmless of and from all claims, charges, causes of action, damages, attorney fees, costs, expenses and suits arising out of or resulting from the Sonshine Center's involvement, voluntary or involuntary, in any capacity, in any dispute regarding the child's enrollment, disenrollment, any demand or subpoena for production of documentation or for the appearance and testimony of any employee at deposition, trial, hearing, arbitration or mediation.

The provisions of this Agreement related to the rights of the Sonshine Center to indemnification, and the payment of tuition, charges, fees, attorney fees and expenses shall survive any termination of this Agreement.

In the event that the Sonshine Center retains legal counsel in any way related to the enforcement and administration of this Agreement, issues surrounding the enrollment or disenrollment of the child, the production of documentation, responses to interrogatories or the appearance of employees at depositions, hearing, trial, arbitration or mediation, you agree that you will be responsible for the payment of all attorney fees, costs and expenses incurred by the Sonshine Center.

In addition, you are responsible to pay the Sonshine Center for the time that any employee is required to expend at deposition, hearing, trial, arbitration or mediation, and for the time expended in responding to any discovery request including, but not limited to, the time spent collecting and organizing documents and answering any written discovery requests. You are also responsible for payment of all copy costs, postage charges, courier expenses, transportation and other charges incurred by the Sonshine Center. All such charges, fees and expenses are due and payable upon

demand, and any unpaid amount shall bear interest at the rate of eighteen percent per annum from the date of demand. You will be billed for employee time at the rate of \$50.00 per hour.

31. **TERMINATION:**

This Agreement is terminable by the Sonshine Center at any time, with or without cause, and without any prior written or other notice, in its sole and absolute discretion.

32. **AUTHORITY:**

The undersigned represent and warrant that they are the parent(s) and/or legal guardian(s) of the child, that they have all authority to enter into the Agreement, and that no approval is required of any court, governmental or quasi-governmental agency to do so.

I/We have read the above policy agreement and rate sheet, and I accept the conditions as stated. I affirm that I am the parent/legal guardian of the child that I am enrolling at the Sonshine Center. My signature indicates that I am responsible for payment of all tuition and school fees.

Child's Name(s)

(Date)

Please list all legal guardians within the household:

(Signature of Parent or Legal Guardian)

(Date)

(Signature of Parent or Legal Guardian)

(Date)

There are two copies of this page attached. Please sign and return one copy, which will be kept in your child's file at the Sonshine Center.

I/We have read the above policy agreement and accept the conditions as stated. I affirm that I am the parent/legal guardian of the child that I am enrolling at the Sonshine Center. My signature indicates that I am responsible for payment of all tuition and school fees.

_____ (Date)

Please list all legal guardians within the household:

_____ (Date)

_____ (Date)

There are two copies of this page attached. Please sign and return one copy, which will be kept in your child's file at the Sonshine Center.