



330 CANYON PARK DRIVE, PELHAM, AL 35124  
(205) 620-1616 BUSINESS (205) 620-1549 FAX

**CHASE LEARNING CENTER & DAYCARE, INC.  
OPERATING POLICIES & PROCEDURES**

**I. Purpose:**

To provide a wholesome Christian environment where children ages 6 weeks through 12 years of age can receive developmental care during the hours of 6:00 am to 6:00 pm Monday through Friday.

**II. Mission:**

Our mission is to provide a stimulating learning environment where each child is at the center of high quality programs taught by caring, nurturing teachers who provide unconditional love and attention to young children and their families united in a Christian facility.

**III. Admission Procedures:**

1. Admission to the center is open to children 6 weeks to 12 years of age.
2. Interested parents should call the Director of the daycare center to request that their child be enrolled. If there is no vacancy, the parents may pay the registration fee and place the child on the waiting list. When a vacancy occurs, the Director will notify the parents and arrange for a "pre-admission" conference if parents are still interested.
3. Each child should visit the center at least once immediately prior to his/her first day of regular attendance. Arrangements for this visit should be made with the Director during the pre-admission conference.
4. All required forms such as pre-admission, medical information, and parent agreement information must be completed and returned with any fees dues for admission to the Director on or before the child's first day.
5. **All families are REQUIRED to sign up for the auto text program.** Anyone that picks up your child regularly needs to sign up. This is a free one way text service that we will use to notify every one of early dismissals, closings, and delayed openings. Please follow the instructions below.

You can either download the Remind App or send a text to this number: **81010** with the code (in the message body of the text) for your child's building. You will receive a message back asking you to reply with your first and last name. If you are subscribing to more than one building, you must send one code per message. The code's are as follows:

Infant building	@infantbu
Preschool building	@prebuild
Youth Center	@cycbuild

#### **IV. Withdrawal from Program or Summer Option Procedures:**

1. If the parents choose to withdraw their child from any program or option, they must notify the Director in writing two (2) weeks in advance and financially fulfill those two (2) weeks; regardless if the child comes or not. Failure to fulfill your notice will result in your account being charged for the two (2) weeks and you not being able to use the facility for any other program until the balance is cleared.
2. If you register for the Summer or After School Care Program and realize you do not need it prior to summer or school starting; you must turn in a written notice a minimum of two (2) weeks prior to summer or school starting to avoid paying for Summer or After School Care and to remain active for Holiday Care. Being a facility with a limited number of spots this will allow us to contact a family on the waiting list and give them time to put a notice in elsewhere if needed.
3. If you are registered for Summer Care and need to change which option you are using, you must fill out a Change of Status Request form and turn it in two (2) weeks prior to the beginning of summer.
4. If you register for any part of any program and are a no show or fail to fulfill a two (2) week notice; you forfeit your registration, any other fees and cannot use the facility for any program.

#### **V. Causes for Immediate Dismissal of Care by CLC:**

(The following is subject to but not limited to causes for immediate dismissal of care)

1. The daycare center reserves the right to drop any child from enrollment if the staff determines the program is not meeting the needs of the child or if the child's presence disrupts the class and/or poses a threat to the welfare of others.
2. The daycare center reserves the right to dismiss any family from any program if the staff determines that the presence of any member of that family causes disruptions to the facility in any manner and/or poses a threat to the welfare of others.

#### **VI. Fees:**

1. Registration: A registration fee of \$55.00 per child or \$100.00 per family is charged of all applicants at the time of enrollment and annually thereafter. There are also fees associated with each age group. All fees are non-refundable under any circumstances.

<b>PAYMENT FOR CARE: FULL-TIME ONLY</b>	
INFANTS	\$380.00 / bi-weekly
TODDLERS	\$360.00 / bi-weekly
PRESCHOOL & ADVANCED 4-K	\$340.00 / bi-weekly
KINDERGARTEN	\$260.00 / bi-weekly
AFTER-SCHOOL CARE	\$100.00/ bi-weekly
(school-age)HOLIDAY CARE	\$35.00/ day or \$150.00/ weekly
(school-age) SUMMER CARE	\$280.00/ bi-weekly (full summer option)
(school-age) SUMMER CARE	\$150.00/ weekly (6 wk option)
(school-age) SUMMER CARE	\$35.00/ day (20 day option)

2. On the day you register you accept responsibility for all tuition and fees that occur or your child's spot on the predetermined start date.
3. All clients must register for the ACH (draft) for payment of tuition. Holiday care and Summer Care 6 wk option cannot be drafted and must be paid for by check or cash on the day child is dropped off. Summer Care 20 day option is not drafted and must be paid for in full before the first day of summer.
4. All fees are payable in advance. Payment for care must be bi-weekly or monthly. This means if you are paying bi-weekly, payment is drafted on Monday for that week of care and for the following week. If you are paying monthly, payment is drafted the first Monday of the month for as many Mondays that are in the month. There is a payment calendar attached to the registration packet that must be followed.
5. Non-drafted tuition (holiday care, 6 week summer, etc.) must be paid the day of service. Tuition paid after the day of service will be charged a \$5.00 late fee for each day the payment is late. Although we charge late fees for each day the payment is late, this is not an "okay" for your payment to be late. Failure to adhere to this policy will result in you not being allowed to drop your child off to the center the following morning. The center will terminate care if fees are not paid by the end of the week. These rules will be strictly enforced and there will be NO exceptions.
6. No refunds will be given for absences or inclement weather days, as the teachers are still being paid. Tuition is drafted in full even for the weeks in which holidays are observed by the center.

## **VII. Arrival and Departure Proceedings:**

1. Upon arriving, the child must be delivered into the hands of daycare staff on duty or the child's teacher. The center cannot be responsible for the child's safety if this policy is not adhered to. In addition, the parent or person authorized to drop off & pick up the child must sign the child in & out each day upon his/her arrival & departure from the center. Time of arrival & departure must be indicated on the form. A **legible** signature of the parent, guardian, or other designated person is required. Initials are **NOT** acceptable, per DHR.
2. An additional fee will be charged for a child left after 6:00 pm at the rate of \$1.00 per minute. The late fee will begin at 6:05 pm. This fee will be added to your account and payment will be due the following day. This will be strictly enforced. Any child that is continuously picked up after 6:00 pm may be asked not to return.

## **VIII. Vacations:**

1. Your child will be allowed a one (1) week vacation in which the center will not charge to hold the child's spot open, provided that the center is given a two (2) week written notice. Failure to give a two (2) week written notice will result in payment being due to the center for the time the child is out.
2. If you are signed up for the monthly draft; your request must meet the two (2) week notice requirement, and be submitted by the Wednesday before the draft will come out.

3. You must be in attendance at the center for at least six (6) months before vacation will be allowed without pay. Your child may not attend the center at anytime during the vacation week. Vacation must be taken from Monday through Friday of the same week. Vacation time starts on June 1<sup>st</sup> and ends on May 31<sup>st</sup> of each school year. Vacation time may not be rolled over to the following year. Please fill out a Vacation Request Form in the office. The vacation request will be reviewed and be either approved or denied by management.
4. Afterschool care children do not get a vacation week. You are paying for the child's spot on the bus. 5k children do not get a vacation week during the school year. However, during holidays in which Pelham City Schools are closed, you are not billed for holiday care unless your child attends during those days.

**IX. Holidays:**

1. The daycare center will be closed on the following holidays: New Year's Day, Good Friday, Memorial Day, 4th of July, Labor Day, and two (2) days at Thanksgiving and Christmas.

**X. Transportation Provided by the Center:**

1. The center provides transportation from Pelham Oaks Elementary, Pelham Ridge Elementary, Helena Elementary & Intermediate, Creekview Elementary, Meadowview Elementary, & Thompson Intermediate Schools. Transportation is provided if your child is registered in the after-school care program & for field trips at various times of the year.
2. It is very important that you notify us if your child will be absent from the daycare van. Your child's school does not give us this information and it runs our drivers late having to call and find out. Please call the Preschool Center at # 620-1616 before 2:00 p.m.

**XI. Feeding Program:**

1. Breakfast time is from 7:00 am to 7:50 am. We strive to have breakfast completed and cleaned up by 8:00 am so that the teachers can begin lessons promptly. This includes breakfast food that your child brings in with them to the classroom. Any child brought in after 7:50 am will not be fed breakfast.
2. A hot, nutritious lunch is served daily. One day a week is designated as cold lunch day so that the cook can deep clean the kitchen. Monthly menus are posted at each center. If your child has a special diet or allergies it is the parent's responsibility to provide any foods that are different than what we serve on the menu.
3. When a parent chooses to provide food for their child, a written signed statement indicating this needs to be on file in the office.
4. Call the center by 9:00 a.m. if your child will be absent for lunch. Afternoon snacks consisting of juice, fruit, bread products and other nutritious foods are served daily.

## **XII. Health and Medical Information:**

1. A current record of immunizations must be provided on the first day of enrollment and updated periodically thereafter according to the immunization schedule prescribed by the Alabama Department of Public Health. If we do not have a current record on file in the center then your child will not be allowed to attend the center.
2. Children must not be brought to the center if they have: severe colds, undetermined rash or spots, fever, severe headaches, upset stomach (vomiting or diarrhea) or other symptoms of illness. Parents will be notified to pick up their child immediately if signs of illness or a temperature of 101 degrees or higher occur during the day. You are asked that you keep your child home for 24 hours after the last episode and are symptom free for 24 hours without the aid of any medication. These rules are **State Health Department requirements** and are made for the protection of every child at the center.
3. Children may not be returned to the center after a communicable disease until they have been re-examined and the doctor has released the child in writing.
4. In the event of a non-contagious situation, your child may return to the center with a doctor's note stating that the child has been seen by a physician and the child is not contagious and may return to daycare.
5. The center will notify parents of exposed children, when a communicable disease has been introduced into the center. Parents are urged to notify the center when their child has been exposed to a communicable disease outside of the center.
6. Daycare staff will not be permitted to administer over-the-counter medicines at all — **no exceptions**. Prescriptions written by doctors for over-the-counter medicines will not be allowed either.
7. Any prescription drug sent to the center must be its original container and clearly labeled with the child's name and directions for administering the drug for their current illness. Prescriptions will not be accepted if the date is one (1) month or older. You must provide a measuring instrument for dosing each medication. The center is not allowed to provide them. An Authorization for Administering Medication must be completely filled out for each prescription medication that cannot be given at home. Forms are only good for one week, even if it's for the same prescription and must be dated with the dates the medicine will be administered during that week. **Parents must give all medications at home when possible.**
8. Parents should keep current the name of the child's doctor and the name of the other adults to contact in the event of an emergency.

## **XIII. Clothing and Personal Belongings:**

1. Children must wear comfortable clothes and shoes suitable for indoor and outdoor wear. The center will not be responsible for clothing.
2. All clothing should be marked with the child's name for identification. This includes coats and sweaters worn daily.

3. All children must have a change of clothes and shoes at the center at all times. Children under the age of 3 years old may need several outfits. If your child has an accident at the center and does not have a change of clothes, you will be called to bring a change immediately.
4. Parents of infants / toddlers must supply the following items: breast milk or prepared formula, unbreakable bottles & bottle nipples (enough for each feeding), disposable diapers & wipes and baby or junior food. Parents must label all of these with the child's name.
5. All clothing shall be consistent with our Christian environment, as with anything brought into the center.
6. D.H.R. requires that there be NO blankets, bumper pads, soft objects, etc. in any infant's sleep environment.

#### **XIV. Home and Center Cooperation:**

1. Parents should keep current the following phone numbers where someone can be reached at all times: home, work, cell and emergency.
2. Children are provided with toys at the center. Children should never bring guns, sharp objects, mouth toys or other small pocket toys to the center. The center cannot be responsible for toys that are lost, broken or damaged at the center; therefore, please do not allow them to bring toys from home.
3. One security toy or stuffed animal per child is allowed. The toy must be placed in the child's cubby and may be taken out for naptime only.
4. Books, movies, special toys & other items of interest to the child's group may be brought with permission of the teacher. Labeled with child's name.
5. Each child's birthday will be recognized at the school. If parents wish to bring a special snack and/or party accessories, arrangements should be made with the child's teacher in advance.
6. Parents of children enrolled in the center are invited to make suggestions for improving the service at any time. Suggestions should be made in writing to the Director. Each suggestion will be taken into consideration, but please understand that all suggestions may not be possible to implement.
7. Parents should contact their child's teacher for information about the daily schedule and the child's progress, adjustment, behavior, etc.
8. Preschool & Kindergarten (5k) classes start promptly at 8:00 am. Children should not be brought in late as it poses a problem by disrupting the class lesson time. Please take your child to the classroom & leave immediately. Taking up the teacher's time takes away from the other students. You may call for a conference if you need to speak with your child's teacher. If it is a small issue, please send a note.
9. Parking is difficult. To keep traffic flowing, please follow the one-way arrows and no parking signs.

- 10.** At the Preschool Center, the left lane is the exit lane and is to be left open at all times. **There is no parking in the left lane.** Turn into the right-hand lane and pull-up all the way forward. You may park in the right-hand lane in one of the allotted spots for a maximum of five (5) minutes. Please walk your child to his/her classroom and return to your car promptly. You will be asked to move your vehicle immediately if you are parked longer than five (5) minutes or if you are blocking another vehicle from entering or exiting. You then exit out using the left-hand lane. At the Preschool Center, please be considerate of other drivers and only use one parking space in the driveway. This is to include one family with both parents who drive two separate vehicles dropping off and picking up at the same time.
- 11.** At the Infant Center, there are five (5) parking spots open for clients to drop off their child. If you think you will be longer than five (5) minutes you need to park in another parking space.
- 12.** At the Youth Center, follow the one-way signs and only park in the parking spaces that are in front of the building. Parking at the front door is prohibited and you will be asked to move your vehicle immediately.
- 13.** Please know that the center is very strict about our pick-up policies. We check identification on any parent or relative picking up your child that is not recognized by the person tending to the secured doors. D.H.R. now requires that we photo copy the driver's license of any unfamiliar person that picks up your child.
- 14.** Please be sure that a dated and signed note is delivered to the center (prior to the pick-up day) if a person other than those on your pick-up list will be picking up your child. A telephone call, fax, nor email for this purpose is allowed; in accordance with D.H.R.
- 15.** School and curriculum supplies, naptime necessities and a change of clothes should be brought in on the first day of enrollment and replenished at the teacher's discretion.
- 16.** If any problem arises throughout the center, please handle it with a Christian approach. Hostile attitudes will not be tolerated. If there is conflict between children, you will only be allowed to address the problem with your child. The other child or children and their parents will be addressed by the Director. Not adhering to this policy will result in your child's termination from the center.
- 17.** Alabama State Law prohibits smoking, tobacco products, alcohol, nonprescription narcotic usage or possession of illegal substances any-where on school premises. Cigarettes are to be extinguished & left in your automobile. This includes all parents, guardians & employees.

## **XV. Bad Weather:**

- 1.** In the event of bad weather (tornado, hurricane, snow, storms, etc.) during the school year Chase Learning Center will attempt to follow the local school systems to the best of our ability. If necessary we will make a decision prior to or different than that of the school systems; to ensure that our children, families, and staff are safe. We will send emails and text messages in the event of closing early. If you are unable to communicate by these means, you must make a note on your preadmission so that we can try to call in the event of inclement weather during business hours. Please be sure to watch the local news for possible closings as well.
- 2.** In the event public schools should close early in the day; due to bad weather, we will immediately begin to notify parents to pick up their children one (1) hour earlier than the schools' announced time. This is so bus & van routes can run for school age children. However, when your school aged child arrives at the Youth Center he/she must be picked up immediately. In the event that you cannot make it to the center before or by the designated time, you must contact someone on your release to list to pick your child up.
- 3.** Because of the different school systems we pick up from we will always try to comply with the times of early dismissals, however it is possible that we may not be able to pick up from your child's school. In the event we are unable to pick-up we will notify the schools as well as the parents, through email, texts, & phone calls.
- 4.** Emergency Preparedness and Response Plans are posted in each classroom in each facility for you to read at any time.



# Tuition Payment Calendar 2020

## January

S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

Monthly: 6th (4 weeks)  
Biweekly: 6th & 20th

## February

S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29

Monthly: 3rd (4 weeks)  
Biweekly: 3rd & 17th

## March

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Monthly: 2nd (5 weeks)  
Biweekly: 2nd, 16th & 30th

## April

S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

Monthly: 6th (4 weeks)  
Biweekly: 13th & 27th

## May

S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

Monthly: 4th (4 weeks)  
Biweekly: 11th & 25th

## June

S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

Monthly: 1st (5 weeks)  
Biweekly: 8th & 22nd

## July

S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

Monthly: 6th (4 weeks)  
Biweekly: 6th & 20th

## August

S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

Monthly: 3rd (5 weeks)  
Biweekly: 3rd, 17th & 31st

## September

S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

Monthly: 7th (4 weeks)  
Biweekly: 14th & 28th

## October

S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

Monthly: 5th (4 weeks)  
Biweekly: 12th & 26th

## November

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

Monthly: 2nd (5 weeks)  
Biweekly: 9th & 23rd

## December

S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

Monthly: 7th (4 weeks)  
Biweekly: 7th & 21st