The Playhouse

Where Play and Learning Come Together

PARENT HANDBOOK

FULL SERVICE CHILDCARE IN GRAY & WESTBROOK, MAINE!

www.theplayhousekids.com

REV DATE 11/6/19

ABOUT US:

The Playhouse offers full-service childcare in Gray & Westbrook Maine. We are committed to delivering the best local childcare service by providing a safe, quality, and fun environment for all children. We believe the key is to bring meaningful play and structured learning together under one roof.

MISSION:

The Playhouse is dedicated to providing a safe, healthy and nurturing environment for every child.

PHILOSOPHY:

At The Playhouse children follow a formal curriculum, enhanced by meaningful play, which promotes the development of independence, creative thinking, healthy bodies, self-discipline, problem solving, and self – confidence. We realize that children are constantly learning though structure as well as play!

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INFANTS

Serves: 6 weeks to 12 months old.

Ratio: 1 teacher to 4 infants or 2 teachers to 8 infants

Program Description: We know that leaving your little one for the first time is a very challenging decision and our mission is to help make this an easy transition for everyone involved! Our infant program is designed to nurture and love on each child just like we would our own. We allow each infant to create their own sleeping and feeding schedule. Daily activities such as tummy time, floor play time and interactive time with teachers and other children help establish important relationships and develop fundamental learning skills. As children grow and develop new skills, we will be incorporating projects along with fine & gross motor activities.

TODDLERS

Serves: 12 months to 30-36 months

Ratio: 1 teacher to 5 toddlers or 2 teachers to 10 toddlers

Program Description: We understand that the transition from the infant program to the toddler program can be a challenging one for parents. It is hard to imagine that they are growing up so fast! We strive every day to make this change an easy one for the child & parents. Our toddler programs are designed to be an interactive experience between teachers and children. Through daily activities such as projects, songs, books, music and a variety of play centers children can start to learn about the world around them. We understand that each child grows and learns at a different pace than their peers. As your child grows and develops new skills, we will incorporate age appropriate learning. As part of the toddler programs we will be offering music & movement classes weekly as well.

OLDER TODDLERS

Serves: 30 months to 36 months

Ratio: 1 teacher to 7 toddlers

Program Description: This program is designed to get toddlers ready for our preschool program. The older toddler classroom is a place where children will learn how to become more independent, learn more skills and begin that transition from toddler world to preschool world. This is where the potty training happens, self-independence skills and more hands-on activities occur. Skills such as tracing of letters & shapes, cutting with safety scissors and more age appropriate learning.

PRESCHOOL

Serves: 3 years to 5 years old

Ratio: 1 teacher to 10 children

Program Description: Our preschool program at The Playhouse follows a formal curriculum, enhanced by meaningful play, which promotes the development of independence, creative thinking, healthy bodies, self-discipline, problem solving and self-confidence. Our programs are divided based on age and each child will be able to grow and learn at their own pace. The Playhouse follows a weekly themed curriculum and will be doing activities projects, reading books, and learning based around that each weekly theme. Every Monday you will receive the weekly curriculum for that week! As part of the preschool program we will be offering music and yoga classes weekly as well! The following shows center options available to preschoolers at all times, as well as theme-based center options.

Preschool Center Options: During free choice time, children will have the opportunity to play in several different learning areas. These areas are geared to their specific age and help foster individual growth. The following centers are available to the children.

Construction: This area is designed to give children a chance to think, plan and solve problems. It involves working together, hand- eye coordination, planning, and the development of imagination.

Art: This area is designed for children to get messy and be creative! Children can color, paint, and use play dough. Children can express their feelings and let their creative side shine through!

Sensory Table: This area is designed for children to relax. With the different textures of items, it gives children a sense of “grounding” and a relaxing center. Children learn hand eye coordination, principles of (building, spilling, dumping, liquid vs. solid) and so much more.

Manipulatives: This area is designed for children to use their hands! Children love to be hands-on-and involved. Manipulatives can include clay, play dough, cubes, blocks–something that involves working together and developing hand-eye coordination.

Dramatic Play: The area is designed to let the children bring out their imagination and pretend play. Children of all ages thrive on pretend play, they love to dress up and act out real life situations.

BEFORE & AFTER SCHOOL (Westbrook Location Only)

Serves: 5 years - 12 years old

Ratio: 1 teacher to 13 children

Program Description: The Playhouse Westbrook offers a before & after school program for children that attend public school in Westbrook, Maine. We know how hard it is for parents to accommodate before & after school plans for children. Our goal is always to provide a safe, quality, and fun environment for all children that attend The Playhouse. We will offer the following centers for before & after school children to choose daily.

Homework Help: Everyday children will spend 30 minutes working on homework. Our staff members will assist with homework time daily. If your child doesn't have homework they will read during this time.

Computer Time: We will have computer time weekly for children to use for educational games only. It will be a fun way to help children learn.

Art: Art station will be out daily for children to get creative and create a masterpiece.

Outside Time: If weather permits, children will be outside playing, exploring every day.

Games: Board Games, outside Games, and indoor games will always be an option for children.

Summer Camp: We offer a summer camp program for school aged children. The camps are themed based, age appropriate, and very enjoyable for all children. Camps change each year and specific year information will be out by April for that summer.

Parent/ Teacher Conferences: Parent/Teacher Conferences are held for all parents in the spring and fall of each year. We use this as a tool for teachers and parents to connect one-on-one to go over the child's strength/weakness and discuss how the child is progressing in all areas, not just educational. These are always optional to attend, but we encourage parents to meet and hear about how amazing their child is doing. The event will always be posted in the entry way, newsletters and through email as well.

Transitions: Here at The Playhouse our school year runs from September through June of the following year. Every August all children transition into the next level classroom. Placement will be guided by development levels, ages, state licensing requirements, and public-school cut-off dates as well. To ensure the best transition for the child and family we will work with you closely to develop a plan appropriately for your child.

ENRICHMENT PROGRAMS

Music & Movement: All children (6 months & older) will have the experience to join in on our weekly music & movement classes. This is a great time to get kids active and do something out of the classroom. In the summer time, class may even be held outside!

Yoga: Our preschool programs will have a yoga class weekly to introduce the kiddos to yoga in an engaging and fun way.

Sign Language: Learning sign language will start starting at 6 months in our infant program. It is a great way to communicate with young children that cannot express their needs/wants by words yet. It also is fun and exciting for the older children to learn another language. To stay up to date with what your child is learning, be sure to check out their classroom's newsletter.

*We are always expending our enrichment programs as well.

SPECIAL EVENTS

Calendar of Events: Every month a new calendar of events will be posted in the entry way of both center and online at www.theplayhousekids.com. This calendar will let you know of upcoming activities for your family to attend.

Birthdays: We feel that birthdays are so important in every child's life. Celebrating a birthday makes a child feel so important, loved and special. Each classroom here at The Playhouse are encouraged to celebrate the children's birthday. Parent's are more than welcome to bring in a special treat to share with the child's classmates. We do ask that you let the classroom teacher know at least 2 weeks prior so we can make sure to accommodate any children with allergies.

Parent's Night Out: Both locations offer a Parent's Night Out monthly where the children can come to school after hours while the parents get to enjoy a few hours without children! The specific nights will be posted on the calendar in the entry way, in all newsletters and online at www.theplayhousekids.com. Parents are required to register their child for the event. Please see the Director for more information. This event is an additional cost to parents, and specific information will be posted.

Graduation: All Pre-Kindergarten students at The Playhouse will have a Preschool Gradation. This event takes place the beginning of June. Each child will be given a cap/gown and we have a graduation ceremony. We encourage families to invite grandparents and extended family to this special event.

GENERAL POLICIES

Children Personal Belongings: All children will have a cubby at The Playhouse where their personal belongings go daily. We ask that all children always have a backpack with an extra set of clothes, along with anything else they may need. Upon enrollment, all parents will need to supply a fitted crib sheet and blanket. Those will be sent home every Friday to be washed and return them to school on the following Monday. Due to limited space in cubbies, please limit items brought from home. Please make sure that all belongings are labeled.

Outdoor Learning: Outdoor learning is a huge part of our preschool programs. We have an outdoor classroom that children will use when weather permits for story time and various exploration. When the weather is nice you will find children of all ages exploring and learning outside!

Toilet Training: We believe that potty training happens when the child is ready. We do not force or rush children into potty training as every child develops at their own pace. It is extremely important that the parents and staff communicate to make this process as easy as possible, strong communication will insure potty training success!

GENERAL POLICIES (CONTINUED)

Rest Time: Every child at The Playhouse will have a rest period. As an infant, we allow the child to sleep on their own schedule. When your child transitions into the toddler rooms through preschool each child will rest from 12:30- 2:30. Children aren't required to sleep but they are required to rest and can look at books if they choose. The State of Maine requires 1 hour of rest for every 4 hours of care.

Safe Sleep for Infants: All staff here at The Playhouse are trained on our Infant Safe Sleep Policy and we are committed to keeping infants safe while they are sleeping. In following the American Academy of Pediatrics, infants will always be placed on their backs to sleep. The Playhouse also follows the no blanket rule for any child under the age of 1. All children will be monitored while they are sleeping. Children are not allowed to sleep in car seats, swings or bouncers at The Playhouse. If you would like to provide your child with a swaddle or sleep sac they can use those for sleeping.

Clean/ Sanitizing Procedures: We take cleaning and sanitizing of our toys, equipment and building very seriously. All toys in the classrooms are cleaned nightly (or as needed throughout the day) and the centers are professionally cleaned and sanitized weekly. All our cleaning products are natural and safe to use for children's toys. Outdoor equipment is washed and sanitized every two weeks.

Late Pickup: Both locations close at 6:00 p.m. every night. We understand that sometime traffic and problems arise where late pickup might occur. If you are running late you must call the center and let the teachers know. After the first warning, please be advised that we will charge a $2.00 per minute late fee due at the time of pickup.

Transportation: In the event of an emergency transportation will be provided. Upon enrollment at The Playhouse you will receive the emergency plan for the center. Field Trip transportation will be provided by a bus.

Field Trips: We love field trips! Both our preschool program and before/after school programs will enjoy field trips throughout the year. We always make sure to give plenty of notice and will ask for parent volunteers for field trip days. Field trips may include the following places (local park, library, bowling, apple orchard, beach). We are always open to more ideas!

Media Policy: Our goal at The Playhouse is to create a "home away from home" for every children and family here. There are times throughout the year that your child will be photographed. Special events, birthday parties, fun activities and outdoor projects are some examples where we will take photos of the children. We may use these photos for our website, brochures, preschool graduation or school highlights through social media channels. We respect your right as a parent to decide whether this is something you are comfortable with. Upon enrollment you will complete a media release form.

Meals: The Playhouse does provide morning snack, lunch, and an afternoon snack starting at age 1. We do follow the 5210 Let's Go Program and encourage healthy eating. We serve whole grain food items, lots of vegetables, fruits and healthy carbs.

MEDICAL

Sick Policy: If your child becomes sick while at The Playhouse, we will contact you and let you know what your child has for symptoms and we will let you know if the child is fine to continue his or her day with us or if they need go home. We understand that parents need to work, but please remember when making these decisions we need to think of the other children in our care along with the staff that is caring for the children. Please refer to the following chart for specific illness and what results in being sent home from The Playhouse.

ILLNESS	CRITERIA FOR RETURNING TO PLAYHOUSE
Ear Infections	*Can come to school*
Strep Throat	*24 hours after initial antibiotic treatment & no fever*
Vomiting	*24 hours after vomiting has stopped*
Cold/Cough	*If no fever – child is fine to attend school*
Pink Eye (conjunctivitis)	*24 hours after initial antibiotic treatment*
Chicken Pox	*When all sores are dried & crusted over (usually within 6 days)*
Pneumonia	*When symptoms no longer are present & fevers are gone for 24 hours*
Croup	*When symptoms no longer are present & fevers are gone for 24 hours*
Diarrhea	*24 after diarrhea has stopped*
Fever	*24 hours fever free without any medicine*
Fifth Disease	*When symptoms no longer are present*
Impetigo	*24 hours after topical/oral antibiotic has started, If sores are open all sores need to be completely covered*
Flu	*24 hours fever free without any medicine. No vomiting or diarrhea*
Head Lice or Other Infestation	*When all signs of lice/nits or other infestations are absent for a 24-hour period*
MRSA	*Health Care Provider clearance needed*
Mumps	*Health Care Provider clearance needed*
Hand Foot & Mouth	*When child does not have any open sores and fever is gone (usually 5-7 days)*
Norovirus	*When symptoms no longer are present*
Pertussis	*Health Care Provider clearance needed*
Pinworms	*When symptoms no longer are present*
Ringworm	*24 hours after treatment has started*
Sixth Disease	*24 hours fever free without any medicine*
Rotavirus	*When symptoms no longer are present*
RSV	*When symptoms no longer are present*
Mono	*24 hours fever free without any medicine*
Meningitis	*Health Care Provider clearance needed*
Hepatitis A & B Virus	*Health Care Provider clearance needed*
E. Coli	*Health Care Provider cleaned needed & Public Health Authority clearance*
Scabies	*After treatment is completed*
Rubella	*Health Care Provider clearance needed*
Lice	*Must receive treatment and may return when nit free*

MEDICAL (CONTINUED)

Medical Records: Immunizations are required prior to enrollment here at The Playhouse. We ask that immunization records are updated yearly. The record will stay with your child's file throughout their time at The Playhouse. We do require all children to be vaccinated to enroll at The Playhouse. If you have specific questions regarding this, please ask our Center Director.

Over the Counter Medications: The Playhouse will dispense over the counter medications to children if the parents have signed the written agreement. We ask that all parent's supply their medicine of choice upon enrollment at The Playhouse. The Playhouse will supply you with a medication label that goes on the bottle.

Prescription Medications: The Playhouse will dispense prescription medicine to children if the written agreement has been signed. The prescription must arrive in its original bottle with the child's name, date of birth, and the correct dosage.

Medicine Sheet: All children will have a medicine sheet here at The Playhouse. In the event a child needs over the counter medicines while here or is on a prescription medicine, the staff member will fill out the sheet with the required information & the parents will sign it at pickup.

All medications are kept in a locked medicine cabinet in both locations. If the medicine needs refrigeration, we have a lock box in both kitchen refrigerators.

GENERAL HEALTH & CARE

Allergies: Here at The Playhouse we take allergies very seriously. We understand that exposure to different allergies can occur in a variety of ways (direct contact, cross contact & inhalation). If your child has a food allergy, we will make sure to establish the proper plan in place for your child. We ask that all children with allergies bring their own lunchbox packed with allergy safe food to ensure no cross contact happens in our kitchens. Emergency Action plan is required from your child's doctor for any medical conditions including by not limited to allergies, asthma, diabetes etc.

Nutritional Guidelines: Our program follows the Let's Go 5-2-1-0 Program. All children here at The Playhouse follow these guidelines:

5 or more fruits and vegetables
2 hours or less of screen time
1 hour of physical activity
0 sugary drinks

DISCIPLINE

Positive Redirection & Discipline: Classroom management is a concern for most parents when enrolling to a new child care center. At The Playhouse, we believe classroom behavioral problems are decreased through a safe, well-designed classroom; one that is stimulating and challenging, with developmentally appropriate activities and a well-trained, organized teacher. We understand that as young children learning and growing into themselves problems do arise and sometimes, we all have an "off" day too and that's O.K. Our teachers use positive communication, positive praise and redirection to help children learn how to work through problems/behavior.

Communication: Daily communication between staff and parents regarding discipline is extremely important. Your child's teacher will always update you on how their day was and if there were any problems. In the event of extreme circumstances, we may call for a meeting to be able to better help your child. It is also important for the parents to communicate with the child's teacher and let us know if anything new is going on at home.

** In extreme circumstances when a child's behavior develops into a dangerous situation to either themselves, the teachers, or others removal from the group or classroom may be necessary. At this point, the teacher will reach eye level and discuss expectations with the child. During this time, the child will be provided with a one – on – one activity. Once calm and refocus, the child will rejoin the class.

SERVICES

At times, there are certain accommodations or modifications that will need to be made to the classroom's learning environment, the teaching style, or even center policies. Some services that we may ask permission to reach out to include but are not limited to:

Child Development Services (CDS): This is a wonderful service that we may utilize for early intervention before entering elementary school. Some services they offer include speech, OT, behavior guidance, etc.. This is a tool that you can utilize to make sure your child is where they need to be when they leave our center and enter Kindergarten.

MRTQ Technical Assistance: This is another wonderful service that we may utilize to better our policies, schedules, classroom environments, and more. We currently utilize MRTQ for continued education classes to stay up to date on the latest findings in ECE!

INCLUSION POLICY

At The Playhouse, we realize the importance of inclusion in the classrooms. We are committed to meeting the needs of all children, regardless of special health care needs or disabilities, within reasonable accommodations and modifications. As the numbers of children with chronic health conditions such as asthma, allergies, and diabetes increases, as well as the number of children with emotional or behavior issues, the ability of programs to plan for and include all children is critical. Inclusion of children with special needs has been shown to enrich the childcare experience for all staff, and children and families of enrolled children.

Benefits for Children:

- Better understanding and appreciation of individual differences
- Acceptance and respect for and from others
- Learning with and from one another
- More opportunities for socialization with peers
- Preparation for full participation in the community, including the transition to school

Benefits for Families:

- Access to childcare
- Ability to go to school and get or keep a job
- Better understanding and appreciation of individual differences
- Learning with and from other families and professionals in the field of ECE

Benefits for Child Care Center Staff:

- Better understanding and appreciation of individual differences
- Learning with and from all the children and adults
- Strengthening skills by working with a variety of abilities

SAFETY & SECURITY

Safe & Secure Buildings

- **Both of our centers are equipped with 24/7 security monitoring. Upon enrollment at The Playhouse each family will receive a code to enter the building. Please only give the code to authorized pick ups. For safety, please do not hold the door open for anyone other than your family.**
- **Both locations have a 24-hour monitored fire system.**
- **Upon enrollment here at The Playhouse every parent will fill out a "who can pick up my child" form. This form is extremely important. If the person is not listed on the form, we can't let your child leave with them unless we have written permission form the parents. Every person besides parents picking up your child must bring a photo ID. If they don't have an ID on them unfortunately, we can't let them go due to safety.**

Supervision: Our number one priority is the safety and well being of each child in our care. We make sure that all children are always being watched and cared for. We will always be counting to make sure our numbers match attendance logs.

Security Cameras: Both locations are equipped with high quality security cameras in all hallways, classrooms, common areas, the playgrounds and parking lots. These cameras allow our management team to take quality assurance checks in order to make improvements in the classroom and our curriculum. In the event of an emergency, these cameras make a great tool as well.

Confidentiality: The Playhouse takes confidentiality very seriously. All child-files are kept confidential and in a locked file cabinet. All details regarding a specific child is kept confidential and private. If your child is involved in an accident with another child, staff members will not release any information about the other child.

Mandated Reporting: As part of the State of Maine Childcare Licensing Department, all staff members and Directors of The Playhouse are required to report any suspected forms of child abuse or neglect. We are not required by law to inform the parents prior to making the report with DHHS.

SAFETY & SECURITY (CONTINUED)

Custody/Visitation: In cases where an enrolled child is the subject of a court order (custody order, restraining order, or personal protection order) we must be provided with a certified copy of the most recent order. The orders of the court will be strictly followed. In the absence of a court order on file with administration, both parents shall have equal access to their child as stipulated by law. We cannot, without a court order, limit the access of one parent by the request of the other parent regardless of the reason.

Emergency Situations: We do our very best at being prepared for any possible emergency. The State of Maine Childcare Licensing department requires all childcare centers to have an established emergency plan in place. A copy of our emergency plan is given to every family upon enrollment. In the event of a serious emergency all children will be transported to the closest safe place possible and we will contact families when it becomes safe. Our number one priority during an emergency is getting the children to a safe place and making sure they are comfortable.

Accidents: If a child is injured or involved in an accident at The Playhouse the parents will be contacted immediately for any major injuries.

Drug Free Environment: Upon employment at The Playhouse every staff member is tested for the use of any drugs. We take our drug-free policy very seriously and will take proper action in the event a situation occurs. If a staff member suspects that a parent, guardian or authorized contact be intoxicated at pickup or under the influence they will not release the child. At that point, management will be notified to contact officials.

Fire Drills: The Playhouse will practice fire drills every month with all children. It is very important that all staff and children know what to do in an event of a fire. The fire drills will take place at various times, and will always be done randomly. Fire Drills are loud, please tell us if your child has noise sensitivity so we can help them feel safe.

OPERATIONAL PROCEDURES

Hours : Both of our centers are open Monday – Friday from 6:00am – 6:00pm.

Late Pickup Policy: Both locations close at 6:00 p.m. every night. If you are running late you must call the center and let the teachers know. After the first warning, please be advised that we will charge a $2.00 per minute late fee due at the time of pickup.

Holiday & School Closures: The Playhouse closes for the following holidays each year. The specific dates will be handed upon enrollment and posted in our entry ways. Please keep in mind that normal tuition is still required for holidays, center vacations, family vacations or severe weather closures.

- New Years Day
- Memorial Day
- Independence Day
- Thanksgiving Day & Thanksgiving Friday
- Christmas Eve & Christmas Day

THANKSGIVING FRIDAY: The Playhouse will offer a very limited sign up on Thanksgiving Friday as an additional Parent's Day Out. This is a baby-sitting service, that costs a small fee. We have a limit of 40 spots so be sure to enroll today! For more specific details check out our website **www.theplayhousekids.com** or contact the center Director.

Severe Weather Closures & Delays: If we have severe weather and it is unsafe for our families and staff to be on the road The Playhouse will close for the day, or close early depending on the storm track. Our main goal is to be able to stay open if possible, but when the safety of the children and staff is at risk we will close. In the event of a closing we will email all parents and will also be put on the school closings list on WCSH Channel 6 and WGME Channel 13. We will give parents plenty of time notice in the event we are closing.

Public School Closings (Westbrook Location Only): During school vacations, holidays, snow days or early dismals, children can attend all day care at our Westbrook location. We have appreciated staff in place, and a normal day will occur. There is an additional fee for children that are the full day. If your child is out of school sick, they will not be allowed to come that day.

Child Attendance: If your child is staying home for the day or is out sick we ask that you call the center by 8:30 a.m. It is important for staffing purposes to have a total head count for the day by 8:30am. We understand that doctors' appointments and late arrivals occur, but it is extremely important to keep children on a schedule. If you child is arriving after 8:30am, please call the Center Director so we can appropriately staff. There is an additional fee for children there the full day.

OPERATIONAL PROCEDURES (CONTINUED)

Withdrawal/Termination of Enrollment: The Playhouse requires a minimum of two weeks written notice if you intend to withdraw from our program. During this time full tuition is required. At any time during your child's enrollment at The Playhouse we have the right to terminate a child/family's enrollment for the following reasons:

- **Disruptive or Dangerous Behavior**
- **Abuse to staff, children or school property**
- **Non-Payment of Tuition**

In the event termination occurs, written notice will be given to the family. It will include the reason(s) for termination and the date of the child's last day.

PARENT SUPPORT & INVOLVEMENT

Communication: The Playhouse feels that parent and staff communication is a key part in the childcare experience. We encourage parents to become involved in their child's daily activities and learning. As part of our communication efforts we use the Bright Wheel App at both locations. This is an app on your phone which you can checkout throughout the day. You can chat back & fourth with your child's teacher, know when he or she ate lunch and how they slept. You will also receive picture updates as well. In addition to that, we also provide monthly center newsletters, as well as weekly classroom newsletters specific to what is happening in your child's individual classroom. We strive to make this experience the best possible for the child and family.

Open Door Policy: The Playhouse has an open-door policy. That simply means that parents, grandparents, and other family friends are welcome to visit our center or your child throughout the day at any time without notice.

PAYMENT POLICIES

Tuition: Weekly tuition is due the Friday before care begins the following week. You may pay bi-weekly (for 2 weeks in advance) or you can pay monthly for the entire month in advance. Upon enrollment, please check which payment schedule best fits your family's needs.

Weekly Invoice: Tuition invoicing is handled by Brightwheel. If you have any questions please contact info@theplayhousekids.com

Methods to Pay: You will have the option to pay via ACH (directly from your bank account), credit/debit cards, cash or check. Both locations have a locked payment box where payments can be placed.

2019 RATES	AGE GROUP	FULL TIME (4-5 Days)	PART TIME (3 Days)
	Infants	**$300.00**	**$230.00**
	Toddlers	**$275.00**	**$210.00**
	Preschool	**$250.00**	**$200.00**
	Before & After School	**$115.00**	N/A
	School Vacation/ Summer Camp	**$150.00**	N/A
	Gray Public Pre-K ½ days	**$125.00**	N/A
	Gray Public Pre-K School Vacations/Summer Camp	**$250.00**	**$200.00**
No School Day/ Snow Day/ School Holiday **$35.00 additional**			

Deposit: The Playhouse requires a deposit to hold your child's spot equal to one week of tuition. If given a two week notice, you will get your deposit back.

Enrollment Fee: Upon enrollment at The Playhouse a nonrefundable enrollment fee of $50.00 per child is required to hold your child's spot.

Late Fees: Payment is due the Friday before for care the following week. If payment is not received by Friday at 6:00p.m. there will be a $20 per day late fee charged to your total due. If no payment is made by Wednesday of the following week, termination is required. If you have questions or concerns regarding tuition please contact **info@theplayhousekids.com**.

PAYMENT POLICIES (CONTINUED)

Tax Receipt: End of the year tax receipts will be available too you in Brightwheel. If you have any questions please contact the Center Director.

Child Care Dependent Forms: If your work requires a signature for the dependent care forms please email the forms directly to karissa**@theplayhousekids.com** with the required information filled out and she will send it back over to you within 24 hours.

Discounts: Families with multiple children will receive a 10% discount off the oldest child's tuition.

CHILD CARE SUBSIDY PROGRAM

THE PLAYHOUSE DOES ACCEPT CHILD CARE SUBSIDY PROGRAM AT BOTH LOCATIONS. THE SUBSIDY PROGRAM WILL FOLLOW THE SAME GUIDELINES OUTLINED IN THIS HANDBOOK.

Tuition Details: Upon enrollment with us, you must have an approval letter from the subsidy program before enrollment. All deposits are required for subsidy children before enrollment. Throughout this process if you lose your subsidy program, you will be required to pay full tuition costs starting when subsidy stopped payment.

Weekly Parent Fees: Your weekly parent fee will be decided by the subsidy program. Parent Fees are required the Friday before care beings for the following week. Late fees outlined in this handbook will apply if necessary.

Subsidy Communication: All communication regarding the subsidy program is kept private and confidential. This is to be discussed with Karissa, Center Director. If you have any questions, concerns or issues that arise with the program please email **karissa@theplayhousekids.com.**

PARENT HANDBOOK ACKNOWLEDGMENT

The Playhouse has outlined all policies, procedures as well as parent responsibilities. These polices have been carefully explained in order to ensure the comfort and protection of your child. We will do our best to provide the best experience and care for your child here at The Playhouse.

As a parent, of a child who is enrolled in our program here at The Playhouse, I acknowledge that I have received the Parent Handbook and I agree to abide by and adhere to all policies set forth and explained.

_____ _____/_____/_____

Parent Signature **Date**

_____ _____/_____/_____

Parent Signature **Date**