



FAMILY HANDBOOK

Welcome to Mon Petit Academy

We want to first extend a warm welcome to your family! We are so honored you have chosen to be part of our Mon Petit family. We aim to create an environment where your child can reach their full potential with confidence. Our purpose is to lay the foundation for a better tomorrow and to provide children with lifelong skills needed to achieve their goals. We give children the building blocks necessary to inspire confidence, respect, and responsibility, which are essential in developing a positive self-image. Through interaction with each other, children are learning how to cooperate, problem solve, and make friends, which are vital skills for success. We also believe that parents are the most important teachers in the lives of their children and are a very important part of what makes our community so special. We are honored to be partners with you in the development of your child. We rely on your communication, energy, support, and involvement to ensure a successful experience for your child.

We look forward to getting to know you and your child.

Sincerely,

Mon Petit Academy



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303.838.2627

The policies and procedures outlined in this Handbook have been established in the best interest of all children enrolled at Mon Petit Academy.

Prior to enrolling your child, we request that you review our handbook. All families must sign a written statement agreeing to abide by these policies at the time of enrollment.

Thank you for choosing Mon Petit Academy.

I. GENERAL INFORMATION

A. PHILOSOPHY

We believe children learn through play and by exploring their environment using their senses. Daily opportunities will be provided for children to help their social-emotional development. We view the teacher as a facilitator who prepares the environment with stimulating and challenging materials and activities designed for the “whole child”. We believe that it is essential that all children have a secure, loving, high quality environment. They learn a tremendous amount in the first five years of life and deserve to be in an environment that will encourage developmentally appropriate learning and independence, foster positive attachment and is intentionally designed to promote optimal development. We strongly believe that children of all ages learn best through play, both indoors and out, and should be provided ample time and a variety of exploratory materials to play with. Play allows children to create their own knowledge by exploring the world around them. Play encourages critical thinking, problem solving, and social skills- valuable skills that will help them succeed throughout life. We also believe in working side by side with parents/guardians to promote positive attachment and strong, healthy relationships. When children feel safe and secure in their world, and their needs are responded to appropriately, they have the confidence to explore, experiment, to learn, and try new things. We believe that providing children with nurturing relationships and enriched opportunities to play and grow is our responsibility as their childcare provider.

B. MISSION

Our mission is to provide high quality, comprehensive early care & education for **ALL** children.

C. AGES SERVED AND HOURS OF OPERATION

We offer childcare for children ages 6 weeks to 6 years of age. We provide outstanding childcare for all children including those with special needs. We develop and implement training programs for staff members to ensure the highest level of care.

We are open 7:00 a.m. to 5:30 p.m. Monday through Friday. Our Program operates year around with the exception to the following holidays and staff development days:

- ✓ Labor Day
- ✓ Thanksgiving Week (November 20th-24th 2023)
- ✓ Christmas Week (December 25th- 1st 2023)
- ✓ Martin Luther King Day (Staff Training) January 15th 2024
- ✓ 1st Friday in May (Staff Training)
- ✓ Memorial Day (May 27th 2024)
- ✓ Juneteenth Day (June 19th 2024)
- ✓ 4th of July Week (1th- 5th 2024)
- ✓ Last Friday in August (Staff Training)

** Tuition is still paid for holidays, school closure days and/or snow days that we are closed. Our teachers are paid for holidays, school closure/snow days and vacation.

Unscheduled school closures

- If Jefferson County Public Schools or in particular, Jefferson County Mountain Schools are closed due to inclement weather, our center will also be closed. This is shared via procare as soon as we know the center will be closed.
- In case of fire, flood or infestation, we will be closed until premises have been inspected and judged safe by the health department.
- Due to unanticipated events, it may be necessary to either not open or close early. In the event of no power, no water, no phone/internet our center will close early and contact families as soon as possible.
- Parents will still be responsible for paying tuition in the case of any unscheduled school closures unless otherwise stated by the owner or director.

Inclement and Excessively Hot or Cold Weather

In the event of inclement, excessively hot, or excessively cold weather, children will be kept indoors. Alternative gross muscle activities will be offered in the classrooms. When the temperature is below 10 degrees or over 95 degrees the children cannot go outside. Outside play may be limited if the temperature is below 20 degrees or above 90 degrees. In the case of inclement weather or poor air quality, teachers may cancel all outdoor activities. Parents are encouraged to dress children appropriately for the severe weather, as we do play in the snow, walk in the rain, and explore the wonderful weather of Colorado.

Vacations

Each family will have one week of vacation on a yearly basis that they can use without payment after they have been at Mon Petit for 6 months. If a family is currently with us their year will run from January until January of the following year and ongoing in that fashion. If a family enrolls after January their year will run from the start date to the anniversary of their start date yearly. (Vacation time is a reflective of your weekly schedule – if you are fulltime then 5 days without charge, if you are 3 days per week then 3 days are without charge and so on.)

D. ENROLLMENT

Before enrolling your child, parents/guardians will be required to tour the center. Once you have been accepted into our program you will be sent an email with the enrollment steps so you can review our enrollment requirements. The state of Colorado requires all students to have parents/Guardians submit an online enrollment package, current immunization record, health appraisal form signed by the doctor, and, if necessary, a form to administer medication which must be signed by the doctor and parent prior to the first day.

All forms must be submitted at least 24 hours prior to the child's first day of attendance.

Your complete enrollment package should include the following documents prior to the first day:

- ✓ Online Enrollment/Waitlist Form
- ✓ Sign Now Enrollment Form
 - Consent Agreement Form

- Allergy and Dietary Form
 - Sunscreen Permission/Diaper Rash Cream Permission
 - Photography and Videotaping Consent Form/Movie Permission
 - Transportation Authorization Form
 - Cot Permission form
 - Family Handbook Acknowledgement
 - Jefferson Center Release Form
- ✓ Welcome Letter with signed Getting to Know Your Child Form or Feeding Plan (Infant)
 - ✓ Child's Health Appraisal Form
 - ✓ Immunization Record or Exemption
 - ✓ Emergency Medication Action Plan (if needed)
 - ✓ Supply List /Meet teacher– schedule a time to drop off prior to first day

Transitions Prior to the first Day

Prior to your child's first day we will schedule a meet with the teacher and time to drop off all items needed in the classroom, this will give their teacher time to set their new cubby prior to their first day.

Transitions at Drop Off & Pick Up Times

As your child starts at school, there may be some tears initially. Children, of all ages, adjust to transitions differently and need a little time to settle in. Typically, any sadness or crying stops within minutes (or seconds) of your departure. It often helps drop off time by talking with them about what is going to happen, prior to your arrival at school. Please make your goodbye brief, let your child know when you will be back and then make sure to say goodbye. Please feel free at any time to come by and peek in so you can see for yourself how they are adjusting, or call to touch base with teachers.

Transition To A New Classroom

Classrooms are arranged by age and when children are moved up to a class, we will let you know that your child will begin transitioning, transitions may take 1 to 3 weeks and it usually starts with the child visiting the new classrooms for short periods of time. Prior to your child's first day in their new classroom you will be given a welcome letter via sign now, this letter will include important information we need prior to their first day. We request that you fill out as soon as possible prior to move ups, so their new teacher can read prior to their first day. Our teachers meet with one another prior to the transition and pass on a milestone checklist and a folder with the child's previous work and crafts. A child may also transition out of our program; to support the child's transition we ask that you notify us 2 weeks prior to departure. We offer exit parent teacher conferences to share assessment information that could be helpful to give to a new teacher.

Immunizations

For the safety of all children and staff members, children must be properly immunized. Colorado law requires all students attending Colorado schools and licensed child cares to be vaccinated against certain diseases unless they have a medical or non-medical exemption on file. You must file an exemption at each school or childcare that the student attends. To protect unvaccinated children, students with an exemption from one or more required vaccines may be kept out of a school or childcare during a disease outbreak. **Please Note the state of Colorado requires us to have a new immunization record each time a child is vaccinated (or alternatively an exemption form). In addition, we are required to have a general health appraisal form at 2, 4, 6, 9, 12, 15, 18 months and at 2, 3, 4, 5, 6. Mon Petit Academy will send a notice one month prior, but it will be the**

parent/guardians responsibility to provide us with a general health appraisal form and current immunization/exemption form. If a parent or guardian does not comply with this policy it may warrant dismissal. We can utilize Colorado Immunization Information System (CIIS) to pull Immunization records, but we would rather have parents provide us with the signed immunization record. Please let us know if you have any questions regarding CIIS.

PROCARE

We utilize Procure Software to manage all billing and student records. You will be able to view your schedule, make tuition payments, and update your child's files electronically. Procure is our primary way of communicating with our parents and be able to receive daily info on your child.

Please ensure that your online profile is always up to date with current information and child photo. We require parents to check in and check out children each morning utilizing procure.

E. STAFF

All of our staff members are hired in compliance with the requirements and qualifications set forth by the Colorado Department of Human Services Office of Early Childhood. All staff members of Mon Petit Academy are placed in well-supervised team situations with scheduled breaks. In addition, staffs members participate in staff orientation and ongoing staff training in the areas of child growth and development, healthy and safe environments, developmentally appropriate practice, observation and assessment, guidance, family relationships, cultural and individual diversity, and professionalism. All of our staff in every classroom are background check/ FBI fingerprinted and required to have updated training in:

- Pediatric First Aid and CPR
- Standard Precautions
- Reporting Child abuse and Neglect
- Shaken Baby and Abusive Head Trauma
- Sudden Infant Death Syndrome
- FEMA Emergency Preparedness
- Recognizing the Impact of Bias
- Introduction to the Early Intervention And Preschool Special Education Program
- Playground Safety
- Supporting Breast Feeding
- Pre-service Training- Building and Premise Safety
- Med Certification- If requested
- Specific Medication Training- If requested
- Van Driver Training – If requested
- Additional Courses or classes to complete your 15 hours of continued education yearly (a minimum of 3 hours must be in the area of Social/Emotional Development)

We also have a minimum of 5 people in the building who are medication certified. Staff members are encouraged to evaluate and improve their own performance based on feedback from a variety of sources, including families. If you have comments to offer a staff member, please stop by the office or email our info@monpetit.biz

Continuity of Care and Classroom Ratios

At Mon Petit we believe in continuity of care for all our children and we work to ensure we promote from within and retain our staff through offering competitive pay, PTO, educational reimbursements and free childcare benefits. We work not only in retaining our staff from year to year to offer continuity of care for our children, but also only employ fulltime positions for our lead and assistant positions, this ensures our children spend all week and day with the same teachers.

Our classrooms are divided per age group (6 weeks to 12 months, 12-18 months, 18 months to 24 months, 24 months to 36 months. 3 years to 4, 4 to 5 years). This allows our children to work on the milestones within their age group and be around others of the same age.

We ensure to work on our retention to ensure children have the same peer group for more than one year. Our ratios are always within licensing requirements by ensuring we have supporting staff in the building who are not assign to a classroom, as well as on call sub teacher if someone were to call out, so we are able to maintain adult: child ratios that are aligned with NAEYC and offer extra support during certain times of the day. Our infant classroom is licensed for 10 and it is a 5 to 1 ratio, Tweeners and Toddler Ones classroom are both licensed for 10 and it's a 5 to 1 ratio, Toddler twos classroom is licensed 14 total with a 7 to 1 ratio, Preschool is classroom is licensed for 20 and it's a 10 to 1 ratio, and our Pre-K class is licensed for 25 with a 12 to 1 ratio.

Reporting of Child Abuse/Neglect:

All employees of a childcare center have a legal responsibility as a mandated reporter to report suspected child abuse or neglect immediately according to the Child Protection Act of 1987 in the Colorado Children's Code. A mandated reporter may confer with a Director or supervisor to see if they have "reasonable cause to know or suspect" that child abuse or neglect has occurred. Ultimately, however, the mandated reporter has a personal responsibility for making the report, and the mandated reporter cannot avoid that responsibility by asking a supervisor or employee to determine whether the report should be made. The telephone number for the statewide hotline to report abuse/neglect is 1-844-CO-4-KIDS.

F. CHILD GUIDANCE POLICY

We believe in positive guidance first. It is our responsibility to create an environment, which is interesting and engaging for the child and set up in such a way as to avoid mistaken behavior. Beyond that, when mistaken behavior does occur, we prefer to use conflict as a learning tool. Children are still trying to figure out what is appropriate and what is not and implementing punishment is not effective or appropriate for young children. It is our job to give children the tools to be successful in meeting their needs and to encourage positive conflict resolution with other children. Teaching and modeling pro-social behavior is an integral piece of education, and we want each child to develop the social and emotional competency to thrive. In some situations, children may be asked to sit or stand next to a teacher to "take a break." If there is an altercation or challenge between children, we work to enable them or help them come up with a solution. That solution could be talking, a hug, an expression of sorry or empathy, or appropriately walking away from the situation. We want them to come up with a solution that works for everyone involved if possible. Other methods of guidance include logical and natural consequences, redirection, substitution, and role modeling. We encourage taking care of our friends and establishing a caring, respectful community. Learning to take turns is emphasized, as are the positive benefits of sharing although it is not required. At times we act as an "announcer" to help them verbally process the interaction. If need be, a conference may be required to discuss ongoing problems. As changes in a child's life may affect his or her behavior, we ask that you inform us of any major changes, i.e. divorce, death, unemployment, etc. We consider every parent a crucial part of the "Team" with the same goal of helping their child become the best they can be and we truly value your input.

If a child's behavior is dangerous or disruptive there will be a verbal and or written incident report. If your child receives three or more incident reports a meeting may be required with you, the teacher(s), and administration to discuss the situation further. In some cases, if children continue to exhibit persistent and severe challenging behavior that is unsafe to themselves, other children or the teachers, Mon Petit Academy can recommend guidance from outside resources. We work with Jefferson Center and Child find to help us guide us work with our children and families. If all fails we may require alternative placement. No child will be subject to departure without a formal meeting with parents, teachers and management.

It is the policy of the center to guide children in a loving and nurturing manner. No harsh discipline, corporal punishment, or other humiliating methods are used. Discipline is never associated with food, sleep or toileting. Children will be treated with courtesy, respect, and patience. Guidance will be according to the child's age and understanding level.

G. COMMUNICATION / FAMILY INVOLVEMENT

Family participation is encouraged and welcomed. Each child will receive two assessments each year and the family will receive two conferences with their child's teacher per year; once in the fall and once in the spring. Conferences are a great opportunity to have some quiet one-on-one time with your child's teacher(s) to learn more about your child's behavior, developmental progress, and social emotional and physical needs. If you cannot make the designated conference time, you may talk with your child's teacher to schedule another time.

A family may request a conference regarding their child's progress at any time. Mon Petit Academy believes that children thrive when the relationship between the family and the center is a partnership. We strongly believe in positive two-way communication families are encouraged to communicate with teachers and management in whatever way is most convenient for them. This may include phone, procare, notes, email, or in-person communication. Information is shared with families through verbal conversations, monthly classroom happenings newsletter, weekly bluebird newsletter, fliers, family boards, procare messages, calls, and conferences.

We have an open door policy to be part of your child's early learning experience and to connect with other families. Opportunities include:

- ✓ Making recommendations for program improvements.
- ✓ Volunteering is always welcome. We would love to have you share your time and talents with the class.
- ✓ We encourage you to read a book, play an instrument, or share a hobby with the children. Ask our Director and child's teacher about the many ways you can help.
- ✓ We encourage all families to share about your families culture in our classrooms

Mon Petit Academy employees have been trained to treat all children and families with respect and dignity. In return, we expect the same from all of our families. If difficulties arise we encourage families to share their concerns with the Director either verbally or in writing. Inappropriate language directed toward staff and/or in front of children will not be tolerated. Through communication we will work to resolve the issue. If you are not satisfied with the solution we encourage you to contact management. Please do not confront other children or parents in our program.

TRANSLATION POLICY

If a parent does not speak English our management team will use Trans-perfect translation services. A phone call will be scheduled for this translation when the language is different from English. When at least 50% of the class speaks another language different from English Mon Petit Academy will provide a teacher or an aide in the classroom that is bilingual in this language. Mon Petit ensures that material including labeling, music and books reflect all the languages spoken in the classroom.

H. FAMILY/ COMMUNITY CONNECTIONS

Mon Petit Academy partners with third party agencies to provide screening interventions for children with Speech-Language delays and other related issues (e.g. autism, developmental disorders, learning disorders, mental health concerns, etc.). Mon Petit also partners with other agencies to provide services at the center or where to find them outside of the center (e.g. ESL courses, health, legal services, computers classes, GED classes, business administration and tax preparation) through Mountain Resource Center. If parents do not have access to a doctor, dentist or medical insurance, we will direct them to our community resource book. Parents can post community resources themselves if approved by management in our outdoor bulletin board. If parents do not see resources they may want, parents are encouraged to speak with management. Mon Petit Academy does its best to meet the needs of all our parents. Our management team will work together to support our families. These include:

- ✓ Assist families with locating community resources
- ✓ Help families obtain emergency assistance in areas such as food, clothing, utilities, housing and counseling
- ✓ Assist families with successful transition to school
- ✓ Assist families with children with special needs to meet their learning and development goals
- ✓ families of children with special needs to support their inclusion within the classroom and program
- ✓ Assist families going through trauma

Mon Petit Academy connects families with our center's coach and other outside organizations to support them by offering a three series workshop through out the year on different parenting topics. We utilize our family survey to know which topics our families are interested in learning about.

I. AMERICANS WITH DISABILITIES ACT

Mon Petit Academy welcomes families from all ethnic, racial, religious, and national backgrounds. We do not discriminate based on background, race, creed, or gender. Parents and children can expect to be treated fairly and equally. Children with special needs are welcome at the center. We are committed to doing our best to meet each child's individual needs. Children with special needs will not be discriminated against or turned away. In this regard, we will comply with federal, state and other related laws regarding child safety. Every effort will be made to accommodate children of special needs depending on availability of staff and other resources. Your child's health and safety are our top priority and we may not have the proper qualifications within our staff to meet your child's current needs. In these situations, we will do our best to refer you to other childcare centers that may be better suited for your child.

J. FIELD TRIPS

Mon Petit Academy will offer field trips periodically. Parents will be informed of upcoming field trips at least two weeks prior to the trip. We must have a Transportation Authorization Form and a permission slip signed by the parent/guardian within 24 hours prior to field trip or child will not be able to attend. The classrooms will be closed for those who are not participating or unable to attend. An itinerary and list of children on field trips are kept at the center. Attendance procedures are followed before leaving on the field trip, numerous times during the field trip and upon returning from the field trip destination. We ask for your cooperation to have your child dropped off on time for field trips. Departure times are coordinated with transportation and event times. Please ensure that child arrives at the designated time. First aid supplies, emergency contact information and cell phones are taken on all trips. Walking shoes are required for field trips. Sandals and flip-flops are not appropriate for walking and make it difficult for your child. Please send your child in sturdy walking shoes.

In the event of a roadside emergency, children will be kept in a safe environment until help arrives. If necessary, 911 and parents will be contacted

Special Occasions/Events

Mon Petit Academy recognizes and respects all cultures. Mon Petit Academy *celebrates birthdays and holidays by focusing on the child(ren) and traditions. We are committed to the health and wellness of all children, including children with food allergies, and ask for these events we limited to store bought foods that promote healthy food opportunities. We encourage fun celebrations with parent involvement such as coming to the class to read a book or making a snack with the preschool and pre-k such as a fruit salad or guacamole. Some healthy choices for classroom snacks could be 100 % fruit popsicles, yoghurt parfait, fruit trays, veggie trays, meat or cheese trays, or pizza. We also ask that the celebration does not include gifts, as that may cause a disruption. Staff will supervise any special event and will remain in ratio.*

K. REST TIME

It is a requirement by law that all children under the age of five have a rest time during the day. All Children in our center are asked to lie quietly on their mats for at least 30 minutes without disturbing the other children. A book or quiet activity is provided for them after this 30-minute period. Please provide your child with a crib size fitted sheet and blanket for rest time. You will need to take it home each weekend to wash their sheet and blanket in attendance to If your child will be leaving during rest time, please call in advance so the other children will not be disturbed.

Infant Sleeping

Infants nap on their own schedule. We follow Safe Sleep guidelines. Infants need to sleep in their crib and must be placed on their back. There cannot be any blankets or stuffed animals in the crib with them. They are allowed to have a pacifier, if there is an attachment on the pacifier it must be removed during rest time. While we respect whatever sleeping arrangements you may have at home, keep in mind that we can only allow infants to sleep in a crib. Licensing prohibits us from allowing infants to sleep in car seats, swings, bouncers, or even on the floor. If an infant falls asleep anywhere but a crib, we are required to move them to a crib. If they are used to co-sleeping or sleeping in a swing, they may be a very difficult transition to sleep in a crib at school. You can bring in a sleep sack if you would like that to be used during naps, per licensing, sleep sack may not restrain arms. Please note that our infants are not allowed to cry it out for more than 10 minutes.

L. CUBBIES

Upon enrollment each child will be assigned a cubby. This will provide storage space for your child's personal belongings. Please check your child's cubby on a daily basis for items that need to be taken home. Please mark items of clothing that may become separated from your child. Gloves, coats, hats, etc. should have the family name on them for easy identification. Please check cubby on a weekly basis to ensure your child is stocked up with their classroom supplies. If a note has been sent home and the child does not have the adequate supplies (clothes, wipe, diapers) you will be required to bring them or pick up your child.

At the end of the week all washable cubby supplies must go home to get washed. All art-work must be taken home.

Supply List for Infants

Please label everything with first and last name.

- Diapers
- Wipes

- Diaper Cream
- Sippy Cup if Applicable (Please label name and contents and take home to wash every day)
- Premade Bottles Everyday (Please label with first and last name AND specify formula or breast milk)
- Solid Food or Snacks (If applicable)
- Sleep Sack
- Extra Clothes
- Pacifier (if applicable) –without the cord that attaches to clothing

Supply List for the Tweeners and Ones

Please label everything with first and last name.

- 2 Dry bags for soiled clothing (ALVABABY is our recommendation)
- Two changes of clothes (including socks)
- A light jacket
- Winter coat, hat, & mittens, boots (winter only)
- Sun hat or sunglasses for the summer if desired
- Diaper cream
- Diapers
- Please pack their lunch in a small bento box with an ice pack (we do not refrigerate lunches)
- **No hot lunches.** (We do not do warm ups)
- **No glass containers.**
- One Sippy-style water bottle (please label all parts of their cups)
- Pacifier if the child uses one without the cord that attaches to clothing or toys (we only use these during nap, and they will need to transition away from them before moving up to the ones classroom).

Supply List for the Twos

Please label everything with first and last name.

- Two changes of clothes (including socks) Please do not send your child in clothes that you do not want to get dirty or stained.
- A light jacket
- Winter coat, hat, & mittens, boots (winter only)
- Sun hat (summer)
- Please pack their lunch in a small bento box with an ice pack (we do not refrigerate lunches or do warm ups- only cold lunches)
- Sippy-style water bottle all parts of bottle must be labeled with name
- Diapers
- Wipes
- Diaper Cream
- Sunscreen that is labeled with child's full name and expiration if child will not be using the center's designated sunscreen

If your two-year old is potty training, you will need to provide these supplies:

- 5 complete changes of clothing (pants, shirt, underwear & socks)
- 3 Dry bag for soiled items

- Extra shoes
- **Pull ups must be able to open/close from the side for ease of application**

Supply List for Preschool and Pre K
Please label everything with first and last name.

- A labeled bottle
- Two Dry bags for soiled items
- A crib sheet, thin blanket, and a small lovey to stay in the classroom (but bring home on Fridays to wash)
- Two extra sets of clothing, shoes, socks and underwear to keep in their cubby
- A bento lunch box
- Show-and-tell item on your child's show-and-tell day
- Snow boots, winter jacket, gloves, hat and snow pants during winter months
- A swimsuit, towel and swim shoes during summer months
- Sunscreen that is labeled with child's full name and expiration date if child will not be using the center's designated sunscreen

Due to space we are unable to accommodate large backpacks or bags though on Friday we send home all dirty items so we request for you to bring a reusable bag to send home their dirty items. Please ensure you keep your child's cubby stocked, organized and take home artwork and any soiled clothing each day.

M. CLOTHING

Children should dress in practical clothing that allows for freedom of movement and is appropriate for the weather. Your child will be involved in a variety of activities including painting, cooking, outdoor play, sand, water and other sensory activities. Please dress your child in clothes that allow for full participation in all classroom activities and outdoor play. Sturdy closed-toed shoes are required for your child's safety. No costumes unless a special event requested by classroom teacher. Our classroom staff takes precautionary measures to protect your child's clothing; however, in the event that your child's clothing is damaged or lost, Mon Petit Academy will not be held responsible. Each child should have a minimum of one change of clothing (including underwear and socks), labeled with the child's name.

N. TOYS

Mon Petit Academy does not allow your child to bring money, games, videos, lip gloss, jewelry, etc. unless requested by your child's teacher. We understand a child may need a stuffed animal or toy for naptime, if this is the case the toy must be put away before and after nap. Mon Petit Academy will not be responsible for lost or broken items. Please remember that each age group/classroom has specific guidelines and some items pose choking hazards to the younger children. Most toys also contain age warnings that must be followed.

O. TELEVISION/VIDEO VIEWING

Our staff is not permitted to use electronic devices to "entertain" the children at any time. We are dedicated to making full use of educational T.V. and videos and classrooms may utilize ipads for educational purposes during circle time. On a special occasion, children 3 and above have an arranged movie day, this is treated as a special treat for the class. Children 2 and under will not be allowed any screen.

P. NUTRITION AND HEALTH

Meals

Mon Petit Academy follows Colorado's Healthier Meals Initiative and offer two snacks a day. We ensure that children are not receiving an excess amount of sugar in their foods by serving cereals containing no more than 6 grams of sugar per ounce and yogurts containing no more than 23 grams of sugar per 6-ounce serving. Parents or guardians must provide a cold lunch that will influence healthy choices for their children. All foods brought to our program should meet the requirements of the Child and Adult Care Food Program. If meals do not meet these requirements, Mon Petit will supplement the child's meal with foods that meet this requirement and remind parents of our policy. We are committed to supporting the health and well-being of children and their families. Therefore, sugar-sweetened beverages of any kind (soda, fruitades, fruit drinks, flavored milks, and sports and energy drinks) candy, cookies or cupcakes/cake will not served and should not be brought in by a parent or guardian. We believe in positive guidance techniques that assist children in learning appropriate behavior expectations. Food is never used as a reward for reinforcing behavior, at any time, during the program day. All Children eat meals and snack supervised in their rooms with their teacher. This time is also used as an opportunity to teach children acceptable social table manners. Please note all lunches are stored in their cubbies and are not refrigerated or warmed. Please ensure to pack their lunch in a bento box style container and with an ice pack.

Until your child turns four, there are foods that are choking hazards and we cannot serve.

Choking hazards include:

- nuts
- grapes, cherries or cherry tomatoes
- raw vegetables
- uncooked apple
- fruit snacks – gummies, hard candy
- Dried fruit- raisins, prunes, fruit leathers
- thick clumps of sun butter
- hot dogs- unless sliced in quarter lengthwise
- large chunks of meat or cheese – they must be cut into long thin strips
- fish with bones
- popcorn
- crunchy snacks like chips, pretzels or granola bars

The list is not limited to only these items, but also items similar consistency, please use your best judgment or ask us if there is an item in question.

We understand the use of glass for safety and environmental reason, though we **do not allow glass bottles or containers in our classrooms** due to safety reasons. Please use safe BPA bento box for children's lunches. Our classroom curriculum works on teaching children safe and age appropriate food etiquette and children learn to handle their lunch and meet their food handling independence milestone by the age of 2-3 years old. We request you help your child

build this independence by practicing at home and packing a lunchbox/ that are safe, easy for a child to open and not too heavy for them to carry from and to the table.

WE ARE A NUT FREE ENVIRONMENT

We cannot have anything containing any kind of nuts, please read labels carefully and check – it is surprising how many things have nuts! Keep in mind that this means we cannot serve children nut milk/yogurt either (almond, cashew, etc.) We may have children who have life threatening allergies to both; thank you for your help in keeping our kids safe!

Infants/Toddler Feeding

We are committed to helping moms continue breastfeeding through their childcare journey. We are here to share our resources to better support you and your family through this transition and to ensure that both mom and baby are happy and healthy. Good communication between parents and caregivers is essential to meet the needs of each child: please fill out our feeding plan and feel free to provide us with any additional feeding information.

We encourage all breastfeeding moms to come into the center to feed their baby. Please review the tips on our website about how to breastfeed your baby at Mon Petit to best prepare your infant for their first day. We do request that you provide an approximate time that you will be at the center so we do not feed the baby prior to your arrival. We also encourage you to provide an estimated pick-up time so we can ensure your child is not fed 1-1.5 hours prior to pick-up. This will allow you to do the feeding in our breastfeeding space or at home. Please see the parent handbook for more information on our breastfeeding-friendly policy.

We will feed infants and young toddlers formula or breast milk, whichever you prefer. **If your child is using formula, you must provide pre-mixed bottles.** We encourage you to bring extra formula in its original single-serving premixed container or frozen breast milk for us to keep in case your child runs out of food on a given day (e.g., an emergency, a growth spurt, etc.). We can store frozen breast milk in our freezer, but we cannot re-freeze unused breast milk. So, all food and bottles must be dumped or sent home at the end of the day. We will work with you to ensure that we minimize as much waste as possible. Please ensure to label bottles with name and type of milk.

Please avoid sending any foods that are choking hazards list.

Golden rules for preparing and serving food for baby and toddler for our center:

- **Use the ‘finger rule’ as a guide for cutting food into grabbable batons - use your index finger as a guide for what size to cut food.**

- Cook foods until they are soft – the consistency of a ripe banana.
- Never add sugar or salt to your baby’s food or cooking water.
- Remove the skin or peel from fruits and vegetables.
- Avoid hard foods such as raw carrots, raw apples, etc.
- Serve soft or ripe fruits.

Diapering/Toilet Training

Diaper changes are scheduled every two hours or as needed. We will keep a personal log of each child for parent’s review. Diapers, diaper cream, wipes need to be provided by parents. If your child is potty training and you will be sending pull ups, we require that you send pull ups that detach on the sides.

If a child utilizes cloth diapers Mon Petit Academy we require the following:

- All inserts and liners must be labeled with child's name
- Provide a dry bag to store dirty diapers
- We suggest you provide 1 diaper for every 2 liners- we will ask for more if needed. If the cover is soiled in anyway we have to use a clean one

Toilet training begins when your child shows interest. This will usually begin between 24 and 36 months of age. Your child cannot move into the Preschool classroom until he or she is properly trained and out of diapers and pull-ups. We ask that parents are actively involved in this process. This is a huge step for your child, and they need positive encouragement and support. As your child progresses, we will maintain good contact regarding the use of underwear or pull-ups, the need for extra clothing (clothing they can get on and off themselves helps a lot in fostering independence), etc. We want it to be a positive and successful experience for everyone. If a child has a potty accident, they will be cleaned up and put in the extra clothing that you provide. If we do not have any appropriate extra clothing for your child, you will receive a phone call or procare message asking to bring some in, or the child will have to be sent home. If a child has a bowel movement in their underwear, the underwear will be thrown in the trash.

Sunscreen

The center must obtain the parent or guardians written authorization and instructions for applying sunscreen prior to going outside. Sunscreen must be reapplied as directed by the product label. Infants under 6 months should be kept out of direct sunlight.

Mon Petit Academy uses Rocky Mountain Sunscreen SPF 30 Kids Broad Spectrum.

Please ensure that you apply sunscreen on prior to arriving as children will be arriving and spending outside time at the beginning of the day.

PHYSICALS, IMMUNIZATIONS, AND SPECIAL HEALTH CARE NEEDS

An up-to-date immunization record and a physical examination signed by a physician is required prior to the child's enrollment date. Infants and toddlers under 2 years of age must follow the recommended Academy of Pediatrics schedule for routine health evaluations. An annual physical is required for children between the ages of 2-6.

If your child has a food or medicine allergy, a physician must indicate the allergies on your child's physical form. If there is a food allergy or intolerance, a special diet statement must be completed by the physician noting the specific food substitutions that need to be offered. This special diet statement must be updated once a year.

Children with special health care needs requiring intervention and/or medication including seizures, asthma, diabetes, severe allergies, heart or respiratory conditions, and physical disabilities must provide a written health care plan providing instructions for care. The Health Care Plan must be written by the doctor and signed by the physician and parent and provided to Mon Petit Academy prior to their first day of care.

Q. ACCIDENTS AND INJURIES

Should your child be involved in a non-urgent incident/accident in the course of the school day, a staff member will complete an incident report, and the parent will receive a copy of the report via procare app. If your child is involved in

a more serious incident/accident or receives an injury to the head or face a call will be made immediately to the parents and possibly a call to 911 will be made if deemed necessary.

If your child becomes ill at school, you will be notified immediately. Your child will remain in the classroom may remain until the parent/guardian picks up the child. If your child has a fever over 100.2 degrees, suspicious rash, three incident of diarrhea or vomiting, an infectious disease, generally not feeling well, is not able to participate in regular activities, and is requiring more attention than usual we will ask that you pick up your child within one hour. If your child is sent home, they must be symptom free for 24 hours without medication before returning to the center or have written consent from their physician.

Illness Policy

Please do not bring your child to school if he/she has any of the following symptoms:

- ✓ Fever of 100.2 degrees or higher
- ✓ Communicable disease
- ✓ Diarrhea
- ✓ Vomiting

For more information on other conditions that we may exclude child from class please contact us directly. If you are in doubt, please call and talk with us and we will make a joint decision.

We appreciate your honesty and concern so that we can limit illnesses being spread to other children, teachers and families. No tuition reimbursement will occur. Please be thoughtful of the fact that Motrin and Tylenol will alleviate the fever symptoms temporarily, but your child is still not feeling well and can spread the illness. We understand that you have responsibilities at work and it might be difficult for you to take a day off, however, we need to work as a team to prevent the spread of germs. We will do our part to sanitize and hand wash throughout the day; however, we greatly appreciate your support in stopping the spread of sickness.

Health and Safety Policy

Mon Petit Academy does not provide childcare to sick children. A teacher may deny any child who appears ill from being dropped off. Please call the office when your child must stay home due to illness and advise us of any contagious condition or symptoms. Children with any communicable diseases will be removed from the center and will only be readmitted after being absent for the number of days recommended by the Colorado Health Department and the child's physician. Information regarding any communicable disease will be posted on the classroom room and sent via message to the classroom affected. The name of the child will never be posted or given out to anyone other than the Colorado Health Department. We are responsible to contact the Health Department in the event of a child sent home or is not attending due to communicable illness.

R. MEDICATION ADMINISTRATION POLICY

As per State Guidelines, trained childcare staff members can administer medication. Occasionally, children will need to receive medication while at the Center. If you choose to come during the day to administer the medication, we welcome you. Another option is to ask the center to assume the responsibility under the following guidelines:

Prescription or over the counter medication must be prescribed by a physician for the child to receive the medication. Under no circumstances are we able to administer medication that was prescribed for another child or member of your

family. Prescriptions must be in the original container with your child's name on the prescription and the correct vessel to disperse the medication. No medication, whether prescription or non-prescription, can be administered to a child without written/signed doctor and parental authorization.

The medication form must include the following:

- ✓ Name of medication
- ✓ Amount of dose
- ✓ Time to be given
- ✓ Date(s) to be given

Medication should be handed to management and will be kept in a cabinet in the main office.

Over-the-counter medication must be kept in the originally labeled container and be labeled with the child's first and last name. In the case medication needs to be given on an ongoing, long-term basis, the authorization and consent forms are reauthorized on an annual basis. Any changes in the original medication authorization require a new written order by the prescribing practitioner and a change in the prescription label. Mon Petit Academy has staff members trained in giving medications.

Medications are kept in an area that is inaccessible to children unless used for a life-threatening illness. If a child needs medication for a life-threatening illness, the medication is kept in the room. Children are not allowed to bring medications to childcare unless accompanied by a responsible adult. If a medication is out of date or no longer being used, parents are responsible for picking up the medication. If the parent does not respond, the center will dispose of the medications. Disposal of medications is documented.

A written medication log is kept for each child. This log is part of the child's records and contains the following:

- ✓ Child's name
- ✓ Name of the medication, dosage, and route
- ✓ Time medication is to be given
- ✓ Special instructions
- ✓ Name and initials of the individuals giving the medication
- ✓ Notation if the medication was not given and the reason

Topical preparations such as lip balm, Aquaphor, diaper rash ointments, sunscreen, bug sprays, and other ointments may be administered to children with written parental authorization. Please do not send them to school with your child; they must be given to management with the proper written authorization. These preparations may not be applied to open wounds or broken skin unless there is a written order by the prescribing practitioner.

S. PROGRAM POLICIES AND PROCEDURES

Confidentiality

All records concerning your child are confidential. Information regarding your child will not be released without your written consent, with the exception of those requested by our regulatory and partnering agencies. Confidential information is kept locked and/or is password protected. All staff sign Mon Petit Academy confidentiality policy.

Location of Children

All teachers monitor attendance by updating their attendance records throughout the day and by counting and matching the numbers of children present with names on attendance records. Teachers are trained to use a name-to-face utilizing procare. Scanning the room for the whereabouts of children and what they are doing is an additional way teachers keep children safe. Teachers are taught to be aware of their surroundings during their scheduled time at the center for the safety of everyone. Children are accounted for when transitioning from the classroom to another location and upon return, as well as when new staff enter the classrooms.

In the case of a lost child, all available staff members will conduct an immediate building and grounds search. Teachers will check to ensure an authorized adult did not sign out the child. If the child is not located within ten minutes, the parent/guardian/sponsor will be notified by phone, the authorities will be notified, and this will be reported to the Colorado Department of Human Services, Office of Child Care Licensing.

ARRIVAL AND PICK-UP

An adult must always accompany a child into the center. You will receive your automatic code on your child's first day. Children must be escorted to their classroom where you will alert the teacher that your child is present. Please make sure to have our procare app set up prior to your first day as you will be responsible to sign in and sign out your child. Instructions will be sent prior to your first day.

Mon Petit Academy requires all students to arrive by 9 am so students don't miss out on our planned activities and we are able to staff classrooms appropriately. Please note that unless there is a special circumstance such as doctor's appointment or approved 24 hours prior by our management. Students will not be able to come in after 9 am. We must have as much advance notice as possible if your schedule changes so that we can comply with staff ratios. If you consistently fail to provide notice or your child will put the center out of ratio, management reserves the right to deny the child entrance on that day.

If your child will be absent for the day, it is important that we are notified. If we cannot be reached, please leave us a message with your child's name, age, date and a reason for his/her absence. You will be charged for any absent days unless otherwise noted by the owner or director.

Releasing Children

Children will not be allowed to leave the center with anyone other than those people listed on the Child Enrollment Record. We ask that you inform us who will be picking up your child, so we can expect someone other than yourself at pick up time. If you need to make changes to the list of people who are authorized to pick up your child, this can be done through your parent portal. In an emergency situation we will accept a faxed written permission slip or an email from the parent or guardian. Individuals granted emergency authorization will not be permitted to pick up a child from childcare on subsequent days unless they are first added to the authorization list by the parent.

A photo ID will be mandatory for those authorized to pick up your child. We will not release a child to anyone under the age of 18 years old unless it is a special circumstance and we discuss the situation with the parents beforehand. Also, written permission will be required.

An unauthorized person attempting to pick up your child will be denied. We will make every attempt to contact the parent of the child. If the attempt is unsuccessful, we will ask the person to leave the premises and make a note of the situation for future

communication. At any time, if staff feels the situation is threatening to the child or others, 911 will be called.

Please make sure that your procare profile is up to date at all times with authorized and emergency contacts.

If staff members feel that the adult picking up the child is not in a condition to be driving, any one of the following options may be exercised:

- ✓ We may contact additional authorized adults who can pick up your child;
- ✓ Pay for alternative transportation (fare will be charged to your account);
- ✓ If the parent/guardian/sponsor or other adult is aggressive or threatening, we will call 911.

If this situation happens repeatedly, we will discontinue care of your child.

Children must be checked out by guardian or authorized pick up person via procare prior to exiting the classroom. Please ensure that you have verbally communicated that you are picking up the child with staff and that the staff member acknowledges it.

Please be aware that once guardian or authorized pick up person checks child out that person becomes immediately responsible and the Mon Petit Academy staff is no longer legally responsible for them. Children should not leave the building, be left alone in a classroom or remain in the parking lot without adult supervision. Mon Petit Academy will not assume any legal responsibility in these circumstances.

Transitions at Drop Off & Pick Up Times

As your child starts at school, there may be some tears initially. Children, of all ages, adjust to transitions differently and need a little time to settle in. Typically, any sadness or crying stops within minutes (or seconds) of your departure. It often helps drop off time by talking with them about what is going to happen, prior to your arrival at school. Please make your goodbye brief, let your child know when you will be back and then make sure to say goodbye. Please feel free at any time to come by and peek in so you can see for yourself how they are adjusting, or call to touch base with teachers.

Late Pick Up Policy

It is important that children are picked up and leaving facility by 5:30 PM so that the environment can be prepared for the next business day. Although it is understandable that life sometimes gets in the way and that being late is unavoidable, consistent tardiness is unacceptable. Ultimately, the consequence for consistent tardiness will result in the child's termination of enrollment. In extreme cases, leaving the child in daycare long after business hours on a consistent basis will be considered neglect. If you cannot come for your child, call the center immediately and we will assist you with arrangements, if possible. If a parent is not at the center to pick up the child 15 minutes after closing time, a phone call will be made to him/her. If either parent listed on the Child Enrollment Form cannot be reached, staff from Mon Petit Academy will contact those people listed as emergency contacts. If all attempts to

contact a parent or emergency contact are unsuccessful and the child remains in the daycare more than two hours, social services will be contacted.

The closing staff member will walk through the entire center at the end of the day to ensure no one has been left at the center. All doors and windows will be checked to see that they are closed and locked.

Late Pick-up Fee

Families should have their children picked and leaving the facility by 5:30 p.m. In the event that you will be picking your child up after center hours, a fee of \$20.00 for the first 15 minutes and \$1 per minute thereafter will be charged. Late pickup fees must be paid in full within the next billing cycle. In case of emergency, we request notification of any delay in picking up your child to avoid any fees.

Fire Drills

The Center conducts regular monthly fire drills. Building maps are posted near the door of every classroom. Children are taught to respond quickly but calmly to the fire alarm. The teachers in each classroom are responsible for ensuring all children are accounted for, ensuring that all children leave the classroom and lead children out of the building. The First Aid kit, attendance record and emergency contact information will remain with the teachers. The children will walk in a single file line to a designated spot and remain in a group. Once in the designated spot the lead teacher will again take roll call and report the number of children to the Director. Teachers are taught to remain calm and in control at all times so not to frighten the children. The Director is responsible for the overall count of children and staff. Children may return to the building once the director has instructed the classes to do so.

If an evacuation is necessary, our designated primary pick up location is West Jeff Elementary and our secondary location is Conifer High School. We will contact parents as soon as possible but please note this will be depending on the evacuation orders and ability to contact families.

Tornado Drills

As required, the Center conducts tornado drills. In the event of a tornado, teachers are to quickly and calmly lead children to the designated "safe" areas within the building. (If out on the playground, the class immediately enters the building and goes to the designated safe area for their group.) In the case of a tornado, children will be immediately grouped into a central room, hallway or bathroom. The teacher will have the attendance records, a First Aid kit and emergency contact information for each child. Mon Petit Academy practices emergency tornado drills to ensure proper procedures will be followed. Once at the designated spot, the lead teacher will again take roll call and report the number of children to the Director. Teachers are taught to remain calm and in control at all times so not to frighten the children.

Active Shooter Drill

In the event an active shooter becomes a danger to those inside Mon Petit Academy, the staff and children will be taken to a location designated in the evacuation plan. Teachers are to quickly and calmly lead children to the designated "safe" areas within the building. (If out on the playground, the class immediately enters the building and goes to the designated safe area for their group.) The lead teacher in each classroom is responsible for ensuring all children are accounted for, ensuring that all children leave the classroom and lead children to the designated spot. The teacher will have the attendance records, a First Aid kit and emergency contact information for each child. The children will walk in a single file line to a designated spot and remain in a group. Once at the designated spot, the lead teacher

will again take roll call and report the number of children to the Director. Teachers are taught to remain calm and in control at all times so not to frighten the children.

Security Door

Only current staff, enrolled children, their families and office-escorted visitors may enter the building. Only staff and parents should have the code to the building. All visitors must sign in at the front office and will be escorted to their destination. Mon Petit Academy does not offer a public bathroom or telephone

Cell Phones

Mon Petit Academy requests that families do not use cell phones during drop off or pick up times unless you are checking in or checking out a child on procare. This is a time for the staff to share information with you about your child and we need your full attention.

Safety in the Parking Lot

Please use caution in the parking lot while entering and exiting. Often times it is a very busy place and our children are hard to see due to their height. In the wintertime, despite our best efforts, it often becomes icy in the area by the front entrance when it melts and refreezes, please use extra caution.

Child Custody

If there is a custody issue, we are legally bound to respect the wishes of the parent/guardian/sponsor with legal custody. We will ask for a certified copy of the most recent court order. Without a court document, both parents have equal rights to custody. We will not accept the responsibility of deciding which parent has legal custody where there is no court documentation. If an agreement cannot be reached between family members Mon Petit Academy will follow the wishes of the enrolling parent.

Transportation

We provide transportation for children ages 3 and older for field trips. You will receive a permission slip for any field trips though we must have a signed transportation form at the time of enrollment incase we need to transport children in an emergency evacuation.

Mon Petit Academy drivers are required to comply with all the safety, licensing and traffic rules currently enforced by the State of Colorado. The driver will have an attendance sheet and a cell phone to be used in case of emergency. Children will be transported only when they are seated in a safe fashion with seat belts as required. If younger children are being transported, appropriate booster seats will be used. All children are under the direct supervision of the group leader and/or the van driver. Children are expected to sit quietly and to converse in a manner that is not distracting to the driver. Any child who behaves in a manner that impairs the ability of the driver to operate the vehicle in a safe manner will not be allowed to use transportation until a conference is held with the Director, child and parent/guardian. Mon Petit Academy reserves the right to refuse transportation to those children on a permanent basis.

If you have an issue with our center, we encourage you to speak with the Director or Management to resolve the problem. Should you wish to file a complaint about this program, you may contact Colorado Department of Human Services, Division of Child Care at 303-866-5958.

T. TUITION AND FEES

Please see the Monthly Tuition and Rate Schedule. We do accept CCAP. Please call 303-914-6271 to apply.

There is an initial non-refundable registration fee \$100.00 for the first child (additional children are \$50 each). Families that withdraw and re-enroll will be asked to complete a new set of enrollment paperwork and be charged an additional registration fee.

Tuition is billed monthly and due by the 1st of the Month for the month ahead (i.e. payment is made on the 1st for the entire month). If you need a monthly printed statement for your employer, you will be able to download and print your procare profile as well as you will receive an automated email receipt when a payment is made.

Check and automatic draft are acceptable methods of payment. A late fee of \$45 will be charged if payment is not received by the 5th of the month. Please note that if payment is made by check there may be a delay in depositing until all checks are accounted for and deposited at once time.

Any payments and payment information updates can be made through the Procure Parent Portal as follows:

- **Automatic withdrawal**- this program allows pre-authorized regular, periodic payments using a saved payment method. We accept credit card payments with a convenience fee of 3% or free checking account direct withdrawal.
- **Pay Now** - for one-time payments through the Parent Portal.

Yearly Refurbish and Enhance Cost

Once a year, in August, prior to the school year beginning we will bill each child's account for a Refurbish and Enhance Cost: \$60 per child. If your child is strictly on a drop in basis throughout the year, this fee will not apply. This helps with the cost of updating curriculum and replenishing special materials for the year ahead.

There is no reimbursement of tuition due to sickness, or inclement weather. A Vacation Credit, (based on Full or part time enrollment status) can be used for vacation days that you are planning.

Children are encouraged to begin attendance with Mon Petit Academy at the beginning of each month. If your family chooses to start mid month you will still be charged for the entire tuition month. Expect Mon Petit Academy to increase tuition 8-12 percent each year to cover the costs of living, benefits for our staff, and building/property costs. Tuition increase will go into effect starting November 2024 and each November after.

Mon Petit Academy offers a 10% per child tuition discount for full time children from the same family. Multi-child discounts are not applicable for families receiving C-CCAP or UNIVERSAL PRESCHOOL.

We do offer a teacher clause that has options for care during the summer, such as, holding your spot, schedule and price options. Please ask us for more information if this applies to you.

Colorado Child Care Assistance Program (C-CCAP)

If your family is eligible for childcare assistance, we encourage your participation in the Colorado Child Care Assistance Program (C-CCAP). If you choose not to participate, your fee will be based on the Mon

Petit Academy tuition and rate schedule. You must activate your CCAP ATS pin number before the first day of childcare. Mon Petit Academy does not allow parents to start childcare if ATS pin number is not activated for your child.

CCAP parental fees are due on the first of every month. A \$20.00 late fee will be charged if the full payment is not received by the close of business on the first. If payment has not been collected by the close of business on the third day your child may be discharged from the center for non-payment. Non-payment of C-CCAP parental shares are reported to the Department of Human Services. Attendance during non-authorized time will be charged to your account and it would be your responsibility to pay in addition to your parental share. For example, these charges could include attending full-time when authorized part-time, loss of C-CCAP, or attending on non-authorized days. C-CCAP families are allowed 1 absence per month.

Any absences above this amount will be charged to your account and are your responsibility to pay. C-CCAP permitted absences must be used in the same month. C-CCAP absences cannot be rolled over to future months.

PCI Compliance

All of Procure payment processing tools follow PCI compliance standards for encrypting and securely transmitting credit card data, but they have beefed up security even more through their integration with the SafeSave Gateway™. This secure payment gateway allows Procure to store parents' credit card (or bank account data) in a PCI-certified hosting facility, known as "the Vault," so that sensitive data never needs to be stored directly in our computers (or in even Procure itself).

Each parent's record will contain a "SafeSave™ ID" that uniquely identifies stored account data so future transactions can be processed (via Pay Now and/or automatic withdrawal) without the need to enter the same payment information for each new transaction.

Mon Petit Academy encourages all parents to check out Procure, SignNow and the SaveSave Gateway privacy policy if you want more details.

Returned Checks

All returned checks will be charged a \$50.00 bank fee. The check amount needs to be paid in cash for that billing period. We will not receive your children until paid in full.

Collections

If you are incurring a financial hardship please speak with our management team prior to missing payments. If your childcare fees are past due and your account must be sent to a third-party collection agency, you will also be charged an additional 50% of the total amount due to cover the collection costs. You will also be responsible for all court and attorney fees that may accompany the collections process. If your account has been sent to a third-party collection agency you must contact them regarding the account. Families with unpaid balances may be discharged from the center. Re-admission is at the discretion of the director and owner.

Child Withdrawal

It is the goal of Mon Petit Academy to work with the families to maintain enrollment. However, there are times when it becomes necessary to dismiss children from our program. Some reasons for dismissal are, but not limited to, chronic late payments, failure to update records, continual late pick up, lack of parental cooperation, failure of child to adjust after a reasonable amount of time, gross misconduct on the part of the parent or child, lack of respect towards the staff and children, a threat to the safety of others, destruction of property, etc.

If there is a concern about a child's behavior, a report will be given to the parents. We will ask for a conference and set up a behavior plan. If the behavior continues, we will refer child and family to work with our health consultant in order to advise the center as to how we can best serve your child.

Should any of the following occur the child will be removed from the center without notice:

- If a child is an immediate danger to her/himself, other children, staff, or Mon Petit community members.
- If a parent or guardian is verbally or physically aggressive to a staff member, children or other Mon Petit community members.
- A parent/guardian refuses to work with our team and health consultant to best serve the child and the overall success of our program.
- If a parent /guardian actions are detrimental to our program/ Mon Petit community.

Please note that the correct agencies will be contacted to serve the child's best interest.

Mon Petit Academy reserves the right to expel any child for unpaid tuition. If there is an outstanding balance on the last day of care, Mon Petit Academy may pursue legal action to collect payment of all past due balances and additional fees owed.

A month written notice for a schedule change or to withdraw from Mon Petit Academy is required. Full payment of tuition is required regardless of withdrawal date unless tuition has not been billed for that month. We suggest giving a month notice and departing for the following month. Families who withdraw and later re-enroll will be charged a re-enrollment fee.

Please sign Family Handbook Acknowledgement form in your enrollment packet.



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2023