

PARENT HANDBOOK

Revised: 1/12/17

Updated: 5/25/23, 2/19/24

Steps to Hope Academy

*Nurturing children of
our future one step at a time.*



Serving Children 6 weeks-5 years

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Hours of Operation: Monday-Friday 7:30am-5:30pm

Welcome to Steps to Hope Academy!!!!

We are glad that you have chosen us to provide care for your children and be a special part of your life. This handbook serves as your guide to our program. It is part of the contractual agreement between you, the parents, and Steps to Hope Academy. It provides information about the operation of the center and includes the policies and procedures in which we expect all our parents and all others involved in the process of caring for your child to abide by. Our goal is to provide quality care in a loving and safe environment. We ask that you read this handbook in its entirety and feel free to ask any questions that you may have. We are here to become advocates for you and your children. We believe in working with communities and families to offer individualized opportunities for all children.

Our Philosophy:

Here at Steps to Hope Academy each child will be led on a path toward social, emotional, physical, educational, and cognitive success. We have made it our duty to provide an enriched environment where children and parents are our identified focus. We believe that each family is unique with their own values, diversity, language, and traditional customs. We therefore know how important it is to form a partnership with every family to better serve their child/children. This in turn will create a positive learning experience. Along with parent participation we can strengthen and empower families to learn together while bridging the gap between home and the childcare center. It's our practice to ensure that all instructional staff are highly qualified and in agreement to carry out all duties to the best of their ability, experience, and education ramifications. Promotion of wellness is a key factor while in our care. We know that a healthy child is a happy and healthy learner.



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Getting ready for your Child's First Day

Young children are typically anxious about new experiences, especially starting at a new school. Our teachers and staff will do everything possible to make your child's adjustment as smooth as possible. Below are a few ideas that you could try to make your child's transition easier:

- ❖ We suggest you consider visiting the school for a brief period before your child's first day. Arrangements can be made for your child to share lunch or story time with his or her new friends before their first full day.
- ❖ Talk with your child in an excited way about Steps to Hope Academy. Tell your child exactly what will happen several times before their first morning. Let him or her know that the teachers will make sure that they are having a great day.
- ❖ Listen to your child's feelings about going to school and encourage him/her to feel good about this new experience. Please share any concerns or fears that your child may have with the teacher, so that she may pay special attention to these issues right from the start.
- ❖ Please feel free to call and check on your child throughout the day. We are happy to let you know how they are adjusting.
- ❖ For your child's safety and to maintain compliance with state regulations, enrollment forms, including the application, emergency medical information, medical forms, parent contracts, and feeding plans must be completed before your child can attend his/her first day. For this reason, all parents are required to meet with the director for a pre-enrollment meeting prior to attendance. During this time, we will go over policies and procedures and sign a fee contract.



Admission Requirements

Upon your child's acceptance into Steps to Hope Academy, the parent or guardian of each child is required to read, and/or sign and date the forms listed below a copy will be provided to each parent or guardian and a copy will be kept in the child's file:

- Parent Tuition and Fee Agreement
- Child's Application
- Identifying and Emergency Information Form
- Medical Report Form
- Immunization History Form
- Authorization Drop Off-Pick Up Form
- Discipline and Behavior Management Policy
- Infant Feeding Schedule for children 6 months to 16 months
- Food Program Application Form
- Steps to Hope Parents and Provider contract
- ITS-SIDS Information-Infant/Toddler Safe Sleep Policy
- Prevention of Shaken Baby Syndrome & Abusive Head Trauma
- Toothbrushing Permission Form
- Screen Time Permission
- Permission to Photograph
- Permission to Administer Medication Form
- Release of Responsibility/Liability
- Payment Contract
- Tuition Express Automated Payment Form
- NC Childcare Law and Rules

Within 30 days of enrollment, the medical statement, (signed by physician) and immunization record must be on file. Failure to turn in these forms could result in loss of your child's space at this facility. A copy of each policy will be given to you prior to enrollment, and if there are any changes in these policies, a 30-day written notice will be given to each parent.

THIS IS A STATE LAW!

Safe Arrival and Departure

Parents are required to bring their child inside and accompany them to their classroom each day. You must assist your child in washing his/her hands upon arrival and departure. You must notify the teacher in charge when your child has arrived and when they are departing with you. Parents are required to keep their child close and within arm's reach while exiting the building. Children may not be released to any persons under the age of 18. Children will only be released to other adults who are authorized in writing by the parent. Adults will be required to show valid photo identification. If they are not known or recognized. Children cannot be picked up over the fence or off the playground without signing out on the designated sign-out sheet. Each parent must sign their child in and out daily on the designated sign in and out forms. If your child is not picked up by the centers closing, we will attempt to contact you and your designated emergency contacts. If these attempts are unsuccessful, and after one hour from close of business, we will notify the local authorities and release your child into their custody. Late pick-up fees will also be assessed. Certain situations that will not cause us to charge you a late fee:

1. Sudden Illness
2. Automobile Accident
3. Death (immediate family)

(A phone call is due in the event of this happening)

Examples of when we will charge a late fee

1. If you are late due to personal business such as: going to the bank, store, doctor etc.
2. Working overtime
3. Waiting on a ride
4. Relying on someone else to pick up child and they do not arrive on time

Things you need to know

Clothing

Children will spend time indoors and outdoors daily. Please dress your child in washable play clothes, suitable for all types of activities including painting and eating. Closed-toed shoes with at least a strap on the heel must be always worn. Every child must have a full change of clothes in their assigned cubby. Steps to Hope Academy is not responsible for lost or damaged clothing. Infants and toddlers are not permitted to wear jewelry as it may become a choking hazard.

What to send with your child

Parents must provide these items:

- **Large pack of diapers and wipes-** Diapers are the responsibility of the parent or guardian. We will not use diapers from any other child's supply. Always make sure you provide your child with the supplies he or she needs. We require that a minimum of 10 diapers be available daily for use. You may be asked to take your child home and return with the needed items. ***(Please check your child's diaper container regularly it is parent's responsibility)***
- **Diaper rash cream-** We must have written permission from you the parents to use any kind of diaper cream. The permission slip will be active for one year. We must have written permission to apply any type of sun blocker or sunscreen during the summer.
- **Bottles-** You will need to provide **(clean)** bottles if you choose not to bring bottles already made up. We will put your child's name on them as they are used. They will always be labeled (***State Requirement***). The 4 oz. bottles will be fine for newborn babies.
- **Baby Formula-**You will need to provide the type of formula your baby takes in its original container. Unless it's breast milk.
- **Pull-Ups-** For children who are training to use the potty. No cloth underwear until the child is comfortable with using the potty. We would rather start out with pull-ups so we can give the child time to change over to cloth underwear. It will be more sanitary for the beginner as well as for us. Potty training will begin when the parent thinks it is time to start at home and the child is age ready and has the desire to do so. Potty training will have to be a joint effort, at home and at day care. We are willing to help with supporting your child through this process as much as possible. We will set up a toileting schedule to help your child reach his or her goal.
- **Change of clothing-** Accidents can happen at any age. You will always need to provide an extra set of clothing with your child's name written on the inside tag. Extra clothing will be put in the child's cubbies until they are needed. Make sure the change of clothes is appropriate for the season.

(Please check your child's cubbies regularly it is the parent's responsibility)

Items Steps to Hope Provide:

- Cribs and crib sheets
- Nap mats and nap sheets
- Cups, plates, bowls, spoons, forks
- Age-appropriate toys
- Highchairs
- Breakfast, lunch, and snack (See Food and Meal section for details)

Attendance

For the benefit of your child, we ask that you maintain a regular pattern of attendance. If you are receiving subsidies from social services or any other program and your child does not meet the agency's attendance requirements, you will be responsible for the tuition if not paid by the agency. In addition, you could risk losing your childcare subsidy. To maintain a quality program with proper staffing, we ask that you notify the director if your child will be absent or late (arriving after their regularly scheduled arrival time or arriving earlier than their normal arrival time.) Steps to Hope Academy does have a cut-off time of when children can arrive in the morning. This time is 9:00am. **No** children will be accepted after this time unless you make prior arrangements with the director. Times we will allow for late arrival is for scheduled appointments. We ask that you supply a doctors/dentist note. Other reasons for admission after 9:00am will be left up to the director's discretion. Steps to Hope Academy has a 9 hour per day policy for all children enrolled. You will be required to sign up a set time either:

7:30am-4:30pm, 8:00am-5:00pm or 8:30am-5:0pm. Any children that stay in care longer than the assigned time frame will be subject to additional fees at the rate of \$20 per week.

Meals and Food

Steps to Hope Community Academy will provide two meals and one snack per day. All meals and snacks will be age appropriate. You are welcome to come and join us anytime or review the weekly food menu. We follow the guidelines according to the Child and Adult Care Food Program (CACFP), which is funded by the U.S. Department of Agriculture (USDA).

<u>Meals</u>	<u>Approx. Times</u>
Breakfast	8:00am-8:30am
Lunch	11:15am-12:00pm
PM Snack	2:30pm-3:00pm

We will feed infants according to their feeding schedule provided by their parents.

Our goal is to make meals enjoyable for all children. We do not force any child to eat but we will try to encourage the child to try new foods. We will only serve 100% fruit juice. We will encourage fruits and vegetables.

- We do not charge additional for meals.
- Weekly menus will be posted for your review.
- We do not allow children to bring food to the center.
- Menu exceptions will be made for documented religious or medical reasons. If the child is on a special diet parents must supply the necessary food.
- Children under 15 months must have an infant feeding schedule completed during the enrollment process. Changes in schedule must be recorded as eating habits change.
- If your child has food allergies, you will need to share this information with us so it can be posted. A doctor's statement is required and is to be placed in your child's file, in the kitchen and in the child's classroom if there are certain foods such as milk products, nuts etc. that your child is allergic to.
- Please do not send junk food with your child (candy, gum, potato chips, and sodas). We try to always serve nutritious meals and snacks. Food and beverages of little or no nutritional value served as snacks, such as sweets, fruit drinks, soft drinks etc., will be available only for special occasions. (See section on occasions)
- Drinking water will be freely available to children of all ages and offered at frequent intervals during the day.
- If you send a Sippy cup, please make it a spill proof cup with your child's name on it. We require it to be age appropriate.

Example of a Daily Meal: (Each meal provided daily would include these food groups- meat, bread, fruits, dairy and vegetables.)

- ❖ **Breakfast served daily will consist of at least 3 components: Milk, juice or fruit, bread, or cereal.**
- ❖ **Lunch served daily will consist of at least 4 components: Milk, 2 or more fruits or vegetables, meat, or meat alternative, bread, or bread alternative.**
- ❖ **Snack served daily will consist of at least 2 components: Milk or juice, bread or cereal, meat, or meat alternative.**

It is essential for children to learn how to develop good eating habits and positive attitudes toward food at an early age. For young children, eating a nutritionally balanced diet is essential if they are to grow and develop normally. Eating vegetables is very important, it is good practice to teach children how they help make our bodies become healthy and strong. Please help your child in this learning process.

Rest Time

Infants through pre-school age children will be provided with a nap/rest time daily. We encourage your child to rest during that period. Blankets may be brought from home but must be labeled and laundered weekly. We require the blanket to be taken home every Friday evening and returned clean on Monday morning.

****** No infants sleeping in cribs will be allowed to use a blanket due to the SIDS sleep policy. (See the sleep policy for more details)

Outdoor Activities

Children need fresh air and exercise daily; Children will be allowed to play outdoors on the playground each day (weather permitting) Children will only be kept in during rain or extreme heat or cold. Please dress your child appropriately for the weather and provide appropriate outdoor apparel (i.e. coats, jacket, hat, etc.)

Celebrations

We do observe birthdays and holidays and you are welcome to have parties, we ask that you discuss the date and time with the director ahead of time. We are happy to suggest healthy snacks such as crackers, fruit, party mix, etc. We will allow for cake or cupcakes, but they must be store brought. **No homemade foods are allowed.** Unfortunately, we are prohibited from allowing balloons during these celebrations. No balloons of any kind are allowed in a childcare center per state rules and regulations.

Transition Time

Many transitions occur in a child's young life. At Steps to Hope Academy, our goal is to help your child progress in a secure and developmentally appropriate way. When your child transitions to a new classroom, we encourage you to be involved by talking to your child about the process and by sharing special ideas, interests, or concerns with your child's new teachers. Together we can create a sense of security and excitement for your child.

Payment Policy

Our payment terms are described in the tuition and fee agreement included in your enrollment packet. Each time you make a payment, we will provide you with a receipt within 24 hours of your payment upon request.

Smoke Free Campus (Revised 3/12/18)

Steps to Hope Academy is a smoke-free facility. Smoking is not permitted on our campus including outdoors. NC DCDEE: Smoking and tobacco restriction-Children must be in a smoke free and tobacco free environment during operating hours, on vehicles used to transport children, during off premise activities. Parents must be notified in writing of the smoking and tobacco restriction. Tobacco products must be kept in locked storage. (Rule .1719)

Discipline/Conduct Statement

Discipline is the helpful guidance, encouragement, and support that audits use and to influence children. It is more than punishment, rules, and restrictions. Appropriate discipline helps children learn how to interact and develop self-control. Teachers at Steps to Hope Academy understand these concepts and utilize the following discipline strategies:

- First and foremost, teachers create a positive and safe environment in which social, intellectual, and physical competencies can be developed and where there is a minimal opportunity for unacceptable behavior.
- Teachers model appropriate behavior, including both verbal and non-verbal body language.
- Teachers set limits, which reflect realistic expectations for the age and development of each child.

If your child is experiencing some difficulty, we will notify you. We will make every effort to work with you to correct the behavioral issues. If the problems continue, a short suspension period may be necessary. If a child is not adjusting to or benefiting from our program, we do reserve the right to disenroll the child at the discretion of the director.

(See the discipline and Behavior Management Policy for more details on this topic.)

Biting (Revised 3/10/16)

Although common in young children, biting can be a very frustrating problem. The following is an outline of the preventative strategies our teachers commonly utilize:

- ✓ For infants and toddlers, positive teething activities will be provided to comfort and soothe their gums.
- ✓ When children bite out of frustration or during confrontation, the behavior will be redirected to some other activity, or they will be shown an alternate way to handle the situation. We will encourage the use of language in expressing wants and needs.
- ✓ If a child bites frequently, staff will utilize a more intensive approach which involves carefully observing the child to determine precipitating events and maintaining a log to track the behavior. A conference will be scheduled with the parents to discuss the child's actions at home, and search for outside resources, etc.
- ✓ Parents will be notified if their child is bitten at school. However, to protect the privacy of all our families, parents will not be informed of the identity of the biter.

Biting incidents will also be communicated to the parents of the biter the day the incident occurs to ensure that staff and parents are working together to understand and prevent this behavior. To ensure the safety of all the children, if all attempts to correct the behavior fail, we reserve the right to remove the biter from our program.

****Your Child WILL BE sent home if they bite 3 other children in one day****

School Accidents

If an accident occurs at our school and your child is injured, the guidelines below will be administered depending on the type of accident. Our teachers are trained to apply first aid to minor injuries (cuts, scrapes, bruises, etc.) The director or your child's teacher will report the occurrence to you at the end of the day or during the day as necessary, based on the nature of the injury. If your child sustains a serious injury that requires medical attention. Steps to Hope Academy will notify you immediately and the appropriate emergency personnel. All incidents of injury will be documented, and a copy will be given to the parent, and one kept in the child's file.

When You Should Keep Your Child at Home

Illness impacts how children learn, develop, and participate in their environment. We want all children to come to school every day knowing that they can participate. Often parents have a hard time determining whether your child is well enough to come to attend for the day. The information below will help you decide when to keep your child at home.

Do not send your child to Steps to Hope Academy if they have the following conditions:

- **Diarrhea-** Your child may return to school after symptoms are gone for one complete school day (24 hours)
- **Vomiting-** Your child may return to school after symptoms are gone for one complete school day (24 hours)
- **Fever-**100 degrees or higher. A child should be fever free for at least 24 hours without the use of a fever reducer. Ex. (Tylenol, Ibuprofen) before returning to school.
- **Pain-** Headache, stomachache, earache, etc.
- **Skin sores or rash-** A doctor should evaluate and declare that it is non-contagious.
- **Lice or scabies-** A child should not return until 24 hours after the child and home have been treated and are found to be free of lice and nits.
- **Conjunctivitis or pink eye-** Children with red, itchy, draining, or crusty eyes may have conjunctivitis. Children may return to school 24 hours after successful antibiotic treatment.
- **Colds-** Constant green or yellow nasal drainage could indicate infection.

It is important that sick children do not come to school to limit the spread of illness, if your child comes to school with any of the above conditions or develops these symptoms while at school, you will be called and asked to pick up your child **within 1 hour**. We appreciate your help in assuring that we have a healthy environment for learning.

Communicable Diseases

If your child has a communicable disease or a serious illness, the parents must have a doctor's statement that the child is able to participate in the normal routine before they can return to Steps to Hope Academy. Parents must call the school with the diagnosis as soon as possible so that other families can be notified if their child has been exposed. Steps to Hope Academy will notify the health department and take any precautions that they deem necessary. The director must have the right to deny admission to a child until they are determined to be healthy by a physician.

Medications

Steps to Hope Academy **Will Only** administer medications upon receipt of a satisfactory written instruction from the child's doctor. A current doctor's prescription will be necessary for any prescription medications. We **DO NOT** administer over-the-counter medications. Unless you provide a doctor's order.

All medications must be in their original containers. All prescription medications must indicate the child's name, name of medication, and date of the prescription, amount and frequency of dosage and the prescribing physician's or health professional's name. Medications cannot be shared between siblings. When a medication is brought into the school it must be given to the director. A medication authorization form must be filled out completely by the parent. Parents must pick up all medications once the course is complete or daily if home use is necessary. All medications will be locked. Emergency medications will not be stored in a lock box but will be stored out of reach of children. Examples of such medications are Epinephrine, glucagon, or asthma inhalers.

Child Supervision-~~Revised:1/12/17~~

Children must be adequately supervised, always. Staff will interact with the children while moving about indoor and outdoor areas and are able to always hear and see the children, except when emergencies necessitate that direct supervision is impossible for brief periods of time. Staff must be able to respond quickly and effectively to emergency situations. With proper supervision, this is made possible. Staff must supervise children during outdoor play and make sure that children are participating in activities that are developmentally appropriate that meet abilities of each children's needs. Staff are to be zoned through the playground area to ensure adequate supervision. Staff members will complete incident reports in their entirety as they occur and make the director and parents aware of the incident on the day of occurrence. In the event medical attention is needed the director will forward a copy of the incident report to the license's consultant within 7 days of the incident Each staff will complete 2 hours of supervision training as part of their new staff orientation within the first 2 weeks.

Child Abuse/Neglect

Our goal is to protect the children while in our care. Steps to Hope Academy is required by law to report any cases where there is reasonable cause to suspect that a child has been abused, neglected, or exploited, either sexually, physically, or emotionally. We will cooperate with the authorities in the investigation of any reported cases. Steps to Hope Academy teachers receive training in preventing abuse and neglect as part of their regular orientation.

Holidays

Steps to Hope Academy operates year around Monday through Friday except for the following holidays: We will be closed One week for Christmas (Christmas Eve through the day after New Year's.

- New Year's Day
- Martin Luther King Jr's Birthday
- Memorial Day
- Independence Day (4th of July)
- Labor Day
- Good Friday
- Easter Monday
- Thanksgiving Day and the day after Thanksgiving (Friday)
- Christmas break (See above for details)
- Floating Day **

**To be designated annually for a teacher's workday. Advanced notice will be given to all parents.

Childcare payments are still due on **Fridays** when we are out for holidays. If not paid on or before Friday, we will charge you a late fee. ***You can make payments before the holiday this is only if we are closed that Friday.***

Snow Days/Inclement Weather Plans

During severe weather, the director will contact local emergency personnel for information. Should an emergency requiring evacuation occur, you will be notified immediately.

If it becomes necessary to close due to inclement weather or other circumstances, calls will be made to parents or announcements will be posted on local news channels. Please check for these updates.

Note: Sign up for text alerts on WLOS.com to be notified of weather-related closings.

Snow Days/Inclement Weather Plans, cont.

MEMO

Date: 2/25/15, 11/28/2023

To: All Parents/Guardians

From: Directors

RE: Inclement Weather Policy

There has been some confusion regarding our inclement weather policy. Please check WLOS for a listing of our closing status. Our parent handbook indicates that we would be going by Henderson County school system however, we have found that we are able to open when the school system chooses not to.

Therefore, please pay close attention to WLOS closing listing and look for Steps to Hope Academy not Hope Academy which is another program in Henderson County. If you do not see us on that listing that means we are operating at normal hours.

You can also find our closing status on our Facebook page, email us at: stepstohopeacademy@gmail.com or text us on our business cell at: 828- 290-4985. We hope this helps with any confusion. BE SAFE!!!!

Thanks,

Rosaline Gordon, Owner/Director

Cleaning Duties

Daily Duties- Performed by the Lead teachers and Assistant teachers:

Clean restroom sinks/toilet w/200 spray

Clean classroom glass doors with Windex

Disinfect Toys/Tables w/ 200 spray

Sweep Tile Floor

Mop Tile Floor

Vacuum Carpeted Areas

Empty Trash, spray trash cans w/200 spray

Straighten Book/Toy Shelves spray with 200 spray

Wash and Dry crib and or cot sheets, bibs (Infant room only) Also wash and dry cot sheets in other rooms if they are soiled.

Lock Exit Doors

Turn off Lights

Weekly Duties- Performed by the Lead teachers and Assistant teachers

Wash and dry all crib sheets from every room

Wash and dry all pillow coverings and stuffed animals

Washing and Soaking toys and let air dry. Soak in 200 solution

Wipe down all chairs and surfaces in the classroom with a towel and 200 solution

Straighten cabinets and cubbies

Clean out refrigerator

Monthly Duties

Shampoo Carpet- Performed by the director

Wax and buff all tile floors- Performed by Allen's Janitorial Service.

Dust window seals- Performed by the Lead teachers and Assistant teachers

Parent involvement

Steps to Hope Academy has an open-door policy. Parents are welcome to come by anytime throughout the day. If a parent is interested in being a parent volunteer, please do so by stopping by the office and discussing it with the director. Each classroom will have a signup sheet for parents to sign up for a parent teacher conference at least every 90 days. If a parent wishes to have a conference before then they can request one with either the teacher or director. Any request for information in a child's file must be requested through the director.

If a parent wishes to file a complaint, we ask that it be done in private with the director. No appointment is needed.

Complaints

If a parent, guardian, or other concerned citizen thinks that a childcare program is not meeting the licensing requirements, a complaint can be made to the North Carolina Division of Child Development and Early Education.

Examples of issues that might be reported include:

- Children not being fed nutritious meals
- Activities or materials not appropriate for the ages of children in care.
- Staff responsible for too many children
- Children being left in areas without an adult present

The Division will investigate any reports of abuse or neglect. The Division has the authority to investigate all these areas. The Division has no authority over areas of operation such as payment, hours, or days of operation, if the center chooses not to administer medication or enrollment or termination enrollment and termination of a policy.

File a Complaint

Call the Division at (1800) 859-0829 or (919) 662-4499. Ask to speak to someone in the Intake Unit (Calls can be made anonymously). When you call you will need to have the following:

- The program name
- The program location
- Details of the concern
- Any specific information about the individuals involved in the incident
- Date and/or time the incident occurred
- Any additional information that you have that pertains to the incident

Parent Handbook Receipt Acknowledgement

The operational policies of Steps to Hope Academy were discussed with me. I was given a copy of the parent handbook and other pertinent policies and I understand that they are part of my contractual agreement with Steps to Hope Academy. I understand that I will be notified of any changes to these policies.

Parent Signature _____

Date _____

Parent Signature _____

Date _____

Child's Name _____

Child's Date of Birth _____

Enrollment Date _____