

Welcome to OVER THE RAINBOW



And Learning Center

Parent Handbook

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Updated August 2019

Welcome

Dear Families,

Welcome to Over the Rainbow! Choosing a childcare center for your child is one of the most difficult and important decisions that you will make. We are pleased that you have chosen us, and will work very hard to provide the highest quality program for you and your child.

Over the Rainbow was founded in March of 1995 and is known for our little blue house. We provide quality child care in a loving center environment for children. In 2014, Over the Rainbow expanded to our site in Cheshire. At Over the Rainbow we provide quality child care in a loving center environment for children from 6weeks to school age. The centers are licensed by the State of Connecticut.

As Owner of Over the Rainbow, I am committed to the profession of early childhood education. I hold a Master's degree in Early Childhood Education and taught kindergarten for 6 years before following my passion into owning my own school.

As you will read below, our mission, philosophy and core values are simple, and we will assert 100% of our efforts each day to accomplish it. The following material and information will hopefully provide you with a better perspective about our program, commitment and philosophies.

We look forward to working with you to provide the best program for your child. We are pleased that you have chosen, or are interested in, our program for your childcare needs. Our staff of dedicated and caring educators of young children will strive to give you and your child a happy and meaningful experience.

Please feel free to contact me with any questions, concerns, or suggestions.
(info@overtherainbowkids.com) or your centers director at

Executive Director: executivedirector@overtherainbowkids.com

Hamden Center: director.hamden@overtherainbowkids.com

Cheshire Center: director.cheshire@overtherainbowkids.com

Sincerely,

Jaime Moran
Owner

Our Mission

Over the Rainbow Learning Center exists to provide a safe, developmentally appropriate environment for infants, toddlers and preschool children. Our focus is to provide a stimulating early care and education experience which promotes each child's social/emotional, physical and cognitive development. Our goal is to support children's desire to be life-long learners.

Our Philosophy

At Over the Rainbow we strive to provide high quality child care in a warm, home-like atmosphere where children feel loved and secure. OTR is a place where children learn and grow through hands-on, developmentally appropriate activities. Our curriculum focuses on the whole child and includes activities such as music, dance, art, science, math, language arts, and outdoor play. It is a place where children's basic needs are met in a safe, happy, clean and attractive atmosphere.

Our Core Values

Family-Our families and children are the most important to us

Excellence-We strive to be the very best in everything we do

Fun-We want everyone we impact to leave with a smile

Kindness-We are friendly, warm and compassionate

The following information has been compiled to familiarize you with the policies and procedures, daily routines, and educational activities of our program. Please read this handbook carefully and feel free to ask questions about any material that may be unclear to you.

Arrival & Departure

- All children must be brought into the Center by an adult each day and will only be released to an adult.
- Our center in Hamden opens at 7:00 a.m. and closes at 6:00 p.m. Our center in Cheshire opens at 6:30 a.m. and closes at 6:00 p.m. Anyone arriving early or late will be assessed an additional charge of \$30.00 per 15 minutes or any portion of, to be paid directly to the 2 staff.
- Please inform our staff of any pertinent information when you drop off your child (ex: medicine given, woke up early, last feeding, etc.)
- At pick up time, feel free to come into the classroom and talk to the teachers briefly about your child's day.
- Please remember your child needs to be signed in at the beginning of each day, and signed out at the end of each day. This is a CONNECTICUT STATE requirement for the safety and well-being of your child.
- Children are not allowed to go home with anyone other than a parent, guardian, or designated person on the release form. If someone other than the usual pick-up person is going to take your child home, please provide the office with a written note which includes the pick-up person's name so that we can compare it to their identification.
- A photo ID (driver's license) is required prior to any child being allowed to leave the Center with anyone that we are unfamiliar with.

NO CHILD WILL EVER BE ALLOWED TO LEAVE THE CENTER WITH ANY PERSON NOT AUTHORIZED BY THE PARENT.

- You are required to notify us by 9:00 am, or earlier if possible, if your child will not be coming for the day or will be arriving late. If your child needs to be picked up early for a doctor's appointment, etc. please let us know in the morning or call ahead so that we may have your child ready.
- Parents are responsible for their own child once they enter the child's classroom. Please be in control of your child during these times. Parents picking up their child near closing time should be quick to exit so the staff can be out at 6pm. Habitual tardiness may result in termination. Please understand that our staff have been here all day and would like to go home to spend time with their families.
- It is normal for some children to have difficulty separating from their parents when being dropped off. We find that it is best to be very brief at drop off time, the longer you prolong the departure the harder it gets.

Behavior Management

It is our intention that each child enjoys the planned classroom activities by understanding that they are responsible for their actions. With prior knowledge of our basic rules of safety and good conduct, each child is made aware of how to exercise self-discipline that we are here to help them, and to know that we want them to succeed. As in any group activity, the inappropriate behavior of a few children can spoil the experience for the entire group. This center does not allow the use of corporal or physical punishment by its caregivers. Some behavior techniques used by the Center are praise, reinforcement and redirections. The following behavior policies apply directly to each child and will be used in determining the eligibility to continue as a participant in our program. A child may lose privileges for certain activities, be suspended from the program, or be terminated from the program for:

1. Repeatedly being rude and discourteous to staff and peers
2. Engaging in fighting as their only means of solving an issue

3. Refusing to follow basic rules of safety
4. Defacing the school's or other children's property
5. Excessive biting

In the event that a child has proven they are unwilling to respond to these policy rules, the parent will be contacted immediately. Depending on the severity of the infraction the parent will be expected to:

1. Pick the child up immediately from the center
2. Meet with the Director and/or Teacher for a conference concerning the problem, during which time, suspension or termination from the program may be a consideration
3. The center will work with the parents in securing professional help for the child, if needed. If professional help is needed and is not sought within a 30-day period, the center will have no alternative but to discontinue enrollment for your child immediately.

It is our desire that every child enjoys their daycare/preschool experience. It is for this reason we have initiated policies we feel are fair, easily complied with by any child and benefit everyone.

Biting

Over the Rainbow recognizes that biting is a developmentally appropriate behavior for children in the infant through 2 ½ year old classrooms. Parents with children in these classrooms should expect that their children may be bitten, or will bite another child. The staff understands that parents are concerned and can be upset when their child is involved in a biting incident. We ask that you remember this is a developmentally appropriate behavior, and that the staff is working to identify situations which provoke, or elicit this behavior so it can be prevented in the future. The staff will not punish, or harshly discipline children in the younger classrooms for biting behavior; they will simply redirect the children to different activities in separate areas of the classroom. Parents are expected to work with staff to identify methods and strategies to curb this behavior. When the biting places the other children and staff at risk, this behavior could result in immediate termination of child care.

Children older than 3 years of age may occasionally be involved in a biting incident. For children in this age group who bite, the staff will observe the child to determine what provokes or elicits this inappropriate behavior. Parents are expected to cooperate with staff to help their child control this behavior.

Parents will be notified by incident/accident report that a biting incident occurred during the course of the day. The staff may not discuss with either parent the identity of the other child involved in the incident. This information is considered to be confidential and cannot be disclosed. The staff of Over the Rainbow cannot discuss the medical history of any child involved in a biting incident with the other party.

Changes

Families frequently have changes-new homes, new jobs, and new telephone numbers. Please keep us informed. Accurate information is critical for efficient, professional handling of emergencies. Please let us know of any changes in writing as soon as possible.

Child Abuse/Neglect

The State of Connecticut mandates that all child care providers must report suspected child abuse/or neglect to the proper authorities. This Center requires its staff to immediately report every such situation.

Children's Absences

Please inform us as soon as possible if your child will be absent, arriving early, or staying late. This will allow us to adequately staff and prepare for children's activities. If your child is ill, we request that you notify the center director not only of the absence, but also of the nature of the illness. This enables our faculty to keep track of any illnesses, which may occur at our school. This information will only be shared with staff on a "need to know" basis. If your child has a communicable illness, we ask that you share the diagnosis with the Center Director, so that the parents of the children in the school may be notified that a communicable illness is present. Once again, only the communicable illness information will be shared. OTR will take all measures necessary to protect your child's confidentiality.

There will be no refunds or adjustments made to tuition for time missed due to illness, holidays, snow days, vacation or days off listed in the parent handbook. That space is reserved for your child. MISSED DAYS CANNOT BE MADE UP. Children leaving for the summer will not be guaranteed a space for the fall. Children will have to be re-enrolled in the fall and space will then be available on a first-come basis. However, we will hold a full-time space for children attending a minimum of 2 full days per week during the summer.

Closings

We will be closed on the following holidays and staff training days(*):

New Year's Day	Labor Day
Martin Luther King Jr. Day*	Veteran's Day*
Good Friday	Thanksgiving and the day after
Memorial Day	Christmas Eve
Fourth of July	Christmas Day and the day after
Last Friday in August*	Closing at 3pm on New Year's Eve

If any of the holidays fall on Saturday the center will be closed on Friday and if the holiday falls on Sunday the center will be closed on Monday. Parents are responsible for payment of these holidays or the center closing due to weather or circumstances beyond our control.

Clothing

- We have a shoeless policy in our infant rooms. Children in this age group spend the majority of their time on the floor, therefore we require that all children and parents take their shoes off when entering these rooms.
- Your child will be active both indoors and out. The most appropriate clothes for the school day are easy fitting, easy dressing, comfortable, washable play clothes that will adapt to food spills, paint, sand and water play. We will post reminders for parents to update changes of clothing as the weather begins to change.
- All clothes brought to school should be LABELED to prevent loss. Over the Rainbow is not responsible for lost, stained or soiled items of clothing.
- Two full extra sets of clothing must be left at the Center at all times for all children.
- For your child's safety, please send rubber soled shoes for outside play. Dress shoes, sandals and flip-flops are not appropriate for the playground.
- All children will go outside every day, weather permitting. We cannot allow children to stay indoors due to colds, ear infections, etc. If your child is well enough to come to school, your child will be expected to participate in all activities of the day.

- Coats, hats, gloves, snow pants, scarves and winter boots must be provided in the winter months. It is not necessary for the children to wear their winter boots to school. Teachers will change the children into their winter boots when they go outdoors.
- All clothing items must be clearly labeled with the child's first and last name. This includes coats, hats, gloves, scarves, and boots. Parents are requested not to dress children who are toilet training in overalls, onesies, or clothing with difficult closures.
- Children are discouraged from wearing jewelry of any kind. It is a safety hazard for your child as well as the other children enrolled in the program. In addition, will not be responsible for lost or stolen valuables.
- Hair beads, barrettes, bobby pins, etc. are also discouraged. These accessories are considered to be safety hazards. When choosing accessories for your children to be mindful of the potential safety issues they present not only for your child, but also for other children attending.

Communication

- Communication is very important to us.
- We welcome questions, feedback, or discussions of any kind that affect a positive outcome for the child.
- We provide a monthly newsletter that will explain some of the activities we are doing, events that will be happening, birthdays, and any other pertinent, fun or helpful information that may be of interest to you. You are always welcome to contribute to our newsletter. The newsletter will be distributed via email.
- We use electronic media to communicate daily summaries of each child's activities. The same media will also be used for sending pictures and videos as well as classroom announcements.

Curriculum

Our curriculum is based on the Connecticut Early Learning and Development Standards. These standards serve as the foundation for supporting ALL young children in Connecticut, no matter where they live, play and learn. The CT ELDS are statements of what children from birth to age five should know and be able to do across the earliest years of development.

The learning progressions within the Connecticut Early Learning and Development Standards promote:

- Equality for all children, through the setting of high, but appropriate, expectations
- High-quality early learning experiences, by providing clear goals and trajectories of learning
- Provision of individual support based on each child's growth and development
- Families' understanding of what their children are learning and how they can support them
- Teachers' understanding of age-appropriate content and approaches to children's learning
- Communication across sectors, based upon these common goals for children

Teachers plan curriculum based on weekly themes. However, if the children are engaged and show a deeper interest in a theme, the teachers will extend their learning experiences. Some themes may last one week; some may last longer.

While planning, teachers consider the ranges of development within each group and include activities for children at all levels of learning. Our goal is to always support, encourage and build upon each child's learning, never to frustrate.

Our program addresses the needs of the whole child, taking into account all of their developmental needs: physical, social, emotional and cognitive. We feel that a program that addresses only the cognitive or academic needs of children cannot prepare them with all of the skills they will need for life.

Daily Schedule

Our infant room will follow the parent's written daily agenda for their infant. All other programs have a daily schedule posted in their room. Children enjoy a structured program and need routines in order to feel secure in their environment.

Days & Hours

- Your specific hours will be outlined in your childcare agreement. We require two weeks' notice if you need to change your contracted hours.
- Understand in the event that, you change hours, add or subtract days from your child's schedule, the weekly payment will be adjusted and the Child Application Agreement Contract will still be in effect.
- In cases of emergencies which may hinder you from picking your child up on time, we would appreciate a phone call. Please also try to let us know in advance if you need to drop off earlier than your normal drop-off time so that child/staff ratios are maintained at all times.

Discounts

Over the Rainbow offers a multiple child discount for one or more siblings simultaneously enrolled during the same school year. The discount is applicable to the tuition of all related children in a household. We also offer discounts for military (active or inactive), teachers, policemen, firemen or nurses.

(All full time families, once a calendar year, receive a vacation week payable at ½ price their weekly tuition rate)

Emergency Drills

Emergency drills will be held periodically to acquaint the children with evacuation procedures.

Parents, staff and children will not be made aware of drill dates or times, as this is the most effective way to assess the effectiveness of fire and emergency/evacuation plans.

During a fire/emergency drill or real fire/emergency situation, parents may not sign children into or out of the program. Parents must wait until the drill is complete and children have returned to the building to sign their child into the program. Parents may feel free to wait with the child's class in the designated safe-zone outside of the building until the drill is complete.

In the event of a real fire/emergency situation, the director or designated staff member will inform each classroom teacher that the school will be closing. At this time any parents waiting to sign their child in will have to leave the premises with their child. All other parents or emergency contact persons will be notified through our parent messaging system (kangarootime). As with the sick child pick up policy, children must be picked up within one hour of the telephone call.

Should the administration of Over the Rainbow or any emergency services personnel determine the building which houses the child care Over the Rainbow to be too dangerous to be occupied, the staff and children will be taken to a site that is deemed appropriate by the emergency personnel in charge of the evacuation. At this time, staff will contact parents. If parents are unable to be reached, emergency contacts will be notified.

Enrollment Requirements

- Before the first day of attendance, the following forms must be completed and returned to the Director. NO EXCEPTIONS!!! The forms are as follows: Application, Emergency, Release, Tuition Agreement, Evacuation, Medical/Immunization Record, and Parent's Handbook Acknowledgment form.
- I understand that my child cannot be enrolled at Over the Rainbow for less than two days per week.
- Physical Examination - The Connecticut State Department of Health requires that each child admitted to the Center be examined by a licensed physician and have a signed certificate indicating the date of the exam. Yearly updates on exams are needed for all children, as well as documentation of updated immunizations.
- Prior to starting, parents are welcome to attend the center with their children in order to facilitate a smoother transition.
- At enrollment, parents will be presented with an Emergency/Alternate Pick-up form. Parents are encouraged to include on this form any, and all persons who, in the course of events, may at one time be asked to pick-up their child. In an emergency situation, the child's parents will be called first. If they cannot be reached staff will call the persons listed on this form until someone can be reached.
- Should the staff contact a parent, and the parent is unable to pick up the child, it is then the responsibility of the parent to arrange for their child to be picked up by someone on the emergency list.
- The persons on the Emergency/Alternate pick-up form will be required to provide a photo ID prior to OTR releasing the child. There will be no exceptions to this rule.
- All changes and/or additions to the Emergency/Alternate Pick-up form must be made in writing and be dated and signed. Only custodial parents have the right to make changes or additions to this form.

First Aid

Over the Rainbow's staff is committed to providing a healthy and safe environment for children. Our staff are certified in First Aid and CPR for both children and infants.

In the event of an accident, we are authorized to cleanse with soap, bandage a wound, apply ice and provide warmth and rest. Parents will be notified by a note or phone call of a minor incident. In the event of a serious accident, OTR will use the nearest medical facility to the center. Upon enrollment, parents sign an authorization form for emergency treatment by hospital staff.

The Center staff will handle the emergency first, and then notify the child's parent(s). If a parent cannot be reached, we will phone the emergency contacts indicated on your enrollment form. Someone will need to meet the child at the hospital and assume responsibility for the child.

Please keep us informed of any changes in the phone numbers of the individuals you have listed as emergency contacts.

Inclement Weather

In consideration of the needs of our working families, we take great efforts to remain open under almost all situations. However, on occasion, like everybody else, we have to give in to the weather or some other emergency situation.

The center will generally remain open on inclement weather days. When the center must close or open late due to snow or inclement weather, parents will be notified by Channel 8 WTNH, Channel 3

WFSB and through our parent communication app (kangarootime) before 6am. If the center needs to close early because of inclement weather, you will be notified as soon as possible. If the parent(s) cannot be reached the person listed on the emergency card will be contacted to pick up your child.

There is no credit given for vacations, scheduled school holidays, child illness, or for closing due to emergency situations or inclement weather.

Lunch and Snack

The parents provide all food, including lunch, snacks, and beverages in our Hamden location. Morning and afternoon snacks are chosen from your child's lunch box. Within our Cheshire location, morning and afternoon snacks will be provided. Each room is equipped with a microwave, if you wish for your child to have a hot meal. All perishable foods need to be refrigerated. All food must be prepared and ready to eat (ex: peeled, cut into pieces). Any food that is a choking hazard (grapes, hot dogs, etc.) must be cut into lengthwise pieces to help prevent choking.

Illness

Our center operates for well children and staff only. Children should be fully able to participate in all activities, including outdoor play, which occurs twice daily. Please have your child dressed appropriately. Because of staffing all children must participate in outdoor activities. All children well enough to be at the center will be considered well enough to go outside.

Children who are mildly ill (ex: minor cold symptoms) may remain at the center. Children with symptoms of communicable diseases remain with a staff member until the parent or designated representative arrives for the child. We make every effort to reach the parents when a child is ill, but after 30 minutes we will contact the emergency contacts indicated by the parents. We ask that your child be removed from the program within one hour of the phone call.

We will not serve children with:

- Fever of 101 or higher auxiliary
- Any viral illness
- Any suspicious rash, including skin lesion or wound (may or may not have bleeding or oozing)
- Vomiting
- Uncontrolled diarrhea or diarrhea accompanied
- Conjunctivitis, also called "pink eye" or any suspicious eye discharge
- Mouth sores
- Scabies, head lice, or other infestations
- A barking, hacking, or productive cough raising consistent phlegm OR uncontrolled green nasal discharge
- Any illness or condition requiring one on one care
- Any contagious illness
- Any condition preventing your child from participating comfortably in program activities, including outdoors

Children may be readmitted:

- Your child must be fever, vomiting, and diarrhea free, WITHOUT THE USE OF MEDICATION for a full 24 hours AT HOME before returning.
- Any child prescribed an antibiotic must take the prescription for a full 24 hours at home before returning.
- Your child must be free of any open, or oozing skin conditions.

- If your child was excluded for scabies, lice, or another infestation, they may return after your child is larvae or nit free. They will be checked at the center.
- If your child was excluded because of a contagious illness, a doctor's note stating the specific illness, in detail that your child is no longer contagious is required prior to readmission, as long as it is compliance with the above policies.

Medication

We cannot administer medication to any child without a medication form signed by the parent and the child's doctor. The parent will also provide the medication in the pharmacy prepared container, labeled with the name of the child, the name of the drug, strength, dosage, frequency, physician's name and date of the original prescription. Only an Over the Rainbow certified trained staff may administer medications, or receive medications form parents and return medications to parents. Medications will be kept in a locked box at all times.

Children with severe allergies: OTR staff are certified to administer EPI-PEN. OTR will administer "emergency medications" when needed.

Nurse Consultant

Our center will be visited on a weekly basis by our nurse consultant. She will be assessing the wellness, nutritional status, growth and development of the children enrolled in the center. She will also be responsible for making sure that all children enrolled in the center have updated physical and immunization forms.

Open Door Policy

We maintain an open-door policy for all parents. Parents are welcome to call or drop in any time during regular childcare hours. We would appreciate you taking into consideration our schedule when dropping in or calling, and remember that visitors usually cause the children to react in an excited manner that does not normally occur when we are alone with the children.

Outdoor Playtime

Children will play outdoors as the weather permits: in temperatures above 30 degrees and below 95 degrees. It is important for the children to have fresh air, new worlds to explore, and a wider field of play. If a child is too ill to go outside, he/she is too ill to be at the Center

Parties

A birthday is a special event in a child's life. Children enjoy sharing this exciting day with their friends. We are happy to have you participate with us on that day. You can provide cake/cupcakes and you may bring decorations or whatever you desire. We will also have "parties" at Christmas, Halloween, Valentine's Day, etc. You may be asked to bring party goods for the children.

Pictures

Professional pictures may be taken at various times throughout the year. No one is obligated, at any time, to purchase these pictures. We will take candid pictures of the children at various times during the day for classroom projects, bulletin boards, newsletters, and social media. If you do not want your child photographed for any reason please let us know.

Program Evaluation

The program of Over the Rainbow will be evaluated by the parents each September, annually. Results will be reviewed and provisions may be made for improvements. These are a VERY IMPORTANT source for us to maintain the quality of our programs and we urge you to participate

when requested. However, we seek your input at any time and urge you to communicate any concerns or problems to your Center Director immediately. Should you feel this leaves your concerns or problems unresolved, please do not hesitate to email Jaime Moran, Owner, at info@overtherainbowkids.com.

Reports-Accident and Incident

If your child should sustain an injury while attending Over the Rainbow the staff person who witnessed the injury will fill out an accident report. The report will indicate the time of the accident, how it occurred, the type of injury, and any medical attention given or required. The report will be signed by the person witnessing, staff member, the person in charge, and the parent. A copy will be placed in your child's file and a copy will be given to the parent within 24 hours of incident/accident, at the parents' request. A child exhibiting extreme, excessive, or inappropriate behavior will have an incident report filled out which documents this behavior. This report will be kept in your child's file. Parents will be verbally notified of the behavior.

Smoking

Over the Rainbow is a completely smoke-free environment. No smoking is allowed at any time on these premises.

Supplies

The following supplies, according to the child's age, should be marked with the child's name and left at the Center: two complete changes of clothes, wipes, diapers, pacifiers, bibs, sheets, and blankets. Parents will be notified when more supplies are needed. If it becomes necessary for us to purchase diapers for your child, you will be billed \$1.00 per diaper.

Subsidized care

We accept Care-4-Kids childcare subsidies. Parents of a subsidized child must complete all required paperwork on time. Parents of subsidized children are also required to sign a fee agreement, agreeing to be personally responsible for the payment of tuition in the event they become ineligible to receive childcare subsidies or their subsidy is modified. Parents are responsible for the difference between our tuition and the amount paid by Care-4-Kids.

Transitioning

Before it is time for your child to move into the room, a transition notice will be given to the parents. It will include the final date the move will occur and the new teachers' names. Transitioning occurs according to availability, the child's age, maturity, and developmental skills. Transitions will start gradually and not fully occur until all conditions are met.

Termination

We reserve the right to re-evaluate any child, or family's continued participation in this program to determine that the program can adequately meet the needs of the child or family.

- Failure to abide by any of the policies in this handbook may result in termination
- Nonpayment of tuition or any fees mentioned in this handbook
- Some reasons for termination may be: a child who is having an extremely difficult time adjusting and making it difficult for us to properly care for the other children; a child who exhibits severe emotional or social problems which are detrimental to the other children in care; excessive and/or controllable biting, inappropriate language; destructive or harmful

behavior; misconduct from any parent, guardian or family member and/or a parent who abuses the policies set forth in this handbook

- Unless the child is in immediate danger to himself or the other children, two weeks' notice will be given should the withdrawal of the child be required.

Toilet Training

We begin to potty train your child in our 2's room. Please let your child's teacher know if you and your child are working on potty training sooner. Potty training works best when parents, teachers, and children work at it together. This is an important period for your child and it is most successful when we work together. We ask that you provide several complete changes of clothing, including socks, extra shoes, and an adequate supply of training pants or pull ups for your child. **Only the pull-ups that unfasten on the sides can be used** during potty training. No other pull ups will be accepted. Your child's teacher will notify you when your child will be ready for underwear. Clothing for this stage should be selected for easy on and off. Tuition will be reduced when your child is accident free for two consecutive months, upon recommendation of the teacher in the preschool room.

Toys from Home

Toys from home should not be brought to school except on Show-n-tell days. Please do not send in any guns or war toys. Children tend to be very interested in a "new toy" and the owner is usually less than happy to share his toy with everyone. We will not be responsible for lost or broken toys. Books are always encouraged.

Tuition, Registration, and Security Deposits

Your specific rates will be outlined in your child Care Application Contract. Tuition is due on the first day of your child's attendance of the current week. A late fee of \$20 will be added to any account if payment is not received for that week. Tuition, including all late fees, must be paid on or before the following Monday or care will no longer be provided. **NO EXCEPTIONS!**

- If your child will be absent on the first day of your child's attendance for that week due to a vacation, holiday, etc., you are responsible for payment on the last day of your child's attendance. Otherwise, a late fee will be charged to your account.
- A non-refundable security deposit equal to one week's tuition and a \$150 non-refundable registration fee is required to reserve a space for your child. The one week's tuition will be credited to your child's last week in our care, provided the office is given two weeks' notice in writing. If a two weeks' notice is not given, your security deposit will be forfeited. Upon re-registration, you will need to pay a new security deposit. If there are any changes to your child's contracted schedule or there is a rate increase, the security deposit must be updated accordingly.
- We reserve the right to change tuition rates with thirty days' notice.
- **A fee of \$65 will be charged on all returned checks.** If more than one check is returned, service will be continued on a **cash only** basis.
- A \$50 per child fee will be charged annually by March 31st. This applies to all full and part time children.

Verification of Legal Custody

If there is an issue as to who has legal custody of a child, we must have on file, a copy of the court order recognizing the parent who has legal custody. Otherwise, we have no choice except to release the child to his/her parents.

In the absence of a court order on file with OTR, **both** parents shall be afforded equal access to their child as stipulated by law. Over the Rainbow cannot, without a court order, limit the access of one parent by request of the other parent, regardless of the reason. If a situation presents itself where one parent does not want the other parent to have access to their child, Over the Rainbow suggests that the parent keep the child with them until a court order is issued, since our rights to retain your child are secondary to the other parent's right to immediate access. Over the Rainbow staff will contact the local police should a conflict arise.

Withdrawal

Parents may terminate this service by giving two weeks' notice, in writing, to the office. Earlier notice, if known, would be greatly appreciated. Absences of more than a week without notification or payment of tuition will result in an automatic withdrawal. Re-admittance will include all back pay including late fees and a registration fee.

We retain the right to enforce these policies at will. Lack of enforcement of a certain policy, at any time, does not indicate that the particular policy is no longer in effect.