



Family Handbook

Harford Heights Child Care
Office: 1 William Court
Baltimore, MD 21152

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Welcome to Harford Heights Child Care Center, Inc. (“the Center”). We are delighted that you have selected us to share in the development and care of your child. We have had excellent partnerships with area private schools for over 20 years. It is our mission to ensure quality childcare services by exceeding the minimum number of required staff training in addition to ensuring that all our centers have a lower staff to student ratio than what is required by the Maryland State Department of Education (MSDE).

Please feel free to contact your Site Director, our Operations Director, or me with any questions. The staff at the Center looks forward to getting to know you and your child.

Sincerely,

Sincerely,
Brian J. Rudick, Esq.
Administrative Director

Amanda Eversley
Operations Director

Section I--ORGANIZATION OF THE CENTER

MISSION

We provide a positive experience in a happy and healthy environment enabling parents to continue to seek their professional and economic goals.

PHILOSOPHY

We are dedicated to fostering your child's self-esteem by promoting a family atmosphere. Harford Heights has served the School-Age Community since 1984, and will continue to be active in all areas of education and child care.

Our program provides an environment that will stimulate curiosity and increase their eagerness for learning which helps develop future leaders. Activities are student-centered, and the children will have many choices with caring, qualified staff to assist them.

We believe excellence in childcare starts with knowledge and motivation on the part of the students, families, and staff.

We provide support to foster motivation for learning because all *children* have the ability to learn.

We believe *children* are unique individuals who can contribute intellectually and provide valuable insight to subject matter and life circumstances.

We encourage critical thinking and conflict resolution.

We strive to create a learning community where intentional problem solving is encouraged and highly valued.

We nurture ambitions and provide a quality learning environment.

We appreciate and embrace diversity.

INCLUSION POLICY

Children will be included and treated equally irrespective of race, religion or abilities or inabilities. This is regardless of: the things they think or say, the language(s) they speak, their gender, whether they have a disability or their socio-economic status.

Section II-- ADMISSION POLICIES/TERMS OF PAYMENT

Enrollment Agreement

The Agreement, its attachments, and the Family Handbook establish your legal rights and responsibilities and those of the Center regarding your child's participation in the Center. (*It is in the form section.*)

Registration Fee: A registration fee is required as part of enrolling your child in the Center. This and the tuition instructions will be per the most current annual information sheets distributed to you by the Site Director.

Tuition Terms of Payment: Tuition can be paid on an annual basis with payment in full in September or two payments--September and January. Emergency Drop-in Care families are strongly encouraged to pre-pay to have account credit; regardless payment must be given on the day services are rendered. When the account balance gets low, Harford Heights Staff will request another payment. Credit cards will not be kept on file and will need to be provided each time. Please see the annual registration form (available online or hard copy) for the current child care rates.

Methods: Payment may be made by check, money order, cash or credit card. However, if payment by check is returned unpaid, a service charge of \$50.00 will be assessed in addition to other amounts due and may thereafter be asked to pay by cash or money order. Payment may be mailed or given directly to the Site Director or staff. The Center will not be responsible for any payment lost, stolen or mislaid before delivery to the Center. If any payment of tuition or other charges is not made when due, the Center may take legal action to collect any monies due, all legal and court costs (including reasonable attorney's fees) and other related expenses in their entirety, which are incurred by the Center in such action, will also be due upon submission of appropriate documentation, notwithstanding the lack of prior notice to the parent/ guardian as to the amount of such fees, court costs, and related expenses.

Suspension and Termination for Late Payment: If prior arrangements for payment have not been made and the Center has not received any payment by the sixth day after payment is due, the Center will add a late tuition payment of the following: 6 to 9 days late \$10.00 fee, 10 to 15 days late \$20.00 fee, 16 to 19 days late \$30.00 fee, 20 and over days late may cause termination of service. The Center may refuse to admit your child to the Center until you pay the amount that is past due.

Late Pick-up Penalties: If a child is picked up after closing time, there is a late fee of \$1.00 for each one (1) minute period, or portion thereof, after the scheduled time. This late pick-up fee is due immediately at the time of pick-up. If a child is picked up late more than two (2) times in any 30-day period, the Center will notify the family of that fact and a child's enrollment may be terminated immediately. If a child's enrollment is terminated due to late pick-ups, the Center will refund a portion of the tuition fee, pro-rated on a daily basis for the portion remaining after termination.

Changes in Tuition: The tuition rate is subject to change after the Site Director gives thirty (30) days written notice of such change.

Absences: Families are responsible for paying the full tuition when your child is enrolled in the Center, even if a child is absent (due to illness, vacation or other cause). Please notify the Center if your child will be absent on any specific day. The Center should be notified a week in advance if your child will be absent due to vacation.

Withdrawal by Parent: You must give the Center Director at least two (2) weeks written notice before withdrawing your child from the Center.

Miscellaneous Charges: If any miscellaneous charges are due, the Center (late pick-up, returned checks, etc.) remain unpaid at the time of termination or withdrawal, such amounts will be invoiced to your home address.

Section III-- GENERAL INFORMATION

Attendance/Check-in

Any child enrolled at the Center must be checked-in with a staff member no matter where groups of students might be located throughout the building. If coming from an activity or lesson, a child must be accompanied by an adult. The Center will not be responsible for children not properly checked-in or brought to our staff's attention.

Meals and Snack

The Center will use the most current guidelines provided by the Child and Adult Care Food Program (CACFP) as required by MSDE for serving snacks and meals. *Snacks:* Snacks will be served before school, two times during a full day and once after school. Snack will be served during a particular time frame, but any child who is returning from an activity will be served a snack regardless. Children may bring snacks from home; however, Center staff reserve the right to prohibit the consumption of unhealthy snacks (sugary drinks or foods) during center hours. *Meals:* Families will provide a nutritious meal when school is not in session, but the Center is open.

Replacement of Equipment

You and your child may be responsible for replacing any equipment (game, toy, sporting gear) he/she has broken or lost. Your child's access to our equipment may be limited until arrangements are made to replace this equipment.

Games and Toys from Home

Children can bring games and toys from home; it isn't generally encouraged. The Center will provide many quality items to be used, so it is not necessary to bring in other items from home. If a child does bring something from home, the Center cannot be held responsible for any lost or broken items. We do ask and require that war toys and toy weapons be left home. If any item is causing a disagreement between children, your child will be asked to put it away.

Visitation

Harford Heights Child Care Center, Inc., has an open-door policy for parents and guardians. We welcome parents who are interested to visit at anytime.

Parent Conferences

Parent conferences will be scheduled as needed by staff and parents. Typical reasons for a conference are: more communication is needed between staff and family, behavior that needs to be addressed immediately or any additional issues that arise that staff or parents want to address in a more confidential setting.

Notices

Notices to parents will be posted on the Parent Bulletin Board, sign-out table or sent home with the children as well as any electronic means as needed.

Holiday Schedule

We will be closed on the same days as the school for major holidays, however we may remain open other days school is not in session. We will conduct a survey to determine sufficient demand and staff availability.

Publicity

Our staff may take photographs of children participating in program activities which may be used in printed marketing materials and/or electronic media. If you do not wish your child to be included in any photographs, please indicate that on the registration form online.

Celebration of Holidays and Birthdays

We encourage birthday celebrations and request that your refreshments be simple. Please check with the staff on refreshment quantity and the best time to schedule the celebration during Center hours. Refreshments and additional supplies or items should be brought to the center on the morning of the party.

Weather Related Closing Procedures

Should the school announce they will be closed *prior* to the start of a school day or *closes early* due to inclement weather prior to Harford Heights scheduled start time, child care Center will not open.

Should severe weather conditions develop *after* your child has been dropped off at the Center, please keep tuned to WBAL Radio 1090AM to determine early closure. Listen specifically for *Harford Heights* to be closed. We understand that many parents work out of the local area, and we will stay open for as long as possible if the school administration gives us approval to stay onsite. You can always call the center or check the website or other electronic media to verify a closing.

Additionally, if the Center is already open and there is inclement weather, Harford Heights staff may need to contact families to pick-up early.

Guide to Regulated Child Care in Maryland

The Office of Child Care wants to ensure that families are aware that all child care in the state is governed and regulated. Please refer to additional supplemental brochure.

Passive Technology Regulation

The Maryland State Department of Education and Office of Child Care have made a distinction between “interactive technology” and “passive technology” and how it may be used in a childcare setting. In summary, the regulation requires that “passive technology” time and is limited to 30 minutes a week, there is limited appropriate use of “interactive technology” and that there are exceptions that the childcare provider must document. (Please review the full regulation with a staff member.)

How to Contact the Office of Child Care

“If you believe a particular childcare program is in violation of State childcare licensing laws or regulations, you may file an official complaint against that program. To file a complaint, contact the appropriate Regional Licensing Office. Complaints may be filed in person, or by telephone, or in writing by e-mail, fax, or letter. Anonymous complaints are accepted, so complainants do not need to identify themselves. Each complaint is investigated by the Regional Licensing Office. Upon completion of the investigation, a report of findings is created. This report is available upon request if the investigation confirms that the violation occurred, or if it cannot be determined whether or not the violation occurred.”

A full listing of Regional Licensing Offices can be found online at <http://earlychildhood.marylandpublicschools.org/node/618>

**The Site Director may have an additional supplement to this handbook that details site specific details, procedures or policies. **

Section IV-- HEALTH & SAFETY POLICIES

Emergencies

Each family must have on file with the Center an Emergency Contact Information Form so staff can contact the parent or other authorized person in an emergency. The parent must notify the Center if there is any change in the information on the form (such as telephone number, employer, etc.).

If a child is injured or becomes seriously ill while at the Center, the parent or parents will be notified and must come or send someone immediately to pick up the child. If necessary, staff will call 911 and/or take your child to the closest hospital for emergency treatment; The hospital will not treat a child without parental consent. Please be sure to complete all the required forms in the last section. If there is any pertinent information or special instructions for treatment of your child that the hospital would need to know, please be sure to include that in writing to be added to your child's file.

Illness

The Center will follow any and all recommendations as set forth in the Maryland Department of Health and Mental Hygiene Publication *Communicable Diseases Summary: A Guide for School Health Services Personnel, Child Care Providers and Youth Camps*. The Center cannot permit any child who is ill with a contagious or communicable disease to attend the Center. If, in the opinion of the Center's staff, a child arrives at the Center and is ill, the staff member will refuse to admit the child. If a child becomes ill while the child is at the Center, staff will immediately notify the parent and isolate the child until he/she is picked up. The parent or guardian must pick up a sick child as soon as possible.

Any child with a temperature of 101-degree fever or above is considered too ill to be at the Center. A child sent home with a fever may not return until the child has a normal temperature for at least twenty-four (24) hours without the aid of medication. (The child may not return the following day even if the fever is gone that morning.)

If a child is absent due to illness or unexplained causes for three (3) days or more, a physician's approval will be required to readmit the child. Less than 3 days absent, a note from a parent explaining absence will be required regardless of reason.

Administration of Medicine

The Center's personnel may administer medication, if properly certified, (including over-the-counter medicine such as aspirin, cough drops, decongestant or other non-prescription drugs) with written authorization signed by the child's parent or guardian and in their original box. ****All non-prescription medications must also have a doctor's note to be dispensed within the Center.****

All prescription medications must have a written doctor's note including:

1. The name of the child.
2. The name of the medication.
3. The dosage.
4. The time (s) it is to be given.
5. The signature of the physician.

In addition, the parent must provide a signed, written consent for each medication to be given. The container of any medicine is to be administered by the Center's personnel must be clearly labeled with the name of the child, the name of the medicine, the dosage and the name and telephone of the child's physician. The container, along with the required written consent (form provided), must be brought to one of the Center's staff. A child's parent or guardian may come to the Center at any time to give his/her child medication.

Individuals Authorized to Pick-Up and Changes in Custody

The Center can release a child only to the parents or legal guardian(s) of the child, or to individuals authorized to pick up the child whom the parent/guardian has listed on the Child Release Authorization & Custody Form as well as those listed on the Emergency Form. Staff members of the Center may require any person who arrives to pick up a child to show identification.

All persons authorized to pick up a child must be at least sixteen (16) years old.

If only one parent has custody of the child and the other is not authorized to pick up the child, the parent must instruct the Center of this fact, and must provide the Center Director with a certified copy of the Court Order confirming that one parent does not have visitation rights.

If there is any change in legal custody of the child while the child is enrolled in the Center, the parent must immediately notify the Center and must provide the Center Director with a certified copy of the Court Order confirming the change.

Although we at the Center recognize that this may be inconvenient for the parent, this policy is essential to protect the Center against potential claims for releasing a child to an unauthorized person or for refusing to release a child to an authorized one.

If an unauthorized person arrives at the Center to pick up a child, the Center staff will notify the parent immediately.

Release of Child to an Intoxicated or Drugged Individual

If, in the opinion of the Director or staff present at the Center, a parent or authorized person who arrives to drive the child home from the Center is in an intoxicated or drugged condition, the Director or staff member will:

- A. Notify the other parent or guardian of the situation;
- B. Ask the person to leave his/her car at the Center and take the child home using another means of transportation home; and
- C. Offer to call another relative, friend or to drive the person and child home.

If the parent or authorized person insists on driving the child home, the Center's staff member will notify the local police department. The Center will not only notify the police department, but also will alert other appropriate governmental authorities involved with the care and treatment of children. If officers or other authorities agree that the parent or authorized person is intoxicated or under the influence of drugs, the parent or authorized person may be charged accordingly.

Procedures for Suspected Child Abuse Cases

The Child Abuse Law requires the Center to report any cases or suspected cases of child abuse. The procedure is: the Center reports the case to Protective Services, and Protective Services will notify the parent or guardian.

Section V-- DISCIPLINE POLICY

The purpose of our discipline policy is to help teach the children in our program self-control, independence and to accept responsibility for themselves.

Children learn by example; therefore, our staff will serve as positive, caring role models who exemplify the positive behaviors we wish to encourage. We will also encourage appropriate behaviors through the use of positive reinforcement. When a child displays an inappropriate behavior, the staff will talk with the child to discuss why the behavior is wrong and the possible consequences of such behavior. The appropriate behavior will also be discussed. Limits will be consistent. The rules will not change from day to day. When changes must be made, these changes will be explained to the children. When problems arise between children, they will be encouraged to talk through their problem and work together towards a solution.

If a child continues to display inappropriate behavior, the child will be removed from the group or activity to have quiet thinking time. Quiet time will be used for acts of physical aggression, destructiveness, and repeated disregard for the rules. During the quiet time, the child will be seated in a chair or area apart from the group but within sight and hearing of the staff. Quiet time will not last for longer than five minutes. If a child must be separated from the group for a longer period, individual games or activities will be offered to that child, and the child's parent will be notified upon pick up.

If a child persists in an inappropriate behavior, a conference will be called with the child's parents to discuss a plan of action. If a solution cannot be found or the problem continues, a suspension period of up to two (2) weeks may be used prior to expulsion from our program.

Children who use aggressive behavior to intentionally hurt or injure another child or staff or a child who refuses to follow directions from the staff may be immediately suspended from our program until a parent conference can be held.

Corporal punishment will never be a part of our discipline policy.

Site Directors have flexibility in creating a positive behavior management system for individual children, grade level groups or the whole group as needed.

Termination by the Center

A. **Immediate:** The Center may terminate your child's enrollment in the Center effective immediately if any of the following conditions arise:

- (1) In the judgment of the Site Director, Operations Director or Administrative Director the child's behavior threatens the physical or mental health of other children in the Center:
- (2) Tuition or annual registration fees are not paid within six (6) days after payment is due;
- (3) The child is picked up late more than two (2) times in a 30-day period; or
- (4) The child is ill when brought to the Center more than three (3) times within any 30-day period or the parent fails to pick up promptly a sick child more than three (3) times within any 30-day period.

If enrollment is terminated due to the child's behavior, a portion of the monthly fee will be refunded and prorated on a daily basis for the period remaining in the year. If enrollment is terminated immediately for any other cause, the Center will refund the appropriate portion of the yearly fee.

B. **Two-Week Notice:** The Center may terminate your child's enrollment upon two (2) weeks written notice if any of the following conditions arise:

- (1) Any of the conditions listed above under (A) (assuming the Center has not exercised its right to terminate enrollment immediately).
- (2) In the judgment of a Director, the Center's program does not meet the developmental or special needs of your child without undue burden per ADA guidelines.
- (3) You fail to abide by the terms of the Enrollment Agreement and Parent Handbook.

If enrollment is terminated upon two (2) weeks' written notice, a portion of the tuition fee, prorated on a daily basis or the period remaining in the year, may be refunded.

Suspension and Severability Clause *(a form near the end of the handbook requires a parent signature)*

A suspension period of up to two (2) weeks may be used prior to termination.



HARFORD HEIGHTS CHILD CARE CENTER, INC.

Section VI—FORMS

Certification that All Information is Correct

The following attachments and forms are part of this Agreement. Through your submission, you certify that you have read and agree to abide by the provisions of the Family Handbook and you have accurately completed all the forms listed below *before* your child is enrolled at Harford Heights.

All enrolled students must have the documents completed for enrollment to be valid.

You agree to notify the Center regarding ANY changes to information provided on the forms listed below:

REGISTRATION: By Site online

(Click on link for your site location below for online registration via Procare)

- [The Boys' Latin School of Maryland](#)
- [Garrison Forest School](#)
- [The Gerstell Academy](#)
- [Roland Park Country School](#)

REQUIRED FORMS: All Sites

In addition to completing registration online, all required **Enrollment and Additional forms below** must be on file for each student enrolled.

If you are **NEW**, or **CURRENTLY** enrolled but need to **UPDATE** your information, please click links below to access and complete, then return as directed below*:

ENROLLMENT Forms: All Sites

Required for all students; Enrollment Agreement and Questionnaire are also on pages 10 & 11 of Handbook)

- [Enrollment Agreement/Waiver & Questionnaire \(2 pages\)](#)
- [Emergency Form](#)
- [Health Inventory](#)
- [Immunization](#)
- [Medication Authorization](#)

ADDITIONAL Forms: All Sites

Required for those children with specific medical conditions:

- [Allergy Action Plan](#)
- [Asthma Action Plan](#)
- [Seizure Medical Authorization](#)
- [Special Health Conditions](#)

All COMPLETED FORMS: must be received *prior* to your child's first day either by:

- **MAIL to our corporate office:** 1 William Court, Sparks MD 21152;
- **EMAIL to:** amanda@harfordheightschildcare.com
- **IN PERSON:** At your Harford Heights campus location during staffed hours

This handbook and all forms will be reviewed annually and updated as needed by the Center or any regulatory agencies. All previous editions will be obsolete.



LOCATION: _____ *(please specify: Boys' Latin, Garrison Forest, or Gerstell Academy)*

Child's Name: _____ **Date of Birth:** _____

1. What does your child most like to do at home? *(Describe activities):*
2. a. Has your child been away from home *(check one)*: frequently ____ infrequently ____ not at all ____
 b. If your child has been away from home, please specify environment:
 babysitter ____ day care ____ relatives ____ other *(specify)*: _____
3. a. In familiar environments, your child is:
 active ____ quiet ____ other *(specify)*: _____
 b. In new environments, your child is:
 active ____ quiet ____ other *(specify)*: _____
4. a. In familiar environments, your child tends to become a:
 leader ____ follower ____ other *(specify)*: _____
 b. In new environments, your child tends to become a:
 leader ____ follower ____ other *(specify)*: _____
5. Please identify all those *actively involved* in your child's home life:
 mother ____ sister ____ age ____ grandparents ____
 father ____ brother ____ age ____ other *(specify)*: _____
6. Please identify how your child tends to interact with other children? plays well ____ shares ____
 likes to have own way ____ has had limited interactions ____ other *(specify)*: _____
7. List favorite and least favorite activities.
 Favorite: _____ Least Favorite: _____
8. Does your child have any specific fears? *(please describe)*:
9. Does your child have any allergies or special needs needing to be brought to our attention?
10. Does your child have an IEP/IFSP *(please check one)*: Yes _____ No _____
(If 'yes', please provide the director with a copy.)



HARFORD HEIGHTS CHILD CARE CENTER, INC
ENROLLMENT AGREEMENT AND WAIVER

LOCATION: _____ (please specify: Boys' Latin, Garrison Forest, or Gerstell Academy)

ATTENTION PARENT/GUARDIAN:

Please read this Agreement carefully. If you do not understand any provision, feel free to ask the Center Director about it. This Agreement, its attachments and the Family Handbook establish your legal rights and responsibilities, and those of the Center, regarding your child's participation in the Center. Throughout this agreement and attachments, the terms "I" and "parent" refer to the parent(s) or legal guardian(s) of the child enrolled in the Center and the terms "Center" and "we" refer to the Harford Heights Child Care Center, Inc. and staff members. The term "school day" means a day when the Center is open and operating.

I, _____, hereby agree to
(Parent(s) or Guardian(s) name(s))

enroll my child or children _____ in the
(Child/children's names)

Harford Heights Child Care, Inc., program under the terms and conditions as stated, and we agree to accept your child's enrollment under the terms and conditions as stated.

**If your child has an IEP/IFSP, please give a copy to the center to ensure that all needs are met in regards to accommodations.*

Suspension

A suspension period of up to two (2) weeks may be used prior to termination.

Severability

If any term of this Agreement is declared invalid or unenforceable, it will be severed and all other terms will remain effective, and they will be construed as though the invalid term did not exist.

Waiver

If the Center fails to require that you comply with any term of this Agreement, the Center will not be deemed to waive its right to demand compliance and the Center may later require that you comply with such terms after notifying you that it will require compliance.

Parent/Guardian Signature

Date

Director Signature

Date