



1133 Rock Springs Road
Smyrna, TN. 37167
615-223-7413

Policies and Procedures

Please read each policy and initial at the end of each one.

1. The center is "OPEN" Monday thru Friday from 6:00 am. thru 6:00 pm. It is our policy that you call if your child will be arriving after 9:30 am. or call if they are going to be absent. We take our final count for teacher/child ratios and for meals at 10:00 am. No child will be permitted to arrive after 10:00 a.m. without prior notification. In regards to School Age Children, You must notify the center director no later than 2:00 p.m. if your School-age child will not be on the afternoon "BUS". *Failure to do so repeatedly may result in suspension of your child's seat on the bus. _____
2. There is a fee for picking up your child after 6:00 pm. The "LATE PICK-UP FEE" is \$1.00 per minute (per child). Any late pick-up fees will be added to your account and must be paid by the following day. All parents should make every effort to be on time each day or have back-up transportation available. _____
3. The center is CLOSED on the following "HOLIDAYS": New Years Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and the day after, Christmas Eve and Christmas Day. * In the event that a holiday falls on a Saturday or Sunday, either the previous Friday or the following Monday will be taken to compensate for the holiday. The Center reserves the right to choose the day to be taken for any holidays that may fall on a weekday. _____
4. "WEEKLY TUITION" is due on Mondays for the week. * A fee of \$25.00 will be applied to all accounts not paid by Tuesday 6:00 pm. *If you become 1 weeks delinquent in paying your child care tuition, the center may terminate your child care services. You will be responsible for any court or collection fees which may arise in the center's effort to collect delinquent fees. _____
5. All tuition is based on a "FLAT RATE" per week per child. *This flat rate must be paid whether your child is present or absent. * After a child has been enrolled for 1 (one) year, your child may have 1 (one) week absent without paying. (FREE WEEK) All requests to use your free week must be submitted in writing to the Director. Your account must be current and again, the child must be enrolled for at least 1 (one) year. _____
6. There is an "ANNUAL FEE" based on the amount of children, per family, that is due on each year anniversary of enrollment (child). All Families enrolled at Rock Springs Academy are responsible to pay this fee as it becomes due. *Notifications may be sent when fee is due. _____
7. There is a "2-WEEK NOTICE" when leaving our program. This notice must be submitted in writing and given to the Director. This allows the center the opportunity to enroll another child. 2 weeks of tuition will be billed to any parent's account for failure to give 2-week written notice. Any additional fees occurred in effort to collect on said account will also be the responsibility of the parent in default. _____
8. There is a \$30.00 fee for all checks returned to the center for "NON SUFFICIENT FUNDS" or any other reason. NSF check amounts and fees must be paid in cash to clear accounts. The center reserves the right to ask for future cash payments to anyone who has more than 1 (one) check written to the center and returned by the bank. _____
9. All parents are under a "NO TOLERANCE" policy. Any type of inappropriate behavior or language used toward an employee of Rock Springs Academy, another parent and or their children, or on the center's property will not be tolerated and will result in immediate dismissal from our program. _____
10. If a parent or other designated person arrives at the center to pick up your child and we feel that person is "INTOXICATED" or unsuitable to transport your child, we reserve the right to not release the child to that person. We

TRANSPORTED IN APPROPRIATE CAR SEATS AS NEEDED. We will notify the appropriate authorities if we feel a child's safety is a concern. _____

11. All children must have a "**PHYSICAL EXAM**" and "**UP-TO-DATE IMMUNIZATIONS**" before they can be enrolled in our program. * An up-to-date immunization record (Tennessee Daycare Immunization Certificate) must be provided at the time of enrollment. _____

12. If you are receiving assistance with tuition through the "**MID-CUMBERLAND**" program, you must provide a certificate before your child may start. You also are responsible for the difference in what we charge and what they will pay. Your part of the tuition is due on Mondays for the week just like all regular paying parents. If your child misses more than 5 days in a 2 week period, you will be responsible for the balance that the state does not pay. You are also responsible for any Registration Fees and Annual fees as they become due. _____

13. All children must be "**CLOCKED IN/OUT**" or signed in/out daily. You will receive a PIN number for your child at enrollment. If you are on "**MID-CUMBERLAND**" and you fail to clock or sign your child in/out daily, you will be responsible for the full cost, per day for those days you fail to clock or sign your child in/out. _____

14. All children enrolled in our program are on a "**TWO WEEK PROBATION**" period.

After 2 weeks, children that are displaying inappropriate behavior, will be dismissed from our Program. _____

15. "**BEHAVIOR ISSUES**" and aggressive behavior toward staff and the other children enrolled in our program are taken very seriously and may require a conference with parents or even suspension or termination from our program at any given time. Parents must work together with their child's teacher and the director to resolve issues that are disruptive or unacceptable. Resources are available upon request or are posted in the lobby for those parents whose children who may need professional guidance in managing their behaviors. _____

16. "**SCHOOL-AGE**" children are required to follow all transportation rules and procedures. Unacceptable behavior or failure to follow rules on the bus or even in the classroom area will result in suspension for 1 day or even termination from our program. _____

17. If your child is to be picked up by someone not listed on your child's "**PICK-UP LIST**", we must be notified in advance. If you send someone to pick-up your child, and they are not on their pick-up list, you must be prepared for us to call you back and verify the change. _____

18. It is the "PARENT'S" responsibility to keep important "**INFORMATION UPDATED**" with each child's teacher and with the Director. _____

19. "**OUTDOOR PLAY**" is an important part of our program. Please see that your children are dressed appropriate for the weather. All children must go outside to play daily (weather permitting). If you do not want your child to go outdoors and play, please keep them at home for that day. _____

20. If a child becomes ill at the center, then we will contact you to come and pick them up. "**SICK CHILDREN**" can not remain at the center and must be picked up within an hour of notification. Fever and illness may be contagious. If your child is sent home with a fever or illness, they must remain out for 24 hrs. A doctor's note may not be sufficient evidence for them to return. It is the Director's final decision on whether a child may return with a doctor's note. _____

*See Sick Policy Guidelines

21. Please do not send your child to the center if they have been ill during the night or ill before you arrive at the center. A "**BRIEF VISUAL INSPECTION**" of your child's health will be done upon arrival to the center and if your child displays symptoms of illness, you will be asked to take them home. _____

22. We have a "**NO NITS**" policy on Head Lice. If your child is sent home with head lice, we must have proof that they _____
_____ your child's hair before they can be re-

23. Parents will be notified of "**COMMUNICABLE ILLNESS**" among the center's children. Please notify the director if your child has been exposed to a communicable illness while away from the center. _____
24. All Children between the ages of 12 months and 5 years must have a clean small "**BLANKET**" and a clean (regular size) fitted "**CRIB SHEET**" to use at nap time. These items should be labeled the child's first and last name in permanent ink. Parents are responsible for taking these items home to be washed as needed and returned the following school day. _____
25. It is our policy to not allow children to bring "**TOYS**" from home except on special occasions. The center will not be responsible for lost or broken toys. _____
26. The center will not be responsible for lost or stolen "**CAR SEATS**" and booster seats left at the center. _____
27. All items belonging to children should be "**LABELED**" with the child's first and last names. _____
28. When your child is enrolled as an infant and is ready to move to a Toddler classroom, we will help with the transition of a bottle to a "**SIPPY CUPS**" then to a regular cup. We begin using regular cups in our Toddler classroom. (12 mos + up) "**PACIFIERS**" are discouraged but are allowed ONLY in the Infant classrooms. _____
29. Children generally begin "**POTTY TRAINING**" here at the center when they reach the Two Year old classroom. We make every effort to work with the child and their parents to develop the appropriate Potty procedures. All children develop differently and at their own rate. Please be patient with your child but be supportive when they are ready. "**PARENTAL PARTICIPATION**" is expected and makes the whole potty training process less confusing when everyone works together. Be advised that "**PULL-UPS**" are only a temporary step we permit for potty training. When your child is ready we will transition them into underwear. At this time it will be your role as the parent to provide many changes of clothing and underwear daily. "**DIAPER WIPES**" may be required by your child's teacher and must be supplied as requested. _____
30. All children should have at least one complete "**CHANGE OF CLOTHING**" here at the center at all times. Please remove soiled laundry daily and bring back clean items the following school day. _____
31. Children may have "**BREAKFAST**" in their classrooms or designated areas until 7:30 am. There is milk and juice available for your use. Breakfast is over promptly at 7:30 am. Snack times are as followed: "**MID-MORNING**" snack between 8:00 and 8:30 am. Our "**LUNCH**" time begins at 11:00 am and we serve a well balanced hot lunch. The "**MID-AFTERNOON**" snack time begins at 2:30 pm. PLEASE NOTE: "**SCHOOL-AGE**" children must bring their "**LUNCH**" on days that they get out of school early or are here all day. We will continue to serve the school-age children snacks or they may bring their own from home. _____
32. You may have a "**BIRTHDAY PARTY**" for your child here at the center but foods containing a lot of sugar are discouraged. * NO RED PUNCH PLEASE! All birthday parties are limited to the afternoon time and any special plans should be discussed with the teacher or the director. *Some children have allergies and safety issues could arise. _____

I, _____ certify that I have read and understand "**ALL**" the center's policies and procedures. I have been given a copy of said policies and procedures and have taken a complete "**TOUR**" of the child care facility before enrolling my child.

Upon enrollment I have been given a Summary of Licensing Requirements for Child Care Centers.

Signed: _____

Dated: _____

Witness: _____

Dated: _____