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**PARENT HANDBOOK**  
**January 2012**

# CrossRoads Child Development Center

## Welcome Statement

Welcome to CrossRoads Child Development Center. We look forward to working with you and your child; we are delighted to have your family join our “CrossRoads Family”. This handbook is designed to answer questions you might have relating to CrossRoads Child Development Center policies. Please read the Handbook and retain for future reference. This document will continue to evolve to meet the ongoing needs of our parents, staff and children. The most recent copy will be posted on the Center website at [www.CrossRoadsCDC.com](http://www.CrossRoadsCDC.com).

## Policy Board

The Center is a ministry of Davidsonville United Methodist Church. The Director administers the day-to-day operation of the Center. The Director works with a CrossRoads Child Development Center (CCDC) Committee of church members. CrossRoads Child Development Center Committee reports to both the Finance Committee and the Church Council of Davidsonville United Methodist Church. The Chair of the Committee will serve as the point of contact for the CCDC Committee.

## Philosophy

CrossRoads offers a developmental child care program which works with each child at his/her own level to encourage a healthy appreciation of self and to guide the child to group socialization. Furthermore, each child is a person of value who is extended every opportunity to develop physically, mentally, emotionally and spiritually. This will occur in an environment that exhibits sensitivity and concern for each child by:

- Providing a safe, loving environment that offers stimulating learning experiences
- Respecting the individual needs of each child
- Creating a climate of positive interaction between the child, teachers and other children
- Encouraging a foundation of partnership between parents, the child development team and church members, based upon mutual trust and recognition
- Building a good working relationship with each family and expanding on the foundation provided at home
- Being a faith-based center in a community where all are welcome

CrossRoads staff strives to provide a welcoming environment where children learn and grow through hands-on exploration. Learning is accomplished through a combination of teacher-directed and child-initiated activities. The whole child is nurtured through the use of individually appropriate activities, materials and equipment. It is important that time is taken to observe and to get to know each child in order to respond to individual needs. This is accomplished by providing appropriately challenging activities, allowing the children to feel good about themselves and to get along well with others.

## Safe Sanctuary

The Davidsonville United Methodist Church and the Baltimore/Washington Conference of the United Methodist Church is committed to ensuring that all children and youth involved in church and conference ministries may participate in an environment of safety and security. One of the goals for our young people is to promote the development of strong Christian values and morals. Accordingly, we expect all persons involved in our youth/children’s programs to adhere to the

highest standards of morality and conduct. Moreover, we expect and trust that all youth/children's ministry workers will conduct themselves, when working with young people, in an appropriate, safe and caring manner. Specific policy information and details related to what the church refers to as "Safe Sanctuary" will be provided upon request or may be obtained at [www.DUMC.net](http://www.DUMC.net).

### **Religious Education**

The members of the teaching staff are both professional and supportive of Christian values. They strive to create a loving, enriched atmosphere for children and to personify religious principles in their relationships with children. The religious education consists of daily devotions, a weekly chapel service, a weekly Christian music class, morning prayers, grace before meals, Christian songs, and a Christian based curriculum. If your family does not have a church home, you are invited to visit Davidsonville United Methodist Church and to consider becoming a part of this fellowship.

### **Program**

Children participate in a variety of exploration and enrichment opportunities. The curriculum is designed to challenge children spanning a range of abilities. An array of topics is presented throughout the year to enhance each child's cognitive and emotional development. A daily routine might include circle time, stories, music, finger plays, manipulative, art, mealtime, and outdoor recreation. Every day brings new discoveries, achievements and joys!

- Spiritual - helping children to know and understand that God loves them
- Emotional - helping children develop independence and self-confidence
- Social - helping children learn the importance of friendship, to respect others and how to function within a group
- Physical - providing activities that help children's bodies grow healthy & strong
- Community - giving children a sense of the world in which they live
- Recreation - providing indoor and outdoor activities (in a fenced playground, a rainy day sheltered area and nature trail)

In their early years, children are learning more each day than at any time in their lives. It is the belief of CrossRoads that each child is a blessing from God and, therefore, will be nurtured through His eyes.

### **Calendar**

The preschool term begins in late August and continues year round.

For children ages 6-12, a Summer Adventure Camp is conducted each summer. Additional details will be provided each spring. Summer Adventure Camp begins in mid-June and ends in late August.

The Center is closed on the following holidays:

New Year's Eve (3:30pm close)	Fourth of July	Christmas Eve
New Year's Day	Labor Day	Christmas Day
Holy Friday	Thanksgiving Day	
Memorial Day	Thanksgiving Friday	

President's Day and Martin Luther King's Birthday are honored, but the Center will remain open.

When New Years, Fourth of July or Christmas falls on a weekend the Center will follow the Federal Government's Policy relating to the day the holiday will be observed.

## **Operating Policies**

### **Severe Weather Policies- Closures and Delays**

#### **AlertNow System:**

CrossRoads has implemented the AlertNow system to notify all CrossRoads parents in an event of any emergency, such as closings, delayed openings and early closings. This feature allows CrossRoads to independently make all decisions regarding the status of the school in conjunction with the guidelines below. It also allows parents to be alerted to their personal and most convenient means of receiving information. It will alert every parent directly and instantly.

To activate this service please be sure to fill out the AlertNow form in your registration packet. Additional forms are located in the CCDC office if there are changes during the year.

#### **Guidelines:**

All Center programs will be closed when the Federal Government closes due to severe weather conditions.

AACPS: Code Red - Closed.

AACPS: Code Blue - Open, with a possible two hour delay, check your email for the AlertNow message and/or the CCDC phone message to be sure.

Delays or Early Closing - same as AACPS. (There may be rare times when you will know in advance that we will open on time. This is exclusive of the policy and not promised.)

**When AA County Public Schools close early, please pick your child up as soon as possible to enable CrossRoads to close.**

We will try to avoid it, but we reserve the right to close the Center if it is determined that is in the best interest of the safety of the families and staff of CCDC.

**Forms** - All forms for summer and fall terms should be returned by **May 1**. Please refer to our **website for the most current version of all forms**. [www.CrossRoadsCDC.com](http://www.CrossRoadsCDC.com)

1. To register a child, please complete a registration form accompanied with payment of the registration and activity fees. Both fees are nonrefundable.
2. After a child is registered, the following forms must be completed:
  - a. Health form #560: Completed by the parent and physician, signed and dated by a physician.
  - b. Health form #896: Record of immunizations.
  - c. Emergency Information Card: Completed by parent, it contains vital information and is required by the State of Maryland. If there is anyone who you would like to name as not permitted to pick-up your child under any circumstances, please put that information on the Emergency Information Card with the appropriate documentation.
  - d. Teacher Information Sheets: Completed by parent, contains pertinent information for the child's teacher.

## **Orientation Process**

A fall Open House for parents will be scheduled shortly after the opening of school so that parents may visit the classrooms, meet teachers, other parents, and to ask questions. It is highly recommended that parents attend this function. Our Directors are available daily for your convenience. Please feel free to contact them any time.

## **Preschool Prep/2's, Preschool/3's, Pre K Prep and Pre Kindergarten**

There is a daily routine for the children, which includes a morning learning component, and a snack time in the morning and afternoon, along with an early afternoon rest period. Sleeping at Nap/Rest time is not mandatory, but State law requires quiet rest on a cot. Children in the Preschool Prep (2 year olds) group must have passed their second birthday, however toilet training is not required. Tuition for three-year-olds depends upon level of care in reference to diapering. Four and five year-olds must be toilet trained.

Children are assigned an appropriate classroom based on their birth date in relation to Kindergarten enrollment for Anne Arundel County Public Schools, not by ability. We do not participate in the practice of moving children once the school year has begun. However, it may be done if the Director's observations indicate that it would be appropriate to move a child and space allows. The decision to transfer a child to another class is at the discretion of the Director. If an individual student is transferred to another class, it is for the benefit of that child and/or the other children enrolled at CrossRoads. Unfortunately, this cannot be done by request. Individual transfers cannot be discussed with anyone other than CrossRoads staff and the individual child's family.

## **Before & After School Care**

- Enrollment limited to 29 students
- One half hour is provided for children to begin their homework assignments
- Indoor and outdoor supervised activities
- An afternoon snack is provided

Arundel County Public School Transportation is provided to and from Davidsonville Elementary School and Central Middle School. Daycare may be purchased, for enrolled private and public school-age students during vacations periods such as Christmas, Easter or Spring Break based on the Center's available space.

## **Summer Adventure Program**

Summer is a time of fun and change of routine at CrossRoads. Each week has a theme and a new adventure to captivate a child's imagination. There are age appropriate activities for children age 6-12. The Center's hours remaining the same, 6:30 AM to 6:30 PM.

## **Staffing Ratio**

The Center maintains a staff to student ratio of 1:6 for two-year olds; 1:10 for three and four year olds; and 1:15 for five years and older. The Code of Maryland Regulations determines staffing ratios.

## **Integrated Services**

As much as possible, CrossRoads CDC will support other service providers to augment the services provided to our students. Parental permission must be secured. The provider must communicate with the Child Development Team at CrossRoads in the treatment process to ensure a holistic approach to the student's enrichment.

**SAMPLE WEEKLY SCHEDULE**

	Monday	Tuesday	Wednesday	Thursday	Friday
6:30-9:00	Before Care				
9:00-9:30	AM Snack Time				
9:30-10:00	Circle Time				
10:00-10:30	Reading/Language Arts				
10:30-11:00	Center Time				
11:00-11:30	Math/Science/Social Studies				
11:30-12:00	Outside Time				
12:00-12:30	Lunch Time				
12:30-1:00	Enrichment Class				
1:00-3:00	Nap/Rest Time				
3:00-3:30	PM Snack Time				
3:30-6:30	After Care				

**Arrival**

- Young children do not cope well with rushing. Please allow enough time to avoid the early morning rush. A calm separation gives a child a “head start” on a good day.
- Please park in the church lot and walk your child into their classroom and insure that the teacher acknowledges seeing the child. Relate any special instructions or helpful information about how the child is feeling. Sign-in your child.
- For safety reasons, please use extreme caution when driving in the church parking lot.

**Departure**

- Please be sure a staff member knows your child is leaving and sign-out your child.
- Persons authorized by you to pick up your child are listed on your emergency card. The Center will not release your child to a friend without you contacting the Center in advance to provide authorization. If a baby-sitter picks up your child, please share the

Center procedures with the sitter. Please remember, the Center will never release your child to anyone not authorized by you, nor to another child.

### **Separation**

Separation may be difficult for you and your child when your child first starts class. Please discuss your departure, and your return to pick up your child, before you drop your child off. A big hug, a smile, and your immediate departure will benefit your child more than you staying during the first days of enrollment. Follow the teacher's recommendations and leave swiftly. If your child does not acclimate to his new environment, you will be contacted. A daily report is provided so that parents should not call daily. Teachers are supervising children and only have a short break away from children during a normal day, making it difficult to talk on the phone.

### **Cubbies/Folders**

Each registered child is provided a special place to keep their belongings; we call them cubbies. Your child's name is on the outside. Clothing, artwork, notices, diapers and sleeping gear are placed in the cubby. It is the responsibility of parents to check the child's cubby daily; cubbies also function as "mailboxes". Many memos and newsletters are placed in the cubbies to be taken home. Please do your part to keep communication current and stay informed by checking your child's cubby.

### **Clothing**

Parents are urged to dress children for active play. It may be messy at times! Paint, play dough, water play, it is difficult to have fun and learn and not get anything on clothing. Enable your children to participate without worrying about special clothing.

Children need to wear clothes they can manage themselves. Please help children work toward achieving independence. Pants with elastic bands work much better than pants with belts or snaps. All children need an extra set of clothing at the Center. In a zip lock bag please label and include extra (2) underwear, socks, shoes, pants, and shirt. Remember, children who are potty training or are newly potty-trained often need two or more extra pairs of underpants. When these clothes are used, take care to restock the bag so an extra set is always available. Please note that if you choose to use Pull-Ups, we ask that you provide Pull-Ups with Velcro only.

Outer garments should be clearly labeled. Staff will try to keep things from getting lost, but if you label hats, mittens, boots, sweaters, and coats, there will be no question of ownership. Contact us immediately if you have items missing, we will attempt to locate the item. Please return anything your child wears home which does not belong at your home. Please do not send your child's very treasured items, as we cannot take responsibility for their condition or safe return. Ensure that your child has appropriate shoes for outdoor play. Sandals, clogs, and other slip-on shoes are not safe for outdoor play and pose a safety hazard to your child.

### **Outdoor Play**

The Maryland State Department of Health requires that children in day care go outside two times each day ideally, morning and afternoon. Obviously, if it is raining or there are other severe weather conditions, the ruling is waived. It is our intent that children go outside regularly for fresh air and exercise. CrossRoads is fortunate to have a covered shelter area, which enables children to be outside more than most Centers, following periods of inclement weather.

Children should come to the Center properly dressed for outdoor play according to the day's weather. It is helpful to dress your child in layers. As a child becomes hot from exercising, he can remove a layer of clothing. Staff will make responsible efforts to keep hats and coats on outdoors, but a child has some freedom to express when he is "too hot" and wishes to remove his coat.

## **Health and Safety**

### **Security**

The Center is equipped with a keypad entry system. Please do not share this code with your children or other unauthorized adults. It is important that CrossRoads maintain a Safe Sanctuary for all children.

### **Illness**

Our general rule is: children who are well enough to come to the Center are also well enough to go outside to play. When it is very cold, we will not stay outside long. It is not possible to provide one staff person inside for one child. Please keep your child home when he/she is sick or needs special care.

If your child becomes ill at the Center, you will be contacted. It is essential that someone pick up an ill child as soon as possible. If you are unable to arrive at the Center within ½ hour after being contacted, we ask that you make arrangements to have someone pick up your child. CrossRoads staff will contact emergency contacts listed on your child's Emergency Form if you are unable to pick up your child within 30 minutes. Parents are responsible for insuring that names and phone numbers on the Emergency Cards are current. Regulations prevent Staff from providing any medication, including over the counter medications, lotions or creams without appropriate approval. We care very much for your children and do not want to see them uncomfortable any longer than necessary. When children are ill they especially want to be with their family. Please make every attempt to arrive quickly. Medication Forms are valid for 30 days.

### **Guidelines for Keeping Children Home**

1. A very runny nose, especially if mucous is thick or not clear. Sometimes children experience allergies and ear infections, which are not contagious, but serious colds, are a health concern for the Center.
2. Red, runny, sticky and itchy eyes may indicate conjunctivitis or "pink eye." which is highly contagious. The child must be checked by a physician, receive treatment and a physician's note stating the child is cleared to return to the Center.
3. A physician should check rashes, especially over the trunk, the body, or face to ensure the child is not contagious.
4. Diarrhea should be checked as it can cause dehydration and is contagious. Child must be diarrhea free for 24-hours before returning.
5. Under no circumstances should your child be sent to the Center with a fever. Children with fevers of 101° will be sent home. Your child may return to the Center if he/she has been fever free for 24 hours without medication or has been started on antibiotics and has a doctor's written permission to return.

6. If your child has a very itchy scalp with pearly white or grayish flakes that stick to hair shafts rather than flaking off like dandruff, there is the possibility of head lice. Your child needs to be seen by a health care provider before returning to the Center.
7. We reserve the right to send your child home or refuse to admit your child with any suspected symptom.
8. If a child is diagnosed with a contagious illness the Center will post a notice. The Center believes communication regarding contagious illnesses is in the best interest of all parents. The posting will not name the child, but is intended to provide helpful information by describing the illness, symptoms, and treatment and how the illness is typically spread.

### **Nap/Rest Time**

All children are required to have quiet time. Children who attend the Center during quiet time must bring a small sheet or blanket for quiet time. Bedding should be taken home weekly and laundered. Children often enjoy bringing a small pillow or cuddle toy for quiet time.

### **Meals**

Mealtime should be a calm social period for children. The teachers eat with the children to create a warm environment. Students must bring a packed lunch. Well-balanced lunches with fruits and vegetables are good sources of nutrition for growing bodies. The Center provides morning snack, afternoon snacks, and a drink.

Some children have allergies to nuts, especially peanuts. For some, even the smell of peanuts can cause severe, even life threatening reactions. You will be informed if such a child is in your child's class. We would then request that you not send foods containing nuts or nut butters to the center in your child's lunch. We regard all health issues seriously, and will try to keep children with allergies safe, but because compliance with this request is voluntary, and because our center classrooms are shared spaces, CrossRoads CDC cannot, and does not, guarantee a nut-free environment.

Please select nutritious snacks, if you need additional ideas our staff will be happy to provide some recommendations. For safety reasons, please do not send items such as gum, popcorn, grapes or cherries with seeds, or any foods that children could easily choke on. (Seedless grapes should be cut.) Please notify the director and teacher about any dietary restrictions or allergies.

Parents of children registered for part time are not permitted to bring children on unscheduled days due to absences. Staffing is based upon registered students. Parents may secure permission to bring registered students on unscheduled days when special events are planned.

### **Toys, etc**

No toys should be brought into the Center from home, unless the item is being used in Show-n-Share. The Center is not responsible for the safe return or condition of these items brought to the Center. Do not permit children to wear jewelry with beads or dangling ornaments or anything around their neck. It may get lost, broken, or swallowed.

### **Show-n-Share**

Children are encouraged to bring items for "Show-n-Share". All items brought from home must be labeled with the child's name. Do not send more than one item at a time, and be sure it is small enough to be stored in the cubby. Do not send toys or games with small pieces or many parts, and only toys which the child is willing to share.

## **Field Trips**

Children ages 3-5 enrolled in preschool classes may occasionally be taken on field trips. Children enrolled in the Preschool Prep (2 year old) program do not generally leave the campus.

Parents must sign a permission form for field trips. Parents must read the newsletter/notices and note that some trips require fixing a bag lunch, are at special times, or require special clothing.

Children will never leave the campus unless parents have been informed in advance of a trip. We need the cooperation of parents for successful field trips. We urge parents to join us occasionally, as a chaperone. We encourage you not to go on every trip, allowing children to develop independence and explore the world without a parent always being present. Other children, including siblings/infants, are not allowed on field trips or at other events.

## **Visiting the Classroom**

Parents are encouraged to occasionally visit the classroom. Please make arrangements with the teacher and follow guidelines the teacher delineates. There are specific regulations regarding the number of children in a classroom; therefore, please do not bring siblings or other children with you including infants.

## **Classroom Parties & Observances**

Teachers may plan parties and holiday observances for their classes as appropriate. Typically these might include Christmas, Valentine's Day, Easter, Halloween, etc. Birthdays may be celebrated in class if parents desire.

Parents attending classroom parties are asked not to bring their other children to the parties, as this may create distractions in the classroom and violate licensing regulations.

Students may only attend the Center on days they are registered to attend. When there are special events, parents may check with the Director to obtain permission to escort their enrolled child to the event.

## **Birthdays**

A child's birthday is a significant holiday. Each child's birthday will be recognized by the Center. It is important that children be recognized in a similar way. We urge you to provide a simple nutritious treat. Birthdays may be celebrated in class if parents desire. We ask that you do not send balloons for any occasion. Party bags may be placed in each cubby to go home. If you provide treats, please have enough for the number of children in the class.

## **Parent Volunteers**

A quality team of educators and caregivers supervise your children. Some children often spend as much active time with our Christian teachers as they do with their parents. It is expected that parents will contribute their time and talent to the environment in which their child spends significant time. There are several ongoing, as well as, one-time events and planning projects in which parents can share their expertise. Cutting out materials and contacting other parents are examples of ways to volunteer from home.

## **Parents as Substitutes**

Parents may substitute for teachers, as approved by the Director. Parents may only receive monetary compensation after they have completed the fingerprint process and a background check has been submitted. The fees for these documents are the responsibility of the parent.

## **Communications**

### **Communicating with Parents**

We value the opportunity to get to know our parents. Please let us know when you are pleased or concerned about something. Your input is always encouraged. This is your child's "home away from home" and we want each child to have a positive environment in which to grow.

Notes for the Director may be left in the office. Notes for teachers can be left in the office; the Director will ensure the teacher receives the note. Check your child's cubby/folder daily for notes. Stay in touch with us, read emails, notes and bulletin boards. Conferences must be scheduled during inactive periods to avoid removing teachers from their classes. Please keep all your emergency phone numbers updated.

### **Conferences**

Do not hesitate to schedule a conference if you feel it would be helpful to you and your child. Conferences are intended as a time for adults (parents and teachers) to talk about the needs and progress of the child. Regular conferences are scheduled during the year; dates and times will be posted for parents to sign up. When you must cancel a scheduled conference, please let us know as soon as possible. Children and siblings should never be brought to conferences. We must have these few moments to focus on a particular child's development.

*Please do not bring your cell phone into our building. We spend all day with your child; we expect your full attention to communicate with you in the few minutes you drop off or pick up your child, and during conferences.*

### **Confidentiality**

Healthy communication between administrators, teachers, parents, and students is essential in building a quality educational environment.

Our Center staff will adhere to two scriptural principles when communicating with you and your children:

1. Please speak the truth in love.
2. Go first and directly to the source. In day-to-day communication and conflict resolution, Center employees are expected to communicate confidentially with students and parents.
3. Respectful communication is most effective. This will produce unity within the school, and model Godly behavior to our children.

When a child becomes involved in a disciplinary situation, Center employees must communicate the situation to parents without using the names of other children or adults involved in the situation, for reasons of confidentiality. Center employees may only relay to parents information that is pertinent for their child or children. The same policy applies to reporting communicable

diseases. The Center may remove from enrollment the children of parents who deliberately seek to violate its confidentiality policies.

## **Discipline**

### **Discipline Policy**

Discipline is an important part of the early childhood environment. Our first task is to construct an environment where children's schedules and classrooms are arranged to meet the children's needs. There are a variety of activities and plenty of equipment so that children need not be in conflict.

Children follow positive role models, and the children are encouraged to be cooperative, helpful, forgiving, and caring about each other. CrossRoads provides a caring, knowledgeable staff and an environment designed to meet the needs of children. Teachers adhere to three basic rules; children are not allowed to:

- hurt themselves
- hurt other people
- or to destroy property

When a child misbehaves, the teacher talks quietly with the child explaining why the behavior is incorrect and provides examples of appropriate behavior. The rules do not change from day to day; the limits are consistent and firm. Children need to feel secure and to understand the consequences of harmful behavior.

When a child continues to display inappropriate behavior, "time out" may be used within certain limits. "Time out" is required for acts of physical aggression, destructiveness, and tantrums, which cannot be ignored. During "time out", a child sits on a chair apart from a group but never out of sight or hearing of a teacher. Maximum sitting time is five minutes. The teacher explains to the child why he/she is required to sit for "time out".

Teachers always make clear that it is the child's behavior that is inappropriate. No child is called bad or made to feel he/she is a bad person. Instead, teachers often catch children "being good". Encouragement and praise are given liberally. Sometimes, inappropriate behavior is ignored or tolerated if it is not harmful or destructive. The teacher will redirect the child's attention.

If significant behavioral issues persist the teacher may request a conference with the parent to gain further insight into the child's behavior. When the staff is unable to arrive at a solution to the behavioral situation the Center may consider removing the child from the Center. This includes parent conferences and referrals, if necessary. Parents are always invited to talk with the Director to help correct these situations.

### **Our discipline policy prohibits:**

- Physical punishment, which includes pulling, pushing or shaking a child.

- Emotional punishment, which includes ridiculing, belittling, isolating, using a harsh tone, or threatening a child.
- The use of food as discipline, which includes withholding food or forced eating.
- Depriving children of outdoor play, which is necessary for good health.

### **Removal Policy**

Not all children thrive in the same program. Infrequently, the Director may ask a parent to remove their child from our Center if the child is manifesting disruptive behavior, and the program is not effectively helping the child and the family. The program may not be meeting the needs of a particular child.

### **The process:**

- Staff becomes aware that a child is having difficulty in the program and exhibiting a disruptive behavior. Staff develops and implements a strategy for dealing with the behavior.
- A conference is requested to inform parents of staff concerns and to provide input into a situation. Possible solutions are discussed.
- If the staff is unable to make progress in changing the child's behavior or an inordinate amount of staff time is being spent with that one child, a second parent conference may occur. Behavior referrals may be made to the parent. Counseling may be a stipulation in order for the child to continue in the program. The Center may set a specified time limit for changes to occur.
- A final parent conference is recommended. The decision to terminate the child from the program is reviewed. Parents may be given a termination notice.

### **Reasons for Removal**

The following are possible grounds for removal of a child and termination of family enrollment in the Center:

- Behavior by the child or parent, which is disruptive to the goals of the Center.
- Failure by a parent to comply with policies stated in this Parent's Handbook, or behavior incompatible with a Christian environment.
- Sexual or racial harassment of staff or other parents.

### **Withdrawal Policies**

Each Spring CrossRoads will ask parents to declare their enrollment intentions for the fall school year. Enrolled children are given priority for the next year before the general public. However, if a parent fails to register at the appropriate time and the class fills, a child could lose his/her space.

If you must withdraw your child during a term, notify the Director in writing at least 14 days in advance. Tuition payments continue during the notification period.

### **Parent Concerns**

If a parent has a concern with an employee of the Center, he/she needs to speak privately with that employee in an attempt to resolve the situation. Parents and staff are expected to pray, deal humbly and lovingly with one another, and seek reconciliation and forgiveness in every conflict. We believe

most conflicts can be handled at this level. Parents and staff are expected to refrain from speaking about these conflicts with other parents and staff.

In the event that the conflict cannot be resolved privately, the concerned party/parties must tell the other person involved that they plan to pursue further mediation. The Director has an “open policy” to discuss such concerns.

### **Parent Grievance Procedures**

A grievance is a serious problem, which could not be resolved by using other means. The Director will evaluate the situation and contact the involved parties to advise them. In some cases, they will be asked to meet again privately. In other cases, the Director will meet with both parties and attempt to lead them to reconciliation. Again, all involved parties are expected to be prayerful, humble, and reconciliatory.

In the event that the Director is unsuccessful at mediating reconciliation he/she will refer the matter to the Chairman of the CCDC Committee. The Director will submit the written grievance(s) of the parents and/or staff member, along with a written summary of how he/she attempted reconciliation. The Chairman of the CCDC Committee will review the situation, advise the involved parties and the Director, and attempt to mediate. If the situation is not reconciled, the matter may be turned over to the CCDC Committee for review and advisement. Parents and staff are expected to abide by all recommendations made by the CCDC Committee. Failure to do so may result in the expulsion of the family from the Center and disciplinary measures for the employee.

The CCDC Committee anticipates the Director, in the majority of situations, will be able to resolve parent concerns, few issues should require the input of the committee. The Committee may be emailed at: [committee@CrossRoadsCDC.com](mailto:committee@CrossRoadsCDC.com). The appropriate mailing address is: CrossRoads CCDC Chairperson, P.O. Box 370, Davidsonville, Maryland, 21035. Please do not make phone calls.

### **Please note:**

Parents may telephone the CCDC Committee Chairman only after the person has been contacted in writing. No discussion of a grievance may take place before a written grievance has been received and acknowledged.

In matters related to the suspension/expulsion of a student, the grievance process will end at the Administrative level. Since the Committee does not deal in the day-to-day operations of the school, its members will not be called upon to mediate in these situations.

## **Tuition and Childcare Financial Policy**

Tuition is paid monthly or semi-monthly at the parent's discretion. Payment is due the first school day of the month, or if semi-monthly on the 16<sup>th</sup> day of the month. Tuition continues as usual on holidays. Parents are requested to review the Center's monthly Tuition Statement for accuracy. Please bring any discrepancies to the attention of the Director as quickly as possible. Please retain all Center statements for your records.

## **Fees, Refunds, and Payment Information**

Initial fees are in two parts. A registration fee of \$100 will hold your slot until the end of the first week of the term. A refundable tuition deposit (subject to terms) of \$150.00 is required for all new registrants. All fees, along with the applicable portion of tuition, must be paid in advance prior to the first day of the child's attendance

### **Tuition Deposit**

Refund of a tuition deposit requires a minimum of two weeks advance notice. Providing proper notice is given, a refund check will be mailed to you within ten business days of the final day of attendance. Any outstanding balance as of the last day of attendance will be applied to the deposit refunded.

### **Payment Procedure**

A Tuition Statement will be provided for all registered children. Please retain for your records. Payments should be placed in the payment box, which is emptied daily and credited to your account. Only checks or money orders are acceptable forms of payment. For security reasons, we do not accept cash. We do not accept post dated checks.

Handling late payments is time consuming and adds administrative costs to the Center's expenses. In order to defray these costs at the source, a late payment fee of 5% of the amount due will be charged on all accounts which are five or more days past due. These charges will be posted on or about the 7<sup>th</sup> and 22<sup>nd</sup> of each month. All payments received will be applied to the oldest outstanding item at the time of receipt.

Drop-in-fees for attendance on non-scheduled days is on a "space available" basis for enrolled children only. Please contact the Center in advance for approval.

School age children	\$35/day
Preschool children	\$40/day

A schedule of all tuition level and extra service fees is available from the Director upon request.

### **Absences**

Fees will not be reduced due to a child's absence in any Center program. We are sympathetic regarding the issue of paying for education when a child is sick or on vacation, however, our obligation to pay staff remains unchanged. We cannot deduct a portion of a teacher's pay if your child is absent.

### **Tuition Free Vacation Two Weeks per Year !!!**

The tuition free vacation policy permits one week of this benefit after six consecutive months of child's attendance. Children, who have attended for an entire school year (September to June), may use two weeks of "tuition-free" vacation annually. These are days, within one calendar week, when the child is not in attendance at CrossRoads. It follows the child's enrollment pattern, i.e. a Tuesday, Thursday enrolled child's benefit is two days, not five. There is no requirement to reenroll. The slot will be held. For periods exceeding the exempt weeks, tuition must be paid in order for the slot to be held. The benefit is not limited to summer months. Prior notice must be given so that staffing may be adjusted if necessary. In the event that a child does

not continue at CrossRoads for at least 3 months, or start Kindergarten, immediately following such a vacation, the family's security deposit will be forfeited.

### **Delinquent Accounts/Late Payments**

In addition to the late payment fees, child care services will be withdrawn for any student whose account is ten or more days in arrears.

The Center is empathic to special and non reoccurring hardship cases that could justify a temporary waiver to the termination of services. Please contact the Director if your circumstances are within the range that can be considered by the Center.

### **Returned Checks**

A fee of \$30 is charged for each returned check. If your tuition payment is returned, the return check fee will be added to the sum of your child's tuition. After two returned checks, tuition will be required in the form of a cashier's check or money order. If repayment of these funds is not made, a student may be removed from Center enrollment.

### **Late Pick-up**

Parents must pick up their children before the Center closes at 6:30 PM, please make every attempt to not be late. If delayed, please call the office as soon as possible so we can assure your child that you are coming, that you will be late, and explain why. If you do not inform CrossRoads staff prior to the Center's closing at 6:30 PM, CrossRoads staff will attempt to contact you.

If we do not hear from you, those listed on your child's Emergency Card will be called to pick up your child. Please make sure this card is kept current. If at 7:00 PM and we have exhausted all options to reach a parent or an emergency contact person, Social Services and/or police will need to be contacted to help your child. Please do your part to ensure this never happens, we do not want children negatively affected in these situations.

There will be a late fee charged when a child is not picked up by 6:31 PM (based on the Center's office clock). The late fee is \$1.00 per minute is charged if the child is not picked up by 6:31. Payment is to be made directly to CrossRoads staff on duty at time of pick up.

### **Federal Income Tax Receipt**

In order for you to file a Form 2441 with your Federal Income Taxes the CrossRoads CDC will provide you a receipt of child care expenses ending December 31<sup>st</sup> of each year. This receipt will be provided not later than January 31<sup>st</sup> of the following year.