



# Family Handbook

inspiring young minds

# Welcome to Polaris Learning Center!

Thank you for choosing Polaris Learning Center for your early education and child care needs. We are so excited to get to know you and your family.

The contents of this handbook will introduce you to the policies and procedures within our schools. This information will assist you in becoming familiar with the day-to-day operations as well as the not so common circumstances that arise from time-to-time.

Please be sure to read all of the enclosed information thoroughly and sign off on the acknowledgement page prior to enrollment. Your acknowledgement must be accepted prior to your family's first day of attendance.

Thank you,

The Polaris Management Team



## Mission Statement

Polaris Learning Center offers a safe and developmentally rich environment for the children and families within the program. Polaris Learning Center and its staff are committed to opening a whole new mind for children socially, emotionally and academically for the future.

## Enrollment Forms

Prior to enrollment, most often during the tour process, you will receive a series of forms that are needed to enroll your child(ren). These forms will complete a database for you within the school's records and will also give us the information we need to get to know your child. These forms include items such as a personality profile, health care summary and authorization for pick-up. Each form within the enrollment packet is necessary and needs to be carefully reviewed and turned into your center's administration team prior to enrollment.

## Open Door Policy

Polaris Learning Centers maintain an open door policy. You may choose to call, email or visit the center whenever time allows.

## Dropping Off, Picking Up and the Time Clock

To ensure a safe drop off at school, your child must have an adult escort them into the building, properly checking them in on the clock-in system for the day and then leaving them with an authorized Polaris staff member. When picking up, an authorized adult must physically come into the school and check them out on the clock-in system or with a member of administration. Additionally, until relationships are established, photo identification will be required. All children must be clocked in and out on the required system daily.

## Authorized Pick-Up's

Amongst the enrollment forms required at the time of admission, you will complete a form authorizing specific individuals that have permission to pick your child up from the center. The people listed on this form will be allowed to pick up your child in the event that you are unable to do so. If you would like someone to pick-up your child that is not on the authorized list, you must give verbal permission to the office prior to pick-up. Anyone without prior authorization or not on the approved list will not be able to check a child out of the center. Until relationships are established, photo-identification will be required. Failure to provide identification will also deny anyone authorization to check-out a child. This includes parents.

## Immunization Records

The state of Idaho requires that we keep current immunization records on file for all children attending our center. Therefore, we ask that you provide us with this information on your child's first day of attendance. As your child receives new immunizations, we ask that you bring in updated copies so we can keep our records current.

Any child whose parent has submitted to us a certificate signed by a physician licensed by the State Board of Medicine stating the physical condition of the child is such that all or any of the required immunizations would endanger the life or health of the child shall be exempt from this requirement. Likewise, any child whose parent has submitted to us a signed statement declaring their objections on religious or other grounds shall be exempt from this requirement. Forms for these exemptions are available in our office.

Failure to provide necessary immunization records will result in termination of services.

## Illness Policy

When a child becomes ill while in our care but does not require immediate medical attention, we must determine whether or not exclusion from group care is required. (By exclusion, we mean that you must come and get your child from the center.) We base our decisions on the policies outlined in two publications by the American Academy of Pediatrics: Caring for Our Children and Managing Infectious Diseases in Child Care and Schools. There are 3 things to consider in determining if a child needs to be excluded from care:

- Illness prevents the child from participating in the normal activities of his/her classroom routine
- Illness requires a level of care that is greater than we can provide without compromising the health and safety of the other children
- Illness poses a risk of spread of disease to others

If any of these criteria are met, the child will be excluded regardless of the type of illness. You will be called and asked to pick your child up from our care within one hour.

Along with the above three points, temporary exclusion (removal) from child care is recommended when the child has any of the following conditions:

- Appears to be severely ill
- Has a fever of 100 degrees or higher taken axillary (armpit) *and* behavior changes or other signs and symptoms (sore throat, rash, vomiting, diarrhea, etc.). An unexplained temperature above 100 degrees axillary in a child younger than 4 months should be medically evaluated. Note: an infant

younger than 2 months with a fever should get medical attention within an hour. Children should remain out of the center for 24 hours after the fever breaks.

- Diarrhea – defined by more watery stools, decreased form of stool that is not associated with changes of diet, and increased frequency of passing stool that is not contained by the child's ability to use the toilet, usually after 3 or more episodes – until the diarrhea resolves.
- Blood in the stools not explained by dietary change, medication, or hard stools.
- Vomiting more than 2 times in the previous 24 hours, unless the vomiting is determined to be caused by a non-communicable condition and the child is not in danger of dehydration.
- Abdominal pain that continues for more than 2 hours or intermittent pain associated with fever or other signs and symptoms.
- Mouth sores with drooling.
- Cough that is severe, rapid or difficult breathing, wheezing, cyanosis (blue color of skin and mucous membranes).
- Rash with fever or behavioral changes.
- Pink or red conjunctiva with white or yellow eye mucus drainage (signs of a bacterial infection), often with matted eyelids after sleep and eye pain, or redness of the eyelids or skin around the eye, until 24 hours after treatment has been started.
- Tuberculosis, until the child's physician or local health department states child is on appropriate treatment and can return.
- Impetigo, children may not return until sores are dried and healing and antibiotics have been used for a minimum of 24 hours.
- Strep throat, or other streptococcal infection, until 24 hours after treatment has been started.
- Head lice or nits, until after the first treatment, and no live lice or visible eggs (nits) are present.
- Scabies, until 24 hours after treatment has been given.
- Chicken pox, until all lesions have dried or crusted (usually in about 6 days).

***Should your child miss a day of attendance due to illness, please notify the center by 10:00am that day.***

## **Medication Policy**

It may be necessary from time to time to bring medication for your child while they are attending the center. The administration of medicines at Polaris Learning Center shall be limited to:

- a) Prescribed medications ordered by a health care provider for a specific child, with written permission of the parent or legal guardian.
- b) Nonprescription (over-the-counter or OTC) medications recommended by a health care provider for a specific child and a specific condition, with written permission of the parent or legal guardian.

Before assuming responsibility for administration of medicine, we must have clear, accurate instruction and medical confirmation of the child's need for medication while in the facility.

For prescription medications, the parent or legal guardian will provide the medication in the original, child-resistant container that is labeled by a pharmacist with: the child's name, the name and strength of the medication, the date the prescription was filled, the name of the health care provider who wrote the prescription, the medication's expiration date, and administration/storage/disposal instructions.

For OTC medications, the parent or legal guardian will provide the medication in the original, child-resistant container. The medication will be in a sealed container labeled with the child's first and last name. There will be specific, legible instructions on the container for administration, dosage and age/weight requirements, and storage of the medicine. **WE CANNOT GIVE MEDICATION TO A CHILD IF THE LABEL INDICATES THE CHILD'S AGE OR WEIGHT IS INAPPROPRIATE FOR THAT MEDICATION.** If the label indicates your child's age or weight requires that a medical professional must be contacted, then your child's medical provider can write a standing order for an OTC medication that defines exactly the amount, reason and when the medication should be used. This standing order should also include an end date or a date when it should be reevaluated. We cannot accept parents' directions or reasons if they are in conflict with the instructions on the medication.

The parent or legal guardian will sign our medication form providing specific instructions for the dose, time, and method to be used. Duration of administration will be provided in writing, either by a signed note or prescription label. We cannot give medication longer than the prescription label states. For OTC medicines, we will only give while symptoms persist. We will not give over the stated amount of daily doses unless directed in writing by the child's medical provider and the smallest effective dose will be administered. **For either type of medication, we must also know the reason it is being given to the child.**

When bringing medication to the school, it must be turned into the admin staff and appropriate forms must be documented in order to administer the medication to the child.

## Mandated Reporting

All staff and volunteers are mandated by law to report any suspicion of child abuse or neglect. Abuse may be physical, emotional, or sexual. Neglect is the failure, refusal, or inability, for reasons other than poverty, to provide necessary care, food, clothing, shelter or medical care. Staff and volunteers who report in good faith are immune from civil or criminal liability. Staff or volunteers who intentionally fail to report suspicion are subject to fines or imprisonment under the law. This facility is committed to supporting families and helping to prevent child abuse and neglect. Some of the strategies we use to do this are as follows:

1. \* Train staff to avoid one-staff-one-child situations if at all possible. If scheduling requires one adult be alone with one child, the parent is always informed at pick-up or drop off.
2. \* Design our classrooms to avoid hidden and secluded areas.
3. \* Make sure interactions between children and staff can be observed and interrupted.
4. \* Use proper names for body parts.
5. \* Never force children to give affection.
6. \* Tell children that if they have questions about someone's behavior, the best thing they can do is ask about it.
7. \* Explain that secrets can be harmful.
8. Train staff in the Strengthening Families Protective Factor Framework and Stewards of Children Darkness to Light.
9. Require a background check for all staff.
10. Develop positive, non-judgmental relationships with parents.
11. Being alert to signs of stress in parents and struggles in the parent-child interaction.

12. Communicate regularly with parents concerning a child's progress.
13. Provide education including offering tips for specific challenges.
14. Provide opportunities for parents to become involved in their child's care.
15. Provide information about community resources.
16. Model developmentally appropriate practices by allowing the parent observational opportunities to see their child interact with child care staff.
17. Provide an atmosphere for parents to share their experiences and develop support systems.
18. Reach out to fathers, grandparents and other extended family members that are involved in a child's development.

A report of child abuse is not an accusation. It is a request for more information by a reporter who has reasonable suspicion that abuse or neglect may be occurring. A report does not mean that our employees must determine that abuse and/or neglect has occurred. In Idaho, Child Protective Services is responsible for that determination.

***\* These strategies are part of our sexual abuse prevention plan.***

## **Discipline Policy**

We believe that all children are good children, and often like adults, children may choose to make a poor choice. Our goal when disciplining children is to give them the tools and support that they will need to hopefully make more appropriate choices in the future.

The staff at Polaris use a series of preventative steps to help avoid behavior problems before they arise. These steps are in place to build trusting relationships between the children and the staff so that they will feel more comfortable overcoming difficulties and becoming better choice makers.

In the event that our behavior guidance methods are proving to be unsuccessful, a quiet or thinking period may be necessary to assist the child to get back on track. These periods will not be used on children younger than twenty four months in age and will not exceed any more than one minute per age (not to exceed four minutes). Furthermore, these periods will be supervised by a staff member and an appropriate alternative activity will be given.

***At no time will a Polaris team member ever use means of corporal punishment when disciplining a child.***

Should our methods of discipline prove to be ineffective, a behavior plan may be requested. Behavior plans are designed individually based on the behaviors of the child at hand and must be approved by the parents and Polaris administration.

Staff and administration at Polaris Learning will do its best to work with children who are experiencing behavioral issues. ***However, if a child is requiring more care/attention than one staff member can provide, or if behavior is dangerous/violent, the child may be at risk of dis-enrollment.***

## **Polaris Employees**

Employees at Polaris Learning Centers are dedicated to providing positive, purposeful care and educational experiences for all of the children enrolled. Each Polaris team member has completed local and federal background checks, keeps First Aid and CPR certifications up-to-date and fulfills ongoing professional development requirements each year. Based on each employee's position, prerequisites are set forth for

education and hands-on experience requirements. Everyone at Polaris learning not only has experience working with children but also a passion for early education.

## **Curriculum and Programming**

At Polaris Learning, we strive to make every moment spent at our centers as purposeful as possible. Each of our programs offers hands-on age appropriate curriculum that supports the learning and development of our students. Our experienced and caring teachers offer a plethora of positive learning opportunities that supports individual learning needs and milestone development. Polaris staff teaches through various early childhood techniques and styles following theorists such as Piaget, Reggio, Erickson and Montessori.

## **Infant Care**

Infant care at Polaris Learning may start as early as six weeks of age. Our nursery programs, along with our loving and caring staff are prepared to support the milestone development of infants from six weeks up to fifteen months. All children develop at a different pace, meaning that some infants may graduate to our young toddler programs at their first year birthdays while others may stay in the program until desired milestones are met.

Parents of infants will provide their child's teachers with a preferred feeding and napping schedule at the time of enrollment. Teaching staff will work with families to meet their requested schedule needs while providing an enriched curriculum that fosters growth and development.

While caring for babies, Polaris Learning follows the requirements and recommendations set forth by the local Health and Welfare Departments as well as the National Pediatric Association.

## **Toddler Care**

Toddler programming begins anywhere from twelve to fifteen months and continues until approximately three years of age. While Polaris centers may vary in floor plan and building design, our curriculum for our toddlers is broken up into three categories: twelve to eighteen months, eighteen to twenty four months and twenty four to thirty six months.

Our toddler staff work with the children to get them acclimated and comfortable in the classroom setting by introducing fun, informational and repetitive curriculum that will prepare the children for preschool.

## **Preschool and Pre-Kindergarten**

Polaris Learning Center's preschool programs start at age three and continue until the children graduate into the kindergarten school setting. Polaris preschool programs are separated into two or three stages based on location. Preschool is for children ages three to four, prekindergarten is for children ages four to five, and depending on location some schools offer high-five's which is for children five to six years of age.

All Polaris preschool and pre-kindergarten programs offer a structured kindergarten readiness curriculum that introduces and supports early literacy and reading components, mathematical concepts, science opportunities, cognitive development as well as social and emotional growth. Polaris also implements an exclusive assessment and teaching tool that tracks academic growth of our students each school year.

## **Kindergarten and School-Age**

Depending on location and availability, before and after care, school release care and summer care for kindergarten and school-age children may be available. These programs are for children in kindergarten through fifth/sixth grade, typically ages five through twelve years old. Transportation for these children may be provided by the local school districts or by a Polaris Learning Center vehicle. Check with your center's management team to see if your child's school is on the list for transportation.

## **Enrichments, Field Trips and Additional Activities**

Subject to availability, some Polaris Center's may offer enrichment activities throughout the week that you may choose to have your child participate in. These enrichment activities could include classes such as introductory music, dance or sports. Such activities are offered through a third party instructor that you will communicate directly with. Information for these programs may be found through your center's administration team. Field trips are an exciting way for children to learn and celebrate special subjects that may be happening in their classrooms. Field trips are most common in the Polaris school-age program but also happen throughout the preschool programs as well. Parents and families will be made aware of field trips in advance and will be required to sign a Field Trip Permission Slip for every field trip their child attends. Some Polaris locations may offer off-site walks or strolls for children enrolled in the infant and toddler programs. These walks will be done in approved safety strollers. Parents with children participating in these programs will be notified of the distance and location of such walks and will be asked to sign a Field Trip Permission Slip.

Throughout each year, Polaris Learning will hold various celebrations and events that parents and families will be invited to attend. These events may celebrate exciting activities taking place in their child's classes or to celebrate a holiday or season. Parent and family involved activities will be announced through center postings and through Polaris team members.

## **What to Bring for Your Child**

Depending on the age of your child, you may be responsible for bringing your child specific items from home. Below is a list by age group/program to assist you in preparing.

### Infants

- Bottles (no glass bottles)
- Breast Milk/Formula
- Baby foods (Polaris offers breakfast, lunch and snack to those eating table foods)
- Diapers and wipes
- In the event of soiling, spare clothing may be needed. Please be sure that they are size and weather appropriate.
- Any necessary medications (such rash ointment, teething tablets and fever/pain reliever)



## Toddlers

- Diapers and wipes
- Crib sheet and blanket for nap cot
- In the event of soiling, spare clothing may be needed. Please be sure that they are size and weather appropriate.
- Any necessary medications (such rash ointment and fever/pain reliever)

## Preschool - Pre-Kindergarten

***Children enrolled in the prekindergarten program must be completely potty trained.***

- Crib sheet and blanket for nap cot
- In the event of soiling, spare clothing may be needed. Please be sure that they are size and weather appropriate.
- Any necessary medications (such fever/pain reliever)
- Diapers and wipes if applicable\*

Please be sure that all items left at the center are clearly labeled with your child's first and last name. All children are expected to bring weather appropriate clothing for outside time. Recesses take place during all seasons and is an important part of each day. Although it is expected that there will be items brought in from home, we ask that you please bring only what is necessary and what can be appropriately stored. **No items marked "Keep out of the Reach of Children" should not be stored in your child's cubby.** Any items with that warning must be turned into your child's classroom staff.

Many children enjoy bringing toys and other comfort items from home to school with them. These items can often be a distraction and could become lost or damaged. For those reasons, we ask that you please refrain from allowing your child to bring such items. Many classrooms have a scheduled "share day" that allow the children to bring in special things from home, please see your child's teacher for more details.

When participating in a "share day" or any other activity where your child brings in a personal item, Polaris Learning asks the following guidelines be met:

- **NO** pretend or real weapons of any kind
- **NO** violent games
- **NO** live pets - unless prior permission is received from the center's administration

If a dangerous or harmful item is brought to the center, it will be taken from your child's possession.

**Depending on the severity, your child could face suspension or possible termination of services.**

## **Food from Home and Food Allergies**

Polaris Learning Center serves healthy breakfasts, lunches and snacks each day. In the event that your child does not care for what is on our menu, or if your child requires dietary restrictions that will not allow your child to eat what is being served, a meal from home may be substituted. Meals from home must be healthy, ready to serve and **nut free**.

Many students suffer from food allergies. Some of these allergies could result in an anaphylaxis reaction. In order to ensure the safety of all of our children, we have become “**nut free**” centers. In the event that your child brings a food from home that contains any type of nut, it will be confiscated. During birthdays, parties and other celebrations where food may be brought in, please check with your child’s teacher to become aware of allergies within your child’s class.

## Tuition Rates

Tuition rates at Polaris Learning Center’s may vary based on location and demographics. Tuition rates are determined by the specific age groups, teacher to child ratio, program requirements and local market rates. These rates are subject to change without notice.

## Registration Fees

There is a registration fee due at the time of enrollment. Registration fees are \$75 for one child or \$100 for a family of two or more. Registration fees are non-refundable. If your child or family dis-enrolls from Polaris Learning for any amount of time, a re-registration fee will be collected upon re-enrollment.

## Scheduling and Tuition Rate Options

To help meet the needs of the families enrolled at Polaris Learning Center, a variety of scheduling and billing options are available. Families may choose to enroll full-time, part-time or half-time if your center of choice has availability.

- Families that are enrolled on a full-time schedule have care available Monday through Friday during all hours of operation. (Hours may vary based on location)
- Families that are enrolled part-time may choose anywhere from \*1 to 4 full days of care during the week. Part-time families are locked into the days that they sign up for, but have the same hours available to them on the days that they are contracted for as full-time families. Days are not able to be traded or be switched out for other days. Any additional days attended outside of the contractual days will result in extra day charges.

*\* 1 day schedules are not available at every center or in every program and are subjected to availability.*

- Half-time families may choose \*1 to 5 days of care during the week and may choose **one** 5 hour block per day scheduled. Blocks are available during all hours of operation but must be pre-approved by the center’s administration and cannot be changed without approval. Blocks may not exceed more than 5 hours of care and hours do not carryover. Should you exceed your block time or hours, hourly care charges will apply.

*\* 1 day schedules are not available at every center or in every program and are subjected to availability.*

## Billing Options

Polaris Learning Center is pleased to offer flexible billing options. Families may choose to pay their tuition weekly, monthly or semi monthly.

- Weekly accounts are billed each Friday for the upcoming week
- Monthly accounts are billed on the 2nd of every month for the month at hand
- Semi-monthly accounts are billed on the 2nd and 16th of every month for the current month

Monthly and semi monthly billing rates are calculated using the following formulas:

Your weekly tuition rate x 52 (number of weeks in the year) / 12 or 24 (1 or 2 monthly payments) = your monthly or semi-monthly tuition payment. Should you choose monthly or semi-monthly, and the date that your tuition is due falls on a non-business day, your tuition will be due the following business day.

Polaris does not invoice clients, it is the families responsibility to make payment based on their contracted billing cycle.

Tuition is billed in advance for all tuition billing options. Upon enrollment, before starting care with Polaris, you will be responsible for paying the registration fee and tuition for your child(ren) until the date of your first preferred billing cycle. If a preferred billing method is not turned into the office at the time of enrollment, your account will default to weekly billing. Should you decide that you would like to switch billing options, you must notify your site director in writing and it will then be implemented at the start of the next month. Request to change your preferred billing cycle must be submitted by the first of each month or the request will not be able to be implemented until the following month.

## Payment Methods

Tuition payments may be made via check, credit card, or money order. **Cash payments are not accepted.**

Payments made via credit card must be done by Visa or MasterCard and will be billed a 2.5% service charge per transaction. Electronic billing is the most convenient choice for paying your tuition. By choosing to have your payments electronically processed with *Tuition Express*, you will never have to worry about late payment fees or the hassle of sending in your payments. To enroll in *Tuition Express*, be sure to fill out the necessary *Tuition Express* enrollment forms. These forms are available from your center's administration.

## Returned Payments

In the event that your payment (made by personal check or through Tuition Express) is returned, **there will be a \$25.00 NSF charge applied to your account.** If two checks are returned or two credit card transactions via Tuition Express are denied within a 12 month time frame, **personal checks or the credit card on file will no longer be accepted.**

## Late Fees

Payments that are not received within 2 business days of the agreed scheduled billing cycle will be assessed a non-refundable \$15.00 late fee on the 3rd business day of the delinquent payment.

Late Pickup fees will be assessed in the event that your child(ren) are picked up after closing hours. Late Pickup charges are **\$1.00 per minute late per child.** Late fees will only be removed in the event of natural disasters. Families whom accumulate ongoing late pick-up fees may be asked to leave the center.

## Additional Fees

Additional fees may be assessed to your account for a number of different reasons such as a late fee, an additional usage fee, activity fee or a return payment fee. Additional usage fees are added to accounts when drop-in or additional care is added to your contracted schedule. Activity fees are a result of a field trip or another activity that parents have consented their child to participate in that is in addition to contracted care. Please see your center's Tuition Rate Schedule for extra fee amounts.

## Financial Support

At this time Polaris Learning does not accept any government funded payments.

## Delinquent Accounts

Accounts are expected to be paid in full on the contracted billing day you agree to at the time of enrollment. Late fees will be assessed to past due accounts. **Accounts that are delinquent for more than 7 days without making proper payment arrangements will be at risk of termination.** If your services are terminated, past due balances will be required in full or proper payment arrangements must be made before services will be reinstated. In addition, any terminated families due to lack of payment may not be guaranteed the previous enrollment status once it is reinstated. Enrollment is based on classroom availability. Families who leave Polaris with a past due balance will not be allowed to register at any Polaris campuses until their past due amounts are paid in full.

Account holders that leave Polaris Learning with a past due balance and do not make proper payment arrangements will be subject to a third party collection agency. Any fees accrued by third party collection efforts will be added to the delinquent account holder's balance.

## Vacation Credit

Tuition in full is expected each week regardless of the child's actual attendance. As a benefit to families, Polaris offers vacation time once a child has been enrolled for six continuous months. Families will earn one week of vacation time equivalent to what their contracted schedule is. After the child's initial six month time frame, vacation will then be allotted annually based on the child's enrollment date. Should a change in the contracted schedule take place vacation credit will be based on the days that were averaged for that year. Should the child leave the center or use a holding period, accrual for vacation time will start at your child's return date to the center. The use of holding periods or a break in enrollment will void any vacation time that has been accrued.

Vacation credit expires each year at your anniversary date and must be used in full week increments. Your first week of vacation earned at your six month mark will be voided at your year anniversary if not used. Vacation may not be used in lieu of payment. Requests for vacation credit must be submitted in writing to your schools management team two weeks in advance. Vacation request forms are available from your centers management team.

## Holding Periods

Once your family has been established with Polaris for six continuous months, you will be able to use a holding period. This option is to be used in the event of an emergency or an unforeseen circumstance and may be used for two or up to four consecutive weeks. A holding period will only be permitted once per enrollment anniversary. Holding periods must be approved and submitted in writing to your center director. Request forms are available from your centers management team.

The fee for placing a hold on an account is determined by the period of time the child will be out of the center. Holding fees are \$75 for two weeks, \$100 for three weeks, and \$150 dollars for four weeks, per child. These fees are nonrefundable and can not be credited towards your tuition. Fees associated with the holding period are due in advance along with your standard tuition.

Tuition credit for the holding period will be issued to the family upon the child's return to the center. If your family does not return to Polaris, tuition credit will not be issued. Credit will be allotted to your account in conjunction with your billing cycle.

If a family is requesting to be absent for one week, they will be asked to use their vacation time if accrued. Families who do not have earned vacation time will be required to pay their tuition in full for the requested week. Holding periods are only issued when requested for a minimum of two consecutive weeks. Vacation time and holding periods may not be combined. Families who use a holding period in the same year that vacation credit has been issued will have the vacation credits deducted from their holding tuition credit.

## Program Closures: Ice, Snow and Severe Weather

Closures prior to opening of the program will be decided by the Regional Manager no later than 5:30 AM that day. Closures will also be reported to the local television channel 7 KTVB.

In the event of severe weather conditions during operating hours, centers will remain open except in the event of a power outage, or when local authorities request early closure due to hazardous road conditions. Directors will be responsible for notifying families of a closure during operating hours. Notifications will be delivered via email and text message. Please be sure that your contact information is kept up-to-date.

## Holiday Closures

Polaris Learning Centers will be closed for the following holidays: **New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, the day after Thanksgiving, Christmas Eve and Christmas Day.** Should a listed holiday fall on a weekend, Polaris Learning will be closed on the nearest business day. For example, if Independence Day falls on a Sunday, Polaris will be closed on Monday. The only holiday exception to this will be Christmas Eve. All families that are contracted for a day in which a holiday should land will be responsible for paying standard tuition. In addition, families who participate in the varied schedule program will also be responsible for standard tuition for holiday closures on days in which they have a history of attending.

## Departing from Polaris

If it is decided to end your child's enrollment with Polaris Learning, a two week written withdrawal notice is required. In the event that you are asked to leave Polaris Learning, depending on the circumstance, a two week notice may be extended to find alternate care. If you have a credit balance on your account after the two week period, a refund will be issued and mailed to the address on file within 2 - 6 weeks.

## Acknowledgments and Permissions

Below is a series of acknowledgments for different policies and procedures held by Polaris Learning. Please sign each requested line to complete your child's enrollment process. Please detach this portion of the handbook and return to the office. This handbook should be kept for your reference.

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### Sunscreen

Sunscreen may be administered to my child as needed for outdoor play.

Sunscreen will be provided by the me: YES/NO If not, sunscreen will be provided by Polaris for an additional charge: YES/NO

\_\_\_\_\_  
Child(ren)'s Name

\_\_\_\_\_  
Parent/Guardian Signature

\_\_\_\_\_  
Date

### Right to Transport

This authorizes Polaris to provide transportation for the following reasons: Emergency Evacuations; To Seek Medical Attention; To/From Local Elementary Schools; Field Trips (preschool-school age children only); Neighborhood Stroller Rides and Walks.

\_\_\_\_\_  
Child(ren)'s Name

\_\_\_\_\_  
Parent/Guardian Signature

\_\_\_\_\_  
Date

### Photo Release

I authorize Polaris Learning to photograph and video record my child while attending the center. Photos are for general use and may be displayed in the center, on the companies website or social media accounts. Permission will be requested before a photo will be used for reproduction or marketing purposes.

\_\_\_\_\_  
Child(ren)'s Name

\_\_\_\_\_  
Parent/Guardian Signature

\_\_\_\_\_  
Date

☐ I would like to opt out of the photo release.

## Financial Policies

I have read and understand the financial policies set forth by Polaris Learning. My billing cycle of choice is (please circle one): Monthly      Semi-Monthly      Weekly

\_\_\_\_\_  
Child(ren)'s Name

\_\_\_\_\_  
Parent/Guardian Signature

\_\_\_\_\_  
Date

## Liability Release

In consideration of the childcare services offered by POLARIS LEARNING CENTER AND CAMPUS, to the child (ren) referenced above, the undersigned hereby waive, relieve and discharge any and all claims which the undersigned may have, or claim to have, or in the future have, against POLARIS LEARNING CENTER AND CAMPUS for all personal injuries or claims of any kind or nature known or unknown, caused by or arising out of childcare services provided by POLARIS LEARNING CENTER AND CAMPUS, its agents and employees.

This Release is intended to discharge in advance POLARIS LEARNING CENTER AND CAMPUS from and against any and all liability arising out of or connected in any way to the use by the undersigned of the childcare services provided by POLARIS LEARNING CENTER AND CAMPUS.

The undersigned further understands that personal injuries occasionally occur to children while in the care of others, but knowing of such risk and in consideration of the services provided, the undersigned hereby agrees to assume those risks and to release, Indemnify POLARIS LEARNING CENTER AND CAMPUS for all expenses, including attorney costs and fees and hold harmless POLARIS LEARNING CENTER AND CAMPUS even though they might otherwise be liable to the undersigned for damages.

\_\_\_\_\_  
Child(ren)'s Name

\_\_\_\_\_  
Parent/Guardian Signature

\_\_\_\_\_  
Date

## Handbook Acknowledgment

Please sign the acknowledgment and return it with your enrollment packet or updated forms. Your signature holds you responsible for the information found in this handbook. Failure to abide by the listed policies could cause termination of services.

\_\_\_\_\_  
Child(ren)'s Name

\_\_\_\_\_  
Parent/Guardian Signature

\_\_\_\_\_  
Date