



# CHILD CARE

## Terms & Conditions

### 1. Services

West End Drop-In Child Care Center agrees to provide services to all customers that agree and adhere to the following terms and conditions as outlined by this company.

In order to protect our staff, its customers, and maintain the terms and conditions of this agreement, West End Drop-In reserves the right to refuse services to anyone for any reason at management’s sole discretion.

Children will only be released to individuals authorized on the New Customer Sheet and on the Sign-In Sheet. For the protection of the children we require all information to be current. Furthermore, it is the sole responsibility of the customers to update any information on their contact sheet including authorized pick-up people, emergency contact numbers, parent’s contact numbers, etc.

To ensure the safety and health of all children, please make sure that all personal items are left outside the gate. This includes personal toys of any kind, coins, suckers, candy, gum and all other small objects. Any items left behind will be placed in the lost and found at the end of each day. If items are not claimed within 60 days, they will be donated to charity.

### 2. Child Care Rates, Schedule & Hours

**Hourly Charges - \$5.00/HR (Ages 18 months to 11 years - 1 hour minimum)**

Additional Charges	Meal & Snack Times
Breakfast ..... FREE	Breakfast 8:00 am
Lunch ..... \$3.50	Morning Snack 9:30 am
Dinner ..... \$3.50	Lunch 11:30 pm
Diapers ..... \$0.50	Afternoon Snack 1:30 pm
Extra Clothes (refund on return) ..... \$5.00	Afternoon Snack 4:00 pm
Late Charge (per minute – per family) ..... \$1.00	Dinner 6:00 pm
<i>* Snacks provided at no additional charge</i>	<i>* Quiet Time 12:45 – 1:45 pm</i>

#### Pre-Pay Child Vouchers

Voucher 1 .....(\$110 of Childcare).....	\$100.00
Voucher 2 .....(\$225 of Childcare).....	\$200.00
Voucher 3 .....(\$350 of Childcare).....	\$300.00
Voucher 4 .....(\$465 of Childcare).....	\$400.00
Voucher 5 .....(\$585 of Childcare).....	\$500.00
Voucher 6 .....(\$700 of Childcare).....	\$600.00

#### Daily Discounts

Full Day Discount (8 or more hours).....	15%
Multi Child Discount (2 Kids).....	5%
Multi Child Discount (3 Kids).....	10%
Multi Child Discount (4+ Kids).....	15%

*\* Daily Discounts may not be used with Voucher*

**HOURS: Mon - Fri: 630a to 830p – SAT 830a to 830p**

### 3. Payment of Services

**Customer must pay the full amount due at the time of child pick-up.**

West End Drop-In accepts payment for services in the form of cash or credit card.

Late charges apply to customers that pick-up after the posted closing times. For every minute late, there is a \$1.00 per minute/per family late fee added to your total charges for the day.

## **4. Child Behavior Standards & Discipline (Children 18 months – 11 years)**

Following is a list of rules that West End Drop-In enforces for all children that use its facilities.

- Children must stay within the gated area.
- Children must keep all hands, feet, and other objects to themselves.
- Children will respect and listen to the teachers on duty at all times.

These rules are in place to protect all children and create a safe and healthy environment for everyone. If our staff has any issues or problems with any children in regards to these basic rules, they will be subjected to the following disciplinary schedule.

### **Step 1 - Verbal Warnings (2 or 3 Warnings)**

Attempt to correct offence by talking with the child about what is acceptable and unacceptable behavior at daycare.

### **Step 2 - Timeout Sessions (2 or 3 Sessions)**

Attempt to correct offence by sitting child in timeout for an appropriate amount of time for child's age and infraction.

### **Step 3 - Telephone Call to Parents**

Attempt to correct offence by having child speak to a parent or guardian on telephone about child's behavior.

### **Step 4 - Child Sent Home**

If steps 1 – 3 are not effective in correcting behavior, then the child will be sent home. Additionally, further actions will be discussed with parents or guardians by a representative of West End Drop-In. After the third time a child is sent home, he or she will no longer be allowed to return.

All discipline will be appropriate to the child's age and developmental level. Discipline will focus on teaching appropriate behaviors and self-management. West End Drop-In engages only in positive disciplinary actions including redirection, direct praise, indirect praise, role modeling, and time-outs.

## **5. Sick Child Policy**

It is often difficult to tell when your child is not well enough to go to daycare. If your children are not well enough to participate in their normal daily routine, then they should not be brought to daycare. If your child is not allowed to go to school or other daycare facilities because they are sick, please do not try to bring them here as a last resort. Unfortunately, we do not have the staff or the facilities to take care of sick children.

If your child develops symptoms of illness while at our facility, we will contact the parent or guardian and request that they be picked up as soon as possible.

Signs to Observe:

- |                               |                                      |
|-------------------------------|--------------------------------------|
| • ACTIVITY LEVEL              | • BREATHING DIFFICULTIES             |
| • SKIN COLOR                  | • CHANGE IN MOOD                     |
| • SPOTS OR RASHES             | • CHANGE IN BEHAVIOR                 |
| • SORES                       | • FEVER OVER 101F (24 HR FEVER FREE) |
| • SEVER COUGH OR SNEEZING     | • VOMITING (24 HR VOMIT FREE)        |
| • DISCHARGE FROM NOSE OR EYES | • DIARRHEA (24 HR DIARRHEA FREE)     |

## **6. Immunization Policy**

West End Drop-In is regulated and inspected according to RiverStone Health's Rules and Regulations for Drop-In Child Care Facilities Rule #6. According to those rules we are required to have proof of immunization current for child's age onsite upon child's 1<sup>st</sup> visit. These records may be submitted to the front desk or one of the following ways:

Fax – (406) 371-5524

Email – [ncarp00@gmail.com](mailto:ncarp00@gmail.com)

Mail – 2646 Grand Ave Ste 10 Billings MT 59102