

St. Anne's Parent Handbook



St. Anne's Child Care Center is owned by Life Choices, Inc. All proceeds from the tuition go to support the Life Choices, Inc. A nonprofit that served the community by providing medical need and shelter for the homeless

Introduction

Welcome to our Center! We believe that each child's life is sacred to God! Each Child possesses a marvelous capacity to learn. Learning is best accomplished in a place that is emotionally secure, physically safe, and fun! St Anne's Center gives each child a place to learn and to grow. Our dedicated, caring teachers support and strengthen each child's abilities by encouraging them in the use of their unique talents and imagination. Within the pages of this handbook we hope to provide you with the answers to any questions that you may have during your child's enrollment at St. Anne's Center.

Please read this handbook carefully, and speak with the director if you have any questions or concerns. ***By signing the last page of the handbook you are acknowledging that you have received, understand and agree to the guidelines provided within. Please detach and sign the last page and return it to the office. Keep the handbook for future reference.***



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Our Programs

We provide year-round care for children from infancy to preschool age. The programs run as follows:

Monday through Friday 6:30 AM to 7:15 PM

Preschool:

We have created thematic curriculum with a yearly theme calendar with a letter of the week, color of the week, and theme or concept for the week that will be of interest to our children. This allows our teachers to develop curriculum and concepts, classroom special learning centers, motor skill projects, pre-reading, pre-math skills based on the age and ability of the child. The teacher is responsible for providing experiences and opportunities related to the child's level of learning. Each teacher plans the daily, weekly, and monthly learning activities. All classrooms have circle time and calendar math, adapted to their age group.

Parent/Teacher Communication

We strongly advocate open communication between parents and staff. Our staff is trained to keep you informed of the details of your child's day at St. Anne's Center.

There are a number of ways we communicate with parents at St. Anne's Center:

Infants and toddlers are provided with daily sheets that help you to provide us with information about your child's day prior to drop off, and allow us to inform you about food intake, diapers, supplies etc.

Preschool Age Children each have a parent teacher communication notebook that follows your child throughout their time at St. Anne's Center. In it you can ask simple questions, notify us about changes in pick up people, or pass on requests to the center director. We can let you know if your child did something special, is feeling off, didn't have a good nap or prefers a different food at lunch.

Semi-Annual Parent Teacher conferences are provided for the preschool children, and we encourage all parents to schedule a conference for any concerns or requests. If you have a specific complaint we always encourage you to speak with your child's

primary caregiver first, if the issue is not resolved to your satisfaction after that, we then recommend you go to the site director who has the final say in all center matters. Please remember we are all here to make your family's childcare experience a pleasant one.

Annual Open House held at the center. This is an evening event during which parents can come in and visit with the staff, and the children have an opportunity to show off some of their latest accomplishments.

Parent/ Teacher Alert List

Information about your child's life at home helps the teachers understand children's language, state of mind, and moods. Often times situations occur and we do not realize that a child could be affected by it even if they are not "directly" involved in the situation. This can cause a positive or negative behavior change.

Below is a list of situations and events that could have an effect on your child.

- Moving
- New baby
- Parent change in employment (good or bad)
- Parent change in work schedule
- Illness of anyone in the family
- Vacation
- Death of a pet
- Getting a new pet
- Death in the family or a friend (if you are affected your child will also be affected)
- Parents not speaking
- Parents arguing
- Staying up too late
- Family reunion
- Visitors from out of town
- Visits from grandparents who live elsewhere
- Change in family routine
- Separation or divorce
- Events in the past that are out of the ordinary
- Allergies
- Going to the doctor
- Parents(s) going out of town
- Change in friends in the neighborhood

- Difficulty with a sibling
- A sudden fear of sleeping alone
- Visits with a non-custodial parent

Most importantly, anything you as the parent, feel might be upsetting, stressful, or even exciting, new or in any way affecting your child's outlook or behavior. We always want you to keep us informed.

Parent Involvement/Leadership

Parents are the leader of their child's care and so we value your involvement in our program. St. Anne's Center offers a variety of ways to get involved for working and non-working parents. Some examples include: parent volunteers for field trips, holiday parties, guest reader, or organizing activities. We are open to your ideas as well. Children benefit when families and providers work together.

Child Participation

We will never force a child to participate in an activity, but if children do not want to participate or are feeling under the weather they must still remain with their class. For a child to attend St. Anne's Center they must be healthy enough to participate in all activities.

Dress Code

Children learn through play. They use their senses to learn. Your child should come to care dressed for play in clothing that is okay to get messy. Every attempt will be made to protect children's clothing from permanent damage or stains, however, accidents do occur. Your child will be most comfortable in his/her own clothes. An extra set of seasonally appropriate play clothes should be kept in your child's cubby in case of accidents or messes.

Supplies

Upon enrollment you will be given a list of supplies required for your child. Please be sure that ALL items are clearly labeled with name to avoid confusion. You will be given ample notice when supplies such as diapers are running low, or when we need seasonal supplies such as snow boots or suntan lotion. If your child is sent home in their "extra clothes" please replenish their supplies.

Napping

Medical guidelines currently recommend that infants be placed in a face up position. St. Anne's Center will adhere to these guidelines. Children too young to attend public school and attend for more than four consecutive hours are required to rest for a minimum of 30 minutes to an hour. An alternate quiet activity will be provided for a child who has rested or slept for that time, and does not appear to need additional rest or sleep. Parents are required to provide a blanket.

Diapering

Diapers are changed every two hours, or more frequently as needed. Please speak with your child's teacher if you would like another arrangement to be made, and we will do our best to accommodate your needs. You are responsible for all diapering supplies, and will be notified in advance when your supply is running low.

Potty Training

At St Anne's we do not believe in pushing children to accomplish tasks that are not age appropriate. Although in some instances children are potty trained before 2 ½; we will not actively potty train here until children have reached the preschool classrooms. Once the child has reached preschool age and **shows an interest in being trained**, we will make every attempt to work with parents to use the same techniques that are being used in the home. Common techniques are frequent reminders and sticker rewards.

Although we respect your wishes as a parent, if a child is showing no interest or success in the training, we reserve the right to stop the training until a child is more ready.

If an accident occurs at school your child will be immediately changed

so please supply plenty of extra clothes during this period. We are not allowed to wash clothes that are covered in urine or feces, but they will be given to you in a sealed bag to be laundered at home.

Celebrations

Holidays

St. Anne's Center feels that holidays provide the perfect opportunity to celebrate diversity, and have a good time! We respect all cultures and have traditional fun ways of celebrating many holidays.

Birthdays

Children love to celebrate their birthdays! If you wish to supply a special snack or activity please feel free to speak with your child's teacher.

Food & Nutrition

Infants will only be given food as provided by parents until we are notified that varied foods may be given. A wide variety of snacks may be provided by parents so we request that we be kept informed of any allergies. All allergies will be posted in the classroom in a location visible to any substitute staffing, but maintains your child's confidentiality

Discipline

At St. Anne's Center we feel that effective discipline teaches children to learn to develop self-control, and independence. The term guidance is used for several reasons. It is a positive term and implies working with the children to develop internal control of their behavior. Our goal is to encourage the children to become creative, independent, responsible, and socially mature human beings. This involves learning to make responsible choices and accepting the consequences of such choices. Guidance takes several forms within our center:

- Environment--A place designed for children. Each room is age-appropriate in furniture size, large and small manipulates, and supplies required for hands-on experiences
- Logical Rules--Such as keeping our hands to ourselves and taking care of the

learning environment. These are discussed with the children as well as why such rules are needed.

- Curriculum--Is developmentally appropriate, based on the children's interest and level of readiness.

- Positive Behavior--We reinforce the behaviors we wish to see repeated.

- Redirection--Often interesting a child in another activity can eliminate potential difficulty. We might ask a child to help us or send a child to a different area to play.

- Positive Reminder--Telling the children what we want them to do rather than using "no" or "don't."

- Renewal Time--Occasionally, as a last resort, a child needs to be removed from the situation for a brief break. This allows the child time to calm down and consider an alternate behavior.

Difficult Behavior We will make every effort to work with the parent or guardian to ensure a cooperative approach for children having difficulties with behavior. We are here to serve and protect all of our children! A parent may be called at work or home at anytime the child exhibits uncontrollable behavior that cannot be modified by the center's staff. The parent may be asked to take the child home immediately. The following steps may be taken regarding children who display chronic disruptive behavior, upsetting to the emotional or physical well being of another child or an adult.

Initial Consultation: The director may request that the parent or guardian meet for a conference. The problem will be defined on paper. Intervention strategies will be discussed. The best solution toward solving the problem will be agreed upon by the center director, teacher, and parent or guardian. Second Consultation: If the initial plan for helping the child fails, the parent will again be asked to meet with the director and teaching staff involved. Another attempt will be made to identify the problem, and establish a new, or revised, approach for solving the problem.

Disenrollment: When the previous attempts have been followed and no progress has been made toward solving the problem, the child may be disenrolled from the center at the discretion of the center director.

NOTE: Corporal punishment will not be allowed. This is defined as the use of negative physical touching (spanking, slapping, pinching, etc.), exclusion from large motor or outdoor activities, or exclusion from any learning activity. No unusual punishment will be allowed such as humiliation, ridicule, threat, or coercion.

Expulsion

Expulsion at St. Anne's Center is an extremely rare occurrence. We

make every attempt to work with families on discipline and financial issues before we have to expel a child from our program either on a short term or permanent basis. Expulsion occurs when we feel that the safety of the children and/or staff is at risk, or the actions of parent or child threaten the learning environment on a consistent basis. Other reasons for possible expulsion include: failure to complete required forms including the child's immunization records, habitual tardiness when picking up your child, failure to pay/habitual lateness in payments, uncontrollable tantrums/angry outbursts, and excessive biting.

In the case of an expulsion, parents will be notified via verbal communication and/or parent/director conference regarding the child or parent's behavior warranting an expulsion. The parent will be informed regarding the length of the expulsion, and the behavioral changes required in order for the child or parent to return to the center.

Families will be given a specific expulsion date that allows one to two weeks to find alternate child care. Failure to satisfy the terms of the plan will result in permanent expulsion from the center.

If, the behavior of the parent or child presents an **imminent** danger to the safety of the children or staff (as per the discretion of the St. Anne's Center administration) immediate expulsion can take place. Additional causes for immediate expulsion include:

- a parent threatening or intimidating staff and/or children
- a parent using inappropriate language in or on center grounds
- the child is at risk of causing serious injury to other children or himself/herself.

Medical Policies

Medication Administration

Medication, prescription, and over the counter, can only be administered if they are signed into the medication log with times and dosages needed. All medications must be given to a staff member and kept in a locked area or an area inaccessible to children (No lunchboxes, sippy cups, bottles or backpacks!) We will not administer medications that are in another child's name or that have expired. Please remember that many over the counter

medications mask symptoms of children that are ill. While we realize we serve working parents, please respect that we are trying to keep all of the children in the center healthy, and sending an ill child to daycare can make it more difficult to maintain a healthy environment. Medication associated with a recurring health condition such as nebulizer or epinephrine pen must have written directions under which conditions the medication must be administered.

Immunization Requirements

Immunization information is required upon enrollment. Please give us all new information as additional immunizations are given so our records remain current. Anytime your child is vaccinated always bring us paperwork. Our records are audited once a year.

Photography

We often take individual pictures of the children for gifts to parents during Christmas, Mother's Day, or Father's Day. We also take many group photos during special events such as holiday parties, field trips, preschool graduation etc. Sometimes these photos are used around the center for the children's enjoyment. If pictures are to be used for promotional purposes for the center we will request your permission for use in writing.

Pick Up/Drop Off

Regular Pick Up/Drop Offs

We require that each child be signed in and walked into/out of their individual classroom by the adult dropping off or picking up. Children will not be released into the custody of another minor. Children may not be dropped off in the parking lot or left in an empty classroom. Repeat occurrences will be handled at the discretion of the director on site. Children will only be released to people authorized by the parents, and who have the proper identification. St. Anne's Center will only deny access of a child to a non-custodial parent if the center has been provided with documentation of a court order to that effect. Please keep all documentation current as we will follow the guidelines of the most recent documentation that we have on file.

Late Pick Up

Parents are expected to pick up their children at a regular time according to the parent's work schedule and commute time. These times are discussed at registration. Director should be notified of any change in parents schedule. This is necessary to assure proper staffing ratio. We understand that parents will, from time to time be delayed. However, we will charge parents an additional \$10 for every 15 minutes late if we have not been notified in advance. Should you wish to request additional care time to shop or run errands and make the request in advance; a lower rate can be discussed.

Again, these policies are necessary to assure a safe staff to child ratio at all times.

If a parent is later than one hour without notifying the director we will call emergency contacts.

Should a parent not pick up a child by closing time we have attempted to call all emergency numbers and there has not been contact with any responsible parties an hour or more after closing time, the D.C.P.& P 24-hour child abuse hotline will be notified to assist in providing care for the child.

Impaired Pick Up

If staff suspects a pick up person is impaired by alcohol or drugs, we reserve the right to refuse release of the children into their care. An alternate pick-up must be arranged prior to the center's closing time. If the impaired person attempting to pick up is not cooperative then local authorities will be called to mediate the situation.

Attendance Policy

Absence Notification

As a courtesy, we also request notification if your child is sick or on vacation, and will not be attending.

Illness

A child will not be allowed to attend or will be sent home from the center if he/she shows one or more of the following symptoms:

- severe pain or discomfort

- 2 episodes of diarrhea characterized as a change to a looser consistency within a period of 24 hours
- one episode of vomiting not caused by coughing, choking, and/or excessive crying
- auxiliary temperature of 100.5 degrees Fahrenheit or over during the 24-hour period prior to drop off (a child is not considered to be fever free if he/she is taking a fever reducing medication)
- sore throat or severe coughing
- yellow eyes or jaundiced skin
- red eyes with discharge, infected or untreated skin patches
- difficult rapid breathing
- unidentified skin rashes (excluding diaper rash) lasting more than one day
- weeping or bleeding skin lesions that have not been treated by a physician
- swollen joints or stiff neck
- visibly enlarged lymph nodes
- blood in urine
- inability to participate in the regular daily activities of the class

A child who demonstrates any of these symptoms will NOT be admitted back into the center the following day without our signed illness form from their physician. When you are called to pick your child up from the center due to illness, we require your child be picked up within an hour. Please understand that our illness policy is in strict accordance with childcare licensing standards and therefore legally we cannot waiver from it. You can assist us in keeping the children healthy by not bringing your child if you suspect that he/she may be sick. This will help to stop the illness cycle and could possibly stop your child from getting re infected. While it is understood that children who are in a group setting will get sick, we will try to do everything within our power to try to limit the frequency of this happenings!

Enrollment & Tuition Guidelines

Infant to age 17 months

Full time 6 hrs to 8hrs /day \$245 week, $\frac{3}{4}$ time \$195/week, Part time 2 to 3 hrs/day is \$125/week, Part time 1 hr/day is \$75/week. (for extended day, more than 8hrs/day additional \$15 cost per hour will be added)

Toddler 18 months to 29 months

Full time 6 hours to 8hrs/day \$200/week, $\frac{3}{4}$ time \$165/week , Part time 2 to 3 hrs \$110/week, Part time 1 hr \$75/week. (for extended day, more than 8hrs/day \$15 additional cost per hour will be added)

Preschooler

Full time 6 hrs or more/day \$175/week, $\frac{3}{4}$ time each day is \$135 , Part time 2 to 3 hrs/day is \$100 week, Part time 1 hr/day is \$75/week. (for extended day, more than 8hrs/day \$15 additional cost per hour will be added)

Changing Classrooms (Moving Up)

These programs are year-round, but the official school year begins each September. This is often the time older children will advance to the next class depending on their age.

Classroom changes are made at the sole discretion of the director along with assistance from the parent and teacher. Please speak with your site director if you have any questions or concerns as we welcome any and all parent input.

Schedule Changes

Mid spring you will be given a form asking if your child will be enrolled for the summer, and if they will be enrolled in September. At this time we offer parents the option of withdrawing for the summer without penalty, and retaining a spot in the center for September.

It is also a perfect opportunity to make schedule changes in the nature of increasing or decreasing the number of days. Schedule changes are made on a first come first serve basis. If we do not receive this form back we assume that you no longer need care after the end of the regular public school year.

Scheduling changes can only be approved through the main office. We are always happy to add another day in the case of an emergency as long as there is availability. Please speak with the director about additional costs.

Emergency Procedures

Lockdown Procedure

If a situation requiring emergency lockdown is required "Emergency Lockdown" will be announced. The individual making the discovery shall contact police requesting assistance, and will provide as much information about the situation as possible. Staff will take immediate action to insure the safety of the children by:

1. locking all doors, turning off lights, and closing all windows and window treatments
2. gathering children quickly and quietly in classrooms keeping away from doors and windows
3. ushering students in hallways or outdoors to immediate shelter within the nearest classroom
4. taking a roll call of all students informing office of any missing children
5. refusing to open doors to anyone without proper identification
6. remaining in classrooms until "All Clear" signal is called by police or staff at which time normal activities will resume

In the event of an emergency lockdown the fire alarm **will not** be sounded. Should the fire alarm sound, evacuation will not take place unless: staff has first-hand knowledge that there is a fire in the building, the students are in immediate danger, or police have advised evacuation of the building. If evacuation **is** deemed necessary by police, students and staff will follow their directions to a safe location in an orderly fashion.

Lock down will occur if it is thought that students or staff are in physical or psychological danger. Possible causes of an emergency lockdown include an irate physically or verbally abusive person, a fugitive, or menacing animal. The directive to lockdown could come from police or other emergency personnel or center administration. In the event of an emergency lockdown, the school voice mail will be updated stating that an emergency lockdown is in progress, and when it has ended. Parents can contact school voice mail and local authorities in the case of an evacuation. Both sources will provide information about location of children and the logistics of reuniting families.

Disaster Evacuation

In the event of a disaster during which the children need to be evacuated from the center, the children will be taken (as long as it is reasonably feasible) to the Phillipsburg Library off Corliss Ave. or the Police Station lobby

Snow Closings

St. Anne's Center understands that we serve the needs of working families, and as a result we make every effort to close in only the worst weather conditions. We do not follow the schedule of your local public schools! If you are unsure if St. Anne's Center will be open on any given day please check our Facebook page We will list any and all closings, delayed openings or early dismissals. We ask that you use these resources before attempting to call your center as it is not uncommon for our phone lines to be flooded during the times of questionable weather. If your child attends public school, and school is canceled but we are open, please remember to provide your children with lunch for the day, or to follow the normal routine for lunches as outlined by your site director.

Suspected Child Abuse

All employees of St. Anne's Center are mandated reporters of suspected child abuse. While we encourage all staff members to speak with administration and/or the families if they suspect abuse, St. Anne's Center does not have the right to allow/disallow calls being made to D.C.P&P. Calls to D.C.P&P. can be done anonymously, at the discretion of the caller.

Important Parent information on next page.

Information to Parents Document

The following document is provided by DCCP and has been copied verbatim in accordance with their policy:

Under provisions of the Manual of Requirements for Child Care Centers (N.J.A.C. 10:122), every licensed child care center in New Jersey must provide to parents of enrolled children written information on parent visitation rights, state licensing requirements, child abuse/neglect reporting requirements and other child care matters. The center must comply with this requirement by reproducing and distributing to parents this written statement, prepared by the Bureau of Licensing in the Department of Children Protection and Permanency (DCPP). In keeping with this requirement, the center must secure every parent's signature attesting to his/her receipt of the information.

Our center is required by the State Child Care Center Licensing law to be licensed by the Bureau of Licensing in the New Jersey Division of Youth and Family Services. A copy of our current license must be posted in a prominent location at our center. Look for it when you're in the center.

To be licensed, our center must comply with the Manual of Requirements for Child Care Centers (the official licensing regulations). The regulations cover such areas as: physical environment/life –safety: staff qualifications, supervision, and staff/child ratios; program activities and equipment; health, food and nutrition; rest and sleep requirements; parent/community participation; administrative and record keeping requirements; and others.

Our center must have on the premises a copy of the Manual Requirements for Child care Centers and make it available for parents for review. If you would like to review our copy, just ask any staff member. Parents may secure a copy of the Manual of Requirements by sending a check or money order for \$5 made payable to the "Treasurer, State of New Jersey," and mailing it to: State of New Jersey, Department of Human Services, Licensing Publication Fees, PO Box 34399, Newark, New Jersey 07819-4399.

We encourage parents to discuss with us any questions or concerns about the policies and program of the center or the meaning, application or alleged violations of the Manual of Requirements for Child Care Centers. We will be happy to arrange a convenient opportunity for you to

review and discuss these matters with us. If you suspect our center may be in violation of these licensing standards, you are entitled to report them to the Bureau of Licensing toll-free at 1-877-667-9845. Of course, we would appreciate you bringing these concerns to our attention, too.

Our center must have a policy concerning the release of children to parents or people authorized by parents to be responsible for the child. Please discuss with us your plans for your child's departure from the center.

Our center must have a policy about administering medicine and health care procedures and the management on communicable diseases. Please talk to us about these policies so we can work together to keep our children healthy.

Our center must have a policy concerning the expulsion of children from enrollment at the center. Please review this policy so we can work together to keep your child at our center.

Parents are entitled to review the center's copy of the Bureau of Licensing's Inspection/Violation Reports on the center, which are issued after every State licensing inspection of our center. If there is a licensing complaint investigation, you are also entitled to review the Bureau's Complaint Investigation Summary Report, as well as any letters of enforcement or other actions taken against the center during the current licensing period. Let us know if you wish to review them and we will make them available for your review.

Our center must cooperate with all DCPD inspections/investigations. DCPD staff may interview both staff members and children.

Our center must post its written statement of philosophy on child discipline in a prominent location and make a copy of it available to parents upon request. We encourage you to review it and to discuss with us any questions you may have about it.

Our center must post a listing or diagram of those rooms and areas approved by the Bureau for the children's use. Please talk to us if you have any questions about the center's space.

Our center must offer parents of enrolled children ample opportunity to participate in and observe the activities of the center. Parents wishing to participate in the activities or operations of the center should discuss their interest with the center director, who can advise them of what opportunities are available.

Parents of enrolled children may visit our center at any time without having to seek prior approval from the director or any staff member.

Please feel free to do so when you can. We welcome visits from our parents.

Our center must inform parents in advance of every field trip, outing, or special event away from the center, and must obtain prior written consent from parents before taking a child on each such trip.

Our center is required to comply with the New Jersey Law Against Discrimination (LAD), P.L.1945, c. 169 (N.J.S.A. 10:5-1 et seq.), and the Americans with Disabilities Act (ADA), P.L. 101-336 (42 U.S.C. 12101 et seq.). Anyone who believes the center is not in compliance with these laws may contact the Division on Civil Rights in the New Jersey Department of Law and Public Safety for information about filing an LAD claim at (609) 292-4605 (TTY users may dial 711 to reach the New Jersey Relay Operator and ask for (609) 292-7701), or may contact the United States Department of Justice for information about filing an ADA claim at (800) 514 0301 (voice) or (800) 514- 0383 (TTY).

Anyone who has reasonable cause to believe that an enrolled child has been or is being subjected to any form of hitting, corporal punishment, abusive language, ridicule, harsh, humiliating or frightening treatment, or any other kind of child abuse, neglect, or exploitation by an adult, whether working in the center or not, is required by state law to report the concern immediately to the Department of Children Protection and Permanency Office of Child Abuse Control, toll-free at: 1- (800) 792-8610, or to any DCPD District Office. Such reports may be made anonymously.

Parents may secure information about child abuse and neglect by contacting: Community Education Office, Division of Youth and Family Services, PO Box 717, Trenton, NJ 08625-0717.

Please detach this page and return it to the main office with your enrollment information.

I have read and received the parent manual, and understand and agree to the programs and policies as outlined. I understand that these guidelines are applicable for the duration of my family's enrollment at St. Anne's Center.

St. Anne's Center reserves the rights to make changes or amendments.

Parents will be notified in writing about any policy changes.

Parent Signature