



Parent Handbook

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Welcome

Welcome Little Explorers Montessori. We are honored that you have chosen Little Explorers Montessori for your child. We are here to provide high quality care and extensive learning opportunities for your child. Our school offers curriculum provided through the Montessori philosophy, ensuring an environment that encourages learning through experience, exploration, and at each child's own pace. We are proud of our program and our teachers.

This parent handbook is designed to acquaint you with our school's policies and procedures. For the purpose of this handbook, "parent" is defined as the person who has legal responsibility for the care and welfare of the child. Please read this handbook in its entirety and use it as an ongoing resource.

We will make every effort to inform you of your child's activities and development at Little Explorers Montessori. We look forward to your involvement in supporting your child's development while at our school.

We are a fully inclusive school welcoming all families and celebrating diversity and do not discriminate on the basis of race, color, national or ethnic origin, ancestry, religion or religious creed, disability, or handicap, sex or gender, or any other characteristic protected under applicable federal, state, or local law.

We look forward to being a part of your child's learning experience.

Admission Policy

Every child is amazing with unique abilities and needs. We strive for the success of every child and admits any child of appropriate age if the staff determines that our programs and services can reasonably meet the child's needs.

Enrollment in our programs and services is contingent on complete, accurate, and timely submission and update of all required documents and payments which must be submitted before the student's first day of enrollment. Full payment provides your child with an enrollment spot in the respective program/service. The education curriculum, activities, instruction and service delivery methods may change from time to time as the school deems best appropriate. Circumstances, including those beyond our control, may require services to be provided in different formats or methods such as via a virtual/online media.

Because the Montessori approach involves a systematic program with cumulative benefits to the child, its value is best assured by a minimum of 3 years' experience. For this reason, we urge prospective parents to learn as much as possible about our school and Montessori prior to enrollment of their child.

Annual Registration

Annual registration happens around early Spring for returning families. There is no guarantee of re-enrollment if your child has not been registered in a timely manner. All registration fees are non-refundable.

Enrollment Process

Once space is available, families will be contacted for an enrollment meeting with the director. During the meeting, parents will get an orientation on our policies and procedures, complete enrollment forms, and have an opportunity to share information regarding their child and family.

All required forms and payments need to be complete and received by the office before the child can attend their program. Please be aware that it is natural for children to take a while to adjust. For this reason, it is important for you to stay in close communication with your child's teacher. Good communication with school staff helps you and your child succeed in adjusting to the new environment. Most children will make the adjustment to school in 4 to 6 weeks, but each child is different. Taking time during the transition process to help your child adjust will benefit both of you.

It is important that we maintain current and accurate records on each child so that parents can be contacted in case of an emergency. This includes information such as address, home, work and cell phone numbers, work location and names of at least 2 authorized persons to pick up your child. Your child's current immunization record must be received prior to or at the time of enrollment and must always be kept current. It is your responsibility to notify the director of any changes.

In signing the enrollment form, the parent is also certifying that they have legal authority for the child. California law is clear in that parents who have joint legal custody have equal access to all information regarding the child including enrolling the child and making changes to the enrollment information. Court orders are required to prevent a parent or legal guardian from certain activities such as picking up the child or visiting the child at our school. Unless required by law, we reserve the right to prohibit any person from being at our premises and events if we deem their presence would endanger the health and safety of any child or staff. It is not in the best interest of any child for staff to act with partiality to one parent or the other. If you have any questions, please speak with the director.

Classroom Placement

Your child's classroom placement depends on multiple factors including, but not limited to:

- The welfare of the child, i.e., your child receiving the opportunity to have the appropriate experience to meet their developmental needs.
- Developing a balanced classroom composition related to gender, age, developmentally maturity, special needs, and personality.

Once appropriate placement is determined, a change is made if the staff feels that the child's development merits the change.

Attendance

Full payment provides your child with an enrollment spot in the respective program/service. You have ultimate control of your child's attendance and are encouraged to ensure they maintain proper attendance and make the most of their education. Parents must promptly notify the teacher if their child will be absent for any matter including illness, family emergency, or vacation.

Students are required to arrive on time to avoid disrupting class lessons and should not arrive excessively early as this can interrupt class set-up. Parents, or their authorized persons, are required to properly check-in/-out their child and notify the teacher as soon as they believe they may be late. Parents should plan their arrival accordingly and account for time needed to check-in/-out, gather the child's belongings, and say good-bye. An overtime fee will be charged for late pick-up.

Withdrawal

Parents must coordinate with the director to confirm their child's last day of enrollment. 30+ days advance and proper written notice of the child's last day of enrollment is required prior to the withdrawal of the child, or 1 month's tuition in lieu of notice. There is no refund for improper withdrawal notice. Withdrawal notice must be received by the office to be effective. The office will notify families to confirm receipt of the notice. To avoid any delays in processing, families must contact the director if they have not received a confirmation within 1 week of submitting a withdrawal notice.

If a student's disenrollment stems out of their parent's disagreement with a planned change in policies and procedures, the student's last day of enrollment will be no later than the day before the planned change go into effect. It is the parent's responsibility to provide withdrawal notice AND consult with the director by phone or in person prior to the date the planned changes go into effect. If proper withdrawal notice is provided and consultation with the director was had, the withdrawal will be considered a school-initiated withdrawal and eligible for any applicable refund.

If the withdrawal of a student is initiated by the school, and not the parent, the withdrawing student's last day of enrollment will be 2 weeks from when the school provided the withdrawal notice OR the date and time the school deems necessary.

The school reserves the right to remove a child from a program on either a temporary or permanent basis for reasons including but not limited to:

- The staff has determined that the school program no longer meets the child's needs
- The parent(s) have adopted an adversary relationship with the school
- The child's behavior is unacceptable to the staff or their classmates.
 - When a child is identified by the staff as having difficulties in the program, a consultation session with parents will be requested. Parents may be asked to participate and assist in the school's plan for addressing the problem. Continued enrollment may be contingent on fulfillment of the plan.

Financial Policy

Tuition Rates & Service Fees

School offerings include education programs that are several months in duration (such as an academic year) with a designated/predetermined start and end date but are broken into multiple service periods and billed accordingly (such as monthly tuition). Monthly tuition and other service prices are based on annual costs that have taken holidays, planned closures, and other factors into account. Recurring fees such as tuition are thus the same from one service period to another. Deposit, which equals to one month tuition, is non-refundable.

Service offerings and the tuition and service fees schedule are amended from time to time and the current schedule is used to determine your rates/fees. Rates and fees are typically reviewed annually and are effective after 30 days' notice or when stated, whichever is later. Please see the director for the current schedule and if you need assistance. Tuition and service fees are separate from any processing charges associated with certain methods of payment such as a credit card processing fee charged by the payment processing vendor.

In the event you are undercharged, we will notify you as soon as the transaction has been investigated. It is your responsibility to pay the undercharged amount in a timely manner after being notified or when you become aware of the discrepancy. In the event you are overcharged, we will promptly notify you and apply a credit to your account for the same overcharged amount.

For sake of clarity, changes in service offerings, tuition rates, service fees, or discounts are not changes in policies and procedures.

Extra Day Fees

The delivery of education, care, and services are provided over a certain schedule such as 5 days per week (M-F). If you would like your child to participate outside of their program's regular schedule (such as attending a 5th day of the week when the program has a regular schedule of 4 days), please contact the director as soon as possible before the extra day is needed to determine if space is available. Extra day fees are charged when service is rendered. **Please note that you cannot request an extra day in exchange for a day your child is absent.**

Payment

Payment should be timely so we can ensure your child gets the best care and education at an affordable rate. Unless stated otherwise, monthly tuition is due on the **16th of each month** before the start of the service month, and all other fees incurred during a month are due by the start of the following month. Timely payments are full payments made by the due date. A late fee will be assessed for untimely payment. Payments returned by the bank for any reason will be subject to the bank's charges AND a returned payment fee.

All payments, including deposits and prepayments, are applied in the order of the most overdue charges to the most recent charges. For better accounting, we ask that families refrain from paying for services in cash.

There is no reduction in the tuition or service fee if your child is absent due to illness, on vacation, or for other reasons. If there are extenuating circumstances, please notify the office immediately to explore avenues of support and remedies. Payment of your tuition assures that your child's place in our program is maintained during his or her absence.

Proration & Refund

Any proration (such as for tuition, fees, or deposits) will be calculated by multiplying the applicable amount with the number of enrolled Service Days for that service period and dividing by the total number of Service Days in that service period. For monthly tuition, the service period is the respective month. "Service Days" are defined as all days of the week that services would normally be provided for the enrolled service/program regardless if any days fall on a planned or emergency school closure, such as a holiday or Staff-In-Service day. Only services with a service period of 1 month or greater, OR services with a start date in the future may be eligible for refunds. Refunds are not available for parent-initiated withdrawals from service programs that have 35 or less calendar days to their designated/predetermined program end date. Deposit that you made when you enrolled your child is non refundable, it will cover your last month if you decide to unenroll your child, with a proper notice made 30 days prior.

Parent Engagement

Daily Interactions

Active parent participation can help ensure their child will quickly and successfully learn new concepts and life skills. Parents are encouraged to communicate regularly with their child's head teacher.

Volunteering

Parents are also welcomed to volunteer, when able, for school performances and field trips. Volunteers must complete fingerprinting, a government background check, and immunization against influenza, pertussis, measles, and clear a TB screening prior to volunteer activities.

Parent-Teacher Conferences

Parent-Teacher Conferences are scheduled throughout the year as noted in the school calendar. If you wish to have a conference with your child's teacher in addition to regularly scheduled conferences, please notify your child's lead teacher and school director to arrange a mutually agreed upon time. Meetings and conferences are designed to provide information and ongoing support for the adults of the family.

Communications

Communication is vital to your child's and your school experience. We will be actively communicating with you and we welcome your comments, suggestions, and concerns. Several communication channels are established, and we encourage you to take advantage of these.

Email Updates

Email updates are sent on a frequent and recurring basis to notify you of upcoming events, important dates and announcements, meetings and conferences, celebrations, and general information. Many important information is communicated via email so please check your inbox and read our emails in their entirety.

Conversations

We encourage you to converse with your child's teachers. It is always helpful for teachers to know when major changes happen in a child's life. We are here to support your child on her or his journey and we do this best by knowing about anything which may impact their emotional state. Please always feel free to talk to your child's teacher or the director about any new or anticipated changes in your child's life so we can best offer support. Our teachers will also share with you feedback, suggestions, and ideas to help your child continue learning outside the classroom.

Health & Safety

Children are expected to be in good health and able to participate in the planned activities. Little Explorers Montessori has several policies and procedures that are strictly followed for the health and wellbeing of each child in the program. Please read these carefully and talk to the director if you have any questions.

Health Information Required

Current immunization, TB records, and a physical examination are required to be on file for each child.

Daily Health Check

A child who is not feeling well or has obvious symptoms of illness should not be brought to school. Your child's health status will be checked each day. This health check may be informal, however, if your child appears to be showing signs of illness, s/he may not be admitted into the program. Daily health inspections allow staff an opportunity to check each child for any potential illness. It also allows time for communication between parents and staff to discuss how the child has been feeling and whether there has been an exposure to any contagious disease. When doing the daily health check, we are looking for signs of illness such as, but not limited to, the following:

- Unusual behavior (Examples are crankiness, pain, discomfort, very sleepy, the child may not "look or act themselves," or does not appear well enough to participate in routine school activities.)
- Fever at or above 100.4 degrees Fahrenheit
- Skin that is flushed, pale, or unusually warm to the touch Sores on any part of the body that are open, have fluid in them, or appear infected
- Unexplained skin rash, especially when accompanied by fever or behavior changes
- Red eyes with white or yellow discharge and/or crusty eyes
- Sore throat with fever and swollen glands or mouth sores with drooling
- Head lice or nits

- Runny nose - A child with a runny nose (green, yellow, or clear) should only be excluded if they also appear ill, are too sick to participate and/or have any other symptoms that they need to be excluded for

Once at the school, if a child develops the following symptoms, the parent or other authorized persons will be called and may be required to pick up the child within 60 minutes:

- Fever - at or above 100.4 degrees Fahrenheit
- Flu symptoms
- Cough - severe uncontrolled coughing, wheezing or difficulty breathing
- Diarrhea - runny or watery stools or blood in stool
- Vomiting
- Stomach ache - pain lasting more than one hour
- Ear ache or foreign body/injury in the ear that causes pain or bleeding
- Head Injury – if the child has associated symptoms
- Lacerations - a wound that will probably require sutures
- Unexplained skin rashes - especially accompanied by fever and/or behavior changes
- Unusual behavior

Please remember that staff is making "assessments" regarding potential illnesses and they are not medical personnel. They look at each child's case individually and are sensitive to the fact that family members need to go to work and school. Exclusion from the center is to protect your child as well as others.

Parents must ensure emergency phone numbers are current. We must be able to reach you if your child becomes ill. Once contacted, you or an authorized person must pick-up your child within 60 minutes. Please make plans for who will care for your child if they are too sick to attend or need to go home unexpectedly.

When your child is sick, please be sure to promptly notify the school of their diagnosis and treatment. Also, immediately notify the school if your child has a contagious disease or has been exposed to one. Such reports are treated with confidentiality. When necessary, staff will need to notify families of a potential exposure to a contagious disease. The school asks that the child does not return to school without a clearance from their physician.

Guidelines for Returning to School

Before returning to school, children should be symptom free for 24 hours without medication other than antibiotics. Children may not return to school if any of the above symptoms are still present. Children who are prescribed antibiotics, in any form, are required to be on the medication for a period of 24 hours before returning to school. Physician permission to return to school is required for:

- Pink eye or conjunctivitis

- Contagious looking rashes e.g., scabies, impetigo, scarlet fever
- Strep throat or mouth sores with drooling
- Hand-foot-mouth disease
- Hepatitis in family Meningitis in family
- Any child that has been sick and does not seem to be improving
- Any time a child is hospitalized or has a procedure done

We have the right to request a permission to return to school notification at any time it is in the best interest of the school and its members. We also reserve the right to exclude a child with signs of illness even if a permission to return to school has been obtained. If you felt your child's symptom(s) was serious enough to seek medical assistance, please remember to ask for a "Permission to Return to School Note" while still at the physician's office.

Injuries

We work hard to keep children safe and well, however, occasionally typical childhood accidents, such as bumps, scrapes and falls, can occur while in our care. Staff will address minor injuries that can be adequately tended to by using soap, water, ice, and bandages. Staff will complete an injury report to inform you of the type of injury, location on the child's body, how the injury occurred, where the injury occurred, treatment and child's reaction to the injury. Parents will be notified of accidents requiring more extensive intervention. It is vital that you keep us up-to-date on all phone numbers so that we can reach you in an emergency.

If your child becomes injured while at school, these steps will be followed:

1. The seriousness of the injury will be assessed and if necessary, parents will be contacted.
2. First-aid will be administered where necessary. If necessary, emergency personal will be contacted.
3. If we are unable to contact you, people listed on your emergency form will be contacted. It is essential that you notify the staff if you are not going to be available via your usual contact method and leave an alternate phone number.
4. Arrangements will be made to have the child taken to the emergency room if necessary.
5. You or the person you designate must be on an emergency form authorizing them to pick up. It is imperative that you pick up your child as soon as possible if you are called.
6. After a medical evaluation and/or treatment are administered, please contact the school to inform us of your child's status.

Unless as a result of intentional gross negligence by the school, the school is not responsible for the payment of fees such as medical or ambulance fees that may be associated with an injury that occurs on the premises or at events. It is the parent's responsibility to pay for medical or emergency services even if it is later deemed these services were not necessary. Parents of an enrolled child are required and agree to indemnify and hold harmless Little Explorers Montessori, its directors, employees, officers, agents, affiliates, and representatives from and against any and all claims, suits, damages, losses, or actions of any kind with respect to any medical expense, treatment, injury, and/or other damage incurred by or as a result of their child's enrollment.

Medication

It is encouraged for parents to give medications to their children at home. However, if it is necessary for your child to receive prescription medication while at school, the following will apply:

- Never send medicine in a lunchbox or backpack
- Medication must be delivered directly from parent to teacher/director
- Medication must be in the original container
- Medication must have the original pharmacy label listing the child's name, physician's name, name of medicine, issue date, dosage, expiration date, and directions for administration and storage
- Medication must be in a child resistant container and remain on site until empty, expired, or when the child no longer needs it
- Medication must be prescribed in the United States
- No over the counter medicine is accepted without a physician's note

If your child needs to receive the medication during the day, inform the director or teacher in charge that is assigned to administer the medication to them. Parents will need to complete a medication consent form for all medications. Parent's instructions on the consent form must be in accordance with the instructions from the physician. If the consent form is incomplete, medication will not be administered, and parents may have to return during the day to give the medication until the form is completed. A new form needs to be completed whenever there is a change (i.e., dosage.) Medications can only be given to the child indicated on the label. Twins and siblings cannot share medications. Parents may ask their pharmacist to dispense a second labeled medication container for school. Children may not bring self-administered medicines (i.e., aspirin, cough drops, eye drops). The school reserves the right to refuse to administer any medication we believe we are unqualified, inadequately staffed, or untrained to administer.

Medical Treatment

If your child is required to have one of the specific allowable treatment procedures, such as a nebulizer, Epi-pen, or blood glucose monitoring, while in care, you will be asked to complete additional permission requirements and demonstrate for the staff the proper use of the treatment. The school reserves the right to refuse to administer any medical treatment we believe we are unqualified, inadequately staffed, or untrained to administer.

Sunscreen

It is strongly recommended that children wear sunscreen to prevent sunburn. Parents should apply sunscreen of SPF 50 or higher before children come to school. Staff may reapply generic or parent-provided sunscreen (with signed consent) for preschool-age children or younger if the children are going to be outside after lunch.

Allergies

If your child has been diagnosed with allergies, you must notify the school. We recommend providing us with a written statement from your child's doctor describing the specific allergy, any special precautions, emergency procedures, or medical treatment equipment your child may require. It is your responsibility to provide the school with all allergy related equipment and items, including detailed handling and usage instructions, needed for your child. Allergy related medical treatment will require additional consent (please refer to the "Medical Treatment" section).

If your child has any food allergies for which substitute foods or beverages are required, you must provide the substitute food/beverage and the statement from the child's doctor stating the nature of the allergy and what substitutions are **necessary**.

Emergency Information

Your child will be instructed on emergency procedures in case of fire or an earthquake while at school. S/he will participate in regular fire drills and learn other rules of safety. In the event of an emergency or natural disaster, the staff will continue to care for your child until such time as you or an authorized person can pick up your child or when it's necessary to release your child to first responders. Each center has sufficient food and water or juice and other supplies to take care of children and staff for several days. The staff has disaster/emergency training. At all times, at least one staff member on duty has been trained in Infant/Child CPR. In any kind of natural disaster, if our facility has been determined to be safe, all children will remain on site unless an injury requires release to an emergency medical facility. Only adults previously authorized on the emergency forms will be able to sign out children.

Emergency Closure

The school may close due to factors outside our control or when we determine there is reasonable concern for the health and safety of our students and staff. Examples include but are not limited to:

1. Natural or manmade disaster or inclement weather
2. Disruption of utilities or unsuitable facility conditions
3. Presence of live wires or nearby hazards
4. Certain infectious diseases and pathogens
5. Civil unrests, war, riots, or strikes
6. Government recommendation or mandate to close

Confidentiality

The use or disclosure of information pertaining to the child and his/her family are restricted to those with a need-to-know or permitted by law. Parents hereby give permission for pertinent information to be shared with school staff.

The California Department of Social Services has the authority to interview children or staff, and to inspect and audit child or childcare center records, without prior consent. The Department also has the authority to observe the physical condition of the child, including conditions that could indicate abuse, neglect, or inappropriate placement.

Child Abuse Reporting

Staff members are mandated reporters and must report cases of suspected child neglect and/or abuse (physical, emotional, and/or sexual) immediately to a child protection agency (California Penal Code 11165.7). Child abuse law considers discipline that results in bruises and any other injuries caused by spanking to be a form of child abuse.

Parent Responsibility

It is the goal of Little Explorers Montessori to maintain a safe, caring, respectful environment for children, staff, and parents. Unacceptable behavior will not be tolerated. Unacceptable behavior includes but is not limited to:

- Use of abusive or offensive language including, but not limited to harassment, threats, yelling, rudeness, and profanity
- Theft, abuse, or destruction of property
- Physical or verbal abuse of children, staff, or other parents

- Defiance of authority
- Expressing discrimination to any child, families, or staff

Alcoholic beverages, illegal drugs, weapons of any form, and smoking are prohibited on the premises and at events. No child will be released to anyone who appears to be intoxicated or under the influence of drugs. Parents, children, and staff are expected to maintain a respectful relationship with each other. Parents demonstrating any of the above unacceptable behaviors may be terminated from the program. It is not appropriate for parents to approach other parents or children to address an incident that happened at the school. Parents must deal with such concerns through the teacher or the director.

If an incident occurs, the parents will be asked to leave the premises and:

- The parent will be required to meet with the designated administrative staff person for the child to remain in the program
- Continuation in the program will be determined on a case-by-case basis depending on the severity of the incident
- If the family continues to be enrolled in the school, another such incident will result in termination from the program

Among other responsibilities noted throughout this handbook and other policies and procedure documents, parents have the responsibility to:

- Bring and pick-up their child on time
- Fulfill financial and legal obligations to the school promptly
- Support both school and child by:
 - Attending parent meetings and conferences
 - Keeping informed about goals and policies and procedures of the school

Clothing & Personal Belongings

Active play is important to children's overall development. Your child will regularly participate in “messy” activities such as painting, cooking, sensory activities, etc. Comfortable, durable, washable, and manageable clothes that are easy for little hands to manage are appropriate and help children to become self-sufficient. Play shoes that have no heels, are lace-up or have Velcro closure, and a rubber sole are recommended. Pants should have elastic waists (for children learning to use the toilet), shirts should have button, zipper, or pullover.

Mark all clothing and personal belongings with your child's name to prevent confusion and lost clothing. Staff will encourage children to take care of their belongings; however, we cannot be responsible for lost or damaged clothes and personal items. There will be a Lost and Found Box at the school. Please help your child learn to take care of his/her belongings.

Please provide your child with emergency/extra complete changes of clothing. Children who are prone to wetting should bring plenty of extra underwear. Extra clothing should be sent in a Ziploc bag. If your child comes home wearing "emergency clothes," launder and return them to the school the next day.

Weather

Children are frequently outside as they explore the outdoor classroom. Children should come to school wearing appropriate clothing for the season in order for them to be comfortable while outdoors. On days of extreme temperatures (cold or hot) or unhealthy environmental conditions, the amount of time outside may be reduced or cancelled.

Outside Care

Our staff is not permitted to solicit or provide care or education for children enrolled at Little Explorers Montessori outside normal working hours. The staff is also not permitted to provide transportation for enrolled children. Families of enrolled children must not solicit staff for services that is or may be perceived as a conflict of interest.

Discipline & Guidance

The goal of Little Explorers Montessori's discipline policy is to assist children in developing emotional regulation and self-discipline through respectful interactions that support the child's emotional growth. The early years are a time of immense cognitive, physical, and emotional growth for young children. Young children are still egocentric, meaning they still think mostly of their own needs and wants as opposed to the needs of others. Because of this, it is not unusual for young children to use physical or verbal aggression in attempt to get their needs met. It is our job as adults in the environment to guide children through this time by setting clear limits and following through appropriately and consistently. Our staff will assist children to understand the expectation for reasonable behavior by discussing, giving examples, and by redirecting children to appropriate activities. Gradually, children are helped toward self-control and gain a sense of pride in their ability to care for themselves and each other.

Procedures for Dealing with Unacceptable Behavior

The use of punishment which includes physical force is **not allowed**. This includes but is not limited to spanking, shaking, pulling, or jerking the child.

If the child's unacceptable behavior persists over time the following procedures will be followed:

The teacher will give the child the opportunity to change the behavior. Methods used may include redirection, reinforcement of positive behaviors, and/or choices between

acceptable behaviors. If the child's negative behavior continues, further action may be required and will include a parent conference, behavioral plan, observation, etc. If the child's behavior endangers others or is persistent, the child may be removed temporarily or permanently from the program.

Grievance Procedure

Communication between parents and staff is important to achieving and maintaining a high-quality program. Parents should have informal conversations with their child's head. If an issue arises that you feel needs to be addressed, please follow the procedure outlined below. At any time during the process, if you are not satisfied, you may reach out to the director.

1. Approach the classroom's head teacher and ask to discuss your concern with her/him. Please provide the details of the occurrence so the teacher is best able to discuss remedies with you.
2. If no changes have occurred after you have discussed a resolution that is mutually agreeable, request a meeting with the director who can address your concerns with you and the classroom teacher together.

We encourage parents to express concerns with us so we can discuss the issue and reach an agreed upon solution. Not communicating your concerns can create a barrier that can damage our relationship with you and our effectiveness in supporting you and your child. We acknowledge that some dissatisfactions are about things beyond our reasonable control. If this is the case and the school's response is not acceptable to you, as a client in a private school, your ultimate control of the situation is to withdraw your child.

Termination Policy

The school reserves the right to exclude children and/or families when it is in the best interest of the program. Cause for termination may include but is not limited to:

1. Chronic late payment
2. Excessive late pick-up or early drop-off
3. Fraudulent information
4. Safety and health concerns
5. Failure to follow policies
6. Failure to comply with regulating authorities' rules and guidelines
7. Failure to maintain current contact information
8. If the staff is unable to meet the physical, social, or emotional needs of the child
9. If parents use offensive/adversarial language or behavior towards any person

Actions or behavior by the parent that the school determines is highly inappropriate, or if the parent has received 3 warning notices for their actions or behavior that the school determines is moderately inappropriate, are subject to immediate termination of all services. In such events, there are no refunds. Examples of highly and moderately inappropriate actions and behaviors include but are not limited to:

- **Highly Inappropriate Actions or Behavior**
 - Intentional endangerment of the health or safety of others
 - Theft, abuse, or destruction of property
 - Physical or verbal abuse of any person
 - Criminal actions or intent towards the school, other families or any person associated with the school, or on school premises and event locations

- **Moderately Inappropriate Actions or Behavior**
 - Passive-aggressive behavior or intimidation towards any person
 - Lack of parental cooperation when requested
 - Negligence in adhering to regulations, policies, and procedures
 - Untimely performance of responsibilities

Supplemental Information

"Rules" to keep Everyone Safe

In our environment, there are behaviors that need to be stopped by adults:

- Physical aggression such as:
 - Biting, slapping, hitting, or pinching
 - Throwing objects at others

- Willful destruction of school property such as:
 - Tearing up books
 - Destroying materials

- Engaging in activities that may be physically or emotionally harmful to themselves or others such as:
 - Using classroom or outdoor space toys or equipment dangerously
 - Name calling, threatening behavior, or teasing

This list is not exhaustive. It is important that the adults in the environment manage each case individually. They are trained to provide guidance, redirect, and support children to be safe and respectful of one another at all times.

Birthday Celebrations

Please communicate to your child's teacher if you wish for her/his birthday to be celebrated in the classroom. The acknowledgement in the classroom celebrates the growth of the child. It is not an opportunity to have a birthday party and no gifts should be given or "goodie bags" exchanged as this has the potential to arouse hurt feelings from those children who may not be included. Any celebratory items must be approved by the school to prevent allergies. Please bring only healthy food, drinks, or snacks.

Misc. Fees

- Overtime Fee:
 - First 60 minutes: \$10.00/15-minutes increment/child
 - After the first hour: \$1.00/minute/child
- Late Pick-Up (After Closing Time) Fee: \$2.00/minute/child
- Extra Day Fee:
 - Prearranged Hourly Rate: \$15.00/child
- NSF/Return Payment Fee: \$25.00 per occurrence AND any bank charges
- Late Payment Fee: \$25.00 per occurrence

Hours of Operation & Calendar

Hours of Operation

Little Explorers Montessori is opened 8:30 am to 5:00 pm, Monday through Friday. The hours and date of operation may be amended from time to time. Please consult the director for the current hours of operation and calendar, or if you have any questions.

The school may be closed and/or service hours may change due to factors outside our control or at our discretion when there is reasonable concern for the health and safety of our students and staff.

Calendar

The planned upcoming school calendar is updated annually and typically shared prior to the start of the academic period. Although rare, the current academic period's calendar may be updated as needed in which case the school would provide notices to all families.

The calendar list important dates and events but may not list all events and activities planned. Some fun events and activities may be left off the calendar due to space limitation but will be posted throughout the school or announced via other methods. Your child's teachers will inform you of upcoming events and activities that the entire family can enjoy. Please consult the office for a copy of the current calendar.

Holidays & Planned School Closures

The school will be closed the following days:

- Martin Luther King Jr. Day
- President's Day
- Memorial Day
- Independence Day
- Labor Day
- Columbus Day
- Veterans' Day
- Thanksgiving Break
- Winter Break (Dates vary from year to year. Please refer to the current calendar.)
- Spring Break (Dates vary from year to year. Please refer to the current calendar.)

I/We acknowledge receiving copies of the Parent Handbook for Little Explorers Montessori. I/ We further acknowledge that I/we have read and understood, and fully agree to be bound by, the terms of the Parent Handbook for Little Explorers Montessori. Please sign and return back to school.

Child First and Last Name : _____

Date: _____

Parent's First and last name : _____

Date: _____

Parent's Signature: _____

Date: _____

School Representative: _____

Date: _____