



Dear Families,

Welcome to the Froggy's Play Palace! Our program creates a unique daycare experience. Throughout the year, we offer a safe and nurturing environment.

### HOURS OF OPERATION

Our hours of operation are from 6:00 am to 6:00 pm.  
An additional rate of \$2/min will be charged for pickups after 6 pm.

### PROGRAM STRUCTURE

We go beyond daycare; we are an extension of learning at all ages, ensuring your children continue to develop and grow. At Froggy's, we are Family. We are a year-round program! We play a lot! Our play is planned. Our curriculum is play and exploration. We play with a purpose!

Multiple activities are offered simultaneously. Our hands are always in something. Our curriculum is available for you at the start of every month. Although your child may be here for only an hour or two or an entire day, our goal is to stimulate your child's interests and fill their time with developmentally age-appropriate materials that pique their interest. We also have NYS-licensed infant, Toddler, and preschool staff. Your child will learn in all stages, from infant through school age!

### BEHAVIOR MANAGEMENT

Children are expected to follow the school rules throughout their days. Children are informed of these rules when they begin their time here and reminded as necessary of what is acceptable behavior. Good behavior is praised as favorable reinforcement. We will foster respect for differences between people, validate feelings, facilitate problem-solving, and nurture independence in a nurturing environment. We appreciate your support in encouraging your children to follow our structure and the instructions of our staff. When children have difficulty following rules, we briefly discuss the behavior and encourage them to reflect and think about their actions. The child will be briefly removed if the situation appears potentially harmful to self or others. When the child has time to collect, he will rejoin the activity. Parents will be informed of significant disruptions, recurring negative behaviors, and proud teacher moments. Persistently negative behavior may result in your child's dismissal from the program.



### HEALTH & SAFETY

Due to the ever-changing landscape around COVID-19, we consistently and continuously follow the NYSDOH guidelines regarding sanitation, precautions, and quarantine standards. If your child is sick and exhibits any COVID-19 symptoms, we require a doctor's note clearing the child before their return to the daycare.

Your child's health and safety is our highest priority. Please note the following:

- Our inside doors are locked for your child's protection.
- Daily sign-in/out is required for children, staff, and visitors.
  
- Only persons on your release list may retrieve your child by showing identification.
- All children must have a copy of their current physical and vaccination record with correct inoculations for age before acceptance. These records must be up to date at all times.
- Records are reviewed every six months and must be updated as necessary as NYS requires.
- Parents will be notified to collect their child in the event of fever or illness within 30 min of the notification.
- Parents will be contacted in case of an injury, and a written report will be provided.
- No peanut or tree nut products, candy (*unless approved prior*), or gum will be permitted.  
***Please submit in writing any allergies your child has to our records.***
- No medication other than emergency medication will be provided here in the daycare, per NYS guidelines. Should your child need any medicine aside from emergency medication, please have a plan for yourself or another family member to come to administer.

### COMMUNICATION IS KEY

We rely on shared information about your child! You know your child's wants, needs, likes, and dislikes better than anyone. We want to celebrate the important things to you and your family.

We need to hear from you and will strive to keep communication flowing. We share pictures and info daily on our Facebook page and a face-to-face update, frequently used to inform you of your child's day. We welcome your questions and feedback!

Please be sure to update all contact information frequently. **This includes home, cell phone, and work numbers.** We need this information to contact you in cases of sickness, accidents, and other program-related matters.



### SCHEDULE

Our hours of operation are 6:00 am to 6:00 pm (unless otherwise discussed). If your child cannot attend a session due to illness or other reasons, please notify us before scheduled drop-off times. Please note should you use the allotted personal days, you will be responsible for paying for the day, and no option to make up days will be provided due to the daycare's daily capacities.

Unless there is a state of emergency, our daycare is open at 6:00 am regardless. There are days. However, we will make the call to delay or close. We require two weeks of notice before extended vacations, leaves of absence, or termination of service. Termination of service without notice will result in a forfeit of tuition.

Our program is open year-round except for the following holidays and will require payment as you pay for your child's spot at Froggy's, not days of care.

- New Year's Eve- Open until 3 pm
- New Year's Day- CLOSED
- Memorial Day - CLOSED
- 4th of July -CLOSED
- Last week of August - CLOSED
- Labor Day -CLOSED
- Thanksgiving is open until 3 pm
- Thanksgiving Day-CLOSED
- Day after Thanksgiving-CLOSED
- Christmas Eve- Open until 3 pm
- Christmas Day-CLOSED

Should any of the above Holidays fall on a weekend, we will close the Friday prior and the Monday after.

### PAYMENTS

We offer before and after school during the regular school year of enrollment. Delays or cancellations of school care are available, but costs do vary. Your school-age child holds a full-time slot here at Froggy's, which often does not allow us to reach our maximum capacity during the day. This will also include any child that leaves to attend Pre-K and returns to Froggy's. One Flat fee will apply. A full day will apply if your school-age child is at Froggy's for over 8 hrs. This includes but is not limited to school closings, holidays, school delays, and early dismissal.

A registration fee of \$35.00, along with a one-week retainer. Payment is due on Monday for the week (**no exceptions**) in advance, regardless of the child's scheduled program or attendance. If the payment is received after Monday of the week, a late fee of \$25.00 will be assessed. If you opt to pay



The monthly payment for childcare is due on the 1st of the month. After the first, a late fee will apply. Retainers will be applied to final week tuition when notice of termination of service is rendered.

Once your child has been enrolled as a Froggy's Play Palace student, an opening has been reserved, and supplies, staffing, and other expenses have been calculated accordingly.

Payment cannot be refunded for any reason. If accounts are not current by the Friday of the week, your child's enrollment slot may be forfeited and attendance denied.

Only THREE excused absences will be credited forwarded and may not be used for sick days. They may be used for scheduled days off (vacation, doctor appointments, etc.). If it is your child's scheduled day to come in and they do not attend, you must pay for the day. These days are allotted on a calendar year basis every January. They do not roll over if they are unused. If you have no days left and do not pay, you are subject to forfeiting your child's spot in the program.

*Please note there are no credited days outside of the three allotted absences, and they must be paid regardless.*

#### PARENT RESPONSIBILITIES

- Breakfast
- Lunch
- Labeled cup per child.
- two extra outfits (must be seasonally appropriate)
- Diapers & wipes
- Seasonal attire for outdoors
- 48-hour notification if drop off and pick up schedule will be changed, Doctor appointments and vacations (we must have appropriate staffing)
- Payments are due every **Monday**.



**PROGRAM RATES & FEES**

Due to the high demand for full-time positions and staffing, we require a minimum of four days. Our session rates for our program are based on your child's spot in the program, not on attendance. With the economy's ever-rising costs, there is a price increase for childcare. Prices are as follows:

	<b>Daily Fee</b>	
	Day	
<b>Rate Infant, Six weeks to Two years</b>	\$70	
	<b>Daily Fee</b>	
	Day	
<b>Rate Toddler, Two years - Four Years</b>	\$60	
	<b>Daily Fee</b>	
	Day	
<b>Rate Pre-School, Four years- Five years</b>	\$60	

All Fees are based on a 9.5-hour day and a 4-week month.  
 Please note some weeks in 2023-2024 hold five weeks.  
 Days longer than 9.5 hours may incur an extra charge of 7 dollars an hour.

**SCHOOL AGE PROGRAM RATES & FEES**

Our session rates are for school-aged children. There is a minimum of four days. Before and after school care and full-day daycare per child (**ages 5-12 years**) are as follows:

	Morning (6:00- 8:45am) Afternoon (3-6 pm) Less than 6hrs	School Cancellation Holidays, Vacations, Delays, Early Dismissal and Summer Full Day (6+)	
	<b>Day</b>		<b>Day</b>
<b>Rate</b>	\$35		\$50



### STAFFING

The staffing child ratio will be maintained in compliance with NYS OCFS regulations. This is why knowing your child's or children's schedule is necessary. Schedule changes affect our scheduling. Therefore, for schedule changes, without 48 hours notice, you may incur a schedule change fee of \$50.

The assigned staff will be responsible for activities and all necessary paperwork to monitor the attendance and health of children. Assigned staff members will communicate with parents and peers any information to better program and service. The overall capacity of the building will be maintained.

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Placing your child in others' care is a big step. Their welfare is an essential priority for you. We aim to ensure your child is safe, loved, encouraged, and taught. At Froggy's, they will feel at home, making new friends, learning new things, and enjoying the adventure.

We look forward to welcoming you into the Froggy's Play Palace family!

Happy Hopping,

*Erica L. Dieleman*

Erica Dieleman  
Owner/Provider



## **SUPPLEMENTAL INFORMATION**

### **CHILD'S PROGRAM SCHEDULE**

*Disclaimer: Availability for enrollment is based on the facility's overall capacity. Not all school cancellations or holidays may be accommodated.*

I, \_\_\_\_\_, the parent of \_\_\_\_\_, request

Mornings \_\_\_\_\_ M \_\_\_\_\_ T \_\_\_\_\_ W \_\_\_\_\_ TH \_\_\_\_\_ F

Afternoon \_\_\_\_\_ M \_\_\_\_\_ T \_\_\_\_\_ W \_\_\_\_\_ TH \_\_\_\_\_ F

Delays \_\_\_\_\_

Cancellations \_\_\_\_\_

Holidays \_\_\_\_\_

Beginning on \_\_\_\_\_ at the agreed rate of \_\_\_\_\_ per day \_\_\_\_\_ for care between the  
(based on the age of the child, please refer to the price chart)

hours of \_\_\_\_\_ am \_\_\_\_\_ pm \_\_\_\_\_ cancellations \_\_\_\_\_ full day.

(indicate exact drop-off and pick-up times for staffing purposes)

### **APPROVED PICK UP INDIVIDUALS**

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### **SPECIAL NOTES**

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**CONTACT INFORMATION**

Childs Name & DOB: \_\_\_\_\_

1. Parent/Guardian Name:

\_\_\_\_\_

Parent/Guardian Address:

\_\_\_\_\_

Parent/Guardian e-mail address:

\_\_\_\_\_

Parent/Guardian Phone numbers:

\_\_\_\_\_

2. Parent/Guardian Name:

\_\_\_\_\_

Parent/Guardian Address:

\_\_\_\_\_

Parent/Guardian e-mail address:

\_\_\_\_\_

Parent/Guardian Phone numbers:

\_\_\_\_\_





Emergency contact/Relation:

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Known Allergies:

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**Parent Print**

**Date**

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**Provider Print**

**Date**

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**Parent Signature**

**Date**

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**Provider Signature**

**Date**





**Feeding Agreement**

Infant 6 weeks-18 months

I \_\_\_\_\_ (parents name) agree to supply all infant formula, breast milk and food for \_\_\_\_\_ ( child's name). I agree to label all items with the child's name and date. I give permission to \_\_\_\_\_ (daycare name) to heat all items in an appropriate manner. I also agree to update this section as the child's age and needs progress.

\_\_\_\_\_ **Parent Print** **Date**

\_\_\_\_\_ **Provider Print** **Date**

\_\_\_\_\_ **Parent Signature** **Date**

\_\_\_\_\_ **Provider Signature** **Date**

