



# CENTER POLICIES

Pennsylvania Locations

Happy **Children!** Happy **Parents!** Happy **Teachers!**



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## GENERAL POLICIES

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Complete Pennsylvania Regulations available here:  
<https://tinyurl.com/yyhwpl7h>

## Please read our policies entirely before you enroll your child into our program.

We cannot make exceptions to our policies under any circumstance, so please feel free to call the Center Director with any questions. Each Doodle Bugs! center operates independently and programs vary by location. Doodle Bugs! reserves the right to modify center policies and tuition rates when necessary. Parents are responsible for maintaining a current copy of the center policies; copies are available online and at the center.

## DAYS AND HOURS OF OPERATION

### CENTER HOURS

- Our center is open Monday through Friday, from 6:30 am to 6:00 pm.
- Children must be picked up by 6:00 pm. A late fee of \$10.00 is assessed every 10 minutes, beginning promptly at 6:00 pm. The late pick-up fee will be automatically charged to your account.

### HOLIDAYS

- We are closed on the following holidays:
  - Friday before Labor Day    - Thanksgiving Day                    - Christmas Eve    - New Year's Day    - Independence Day
  - Labor Day                            - Friday after Thanksgiving    - Christmas Day    - Memorial Day
- We will close at 3:00 pm on New Year's Eve.
- If a holiday falls on a Sunday, the holiday will be observed on Monday.
- Tuition accounts will not be credited for holidays. This policy is standard with most reputable child care centers in the area and reflects the center's ongoing operating expenses.
- School Age and Wrap Around programs follow the school district calendar for pre-planned closings.

### WEATHER & EMERGENCY CENTER CLOSINGS

- In the event of inclement weather or other emergency situation, every effort will be made to keep the center open. If the center must close, we'll provide notification via our electronic messaging system. It is the parent's sole responsibility to keep all emergency contact information up to date.
- While it is impossible to anticipate every circumstance of a potential emergency, we do have the following general guidelines in place:
  - **At all times:**
    - In the event of a utility outage (power, gas, and/or water) prior to 6:30 am, the opening of the center will be delayed.
    - If still without utility service at 11:30 am, the center will remain closed for the day.
  - **During the winter months:**
    - In the event of a utility outage during normal business hours, the center will announce its decision to close after 30 minutes.
    - Parents will be notified by phone and required to pick up their children.
  - **During the summer months:**
    - In the event of a power outage during normal business hours, the center will remain open. As a courtesy, parents will be notified after 60 minutes.
    - In the event of a water outage during normal business hours, the center will announce its decision to close after 60 minutes. Parents will be notified by phone and required to pick up their children.
- If a classroom or our center closes due to the weather, utility outage, or emergency situation, regular tuition charges will apply. For closures which extend beyond 7 days, 50% of regular tuition charges will apply. This policy is standard with most reputable child care centers in the area and reflects the center's ongoing operating expenses.

## REGISTRATION & PAYMENTS

### INITIAL REGISTRATION

- Upon registration, your account will be billed a one-time, non-refundable registration fee and a security deposit.
- Payment of the first week's tuition is due by the Friday prior to the first week of attendance and is required to begin attendance.
- If you decide not to begin enrollment and fail to notify your center prior to the Thursday before your start date, your account will reflect charges applicable to the 4-week notice.
- Upon registration and throughout enrollment, parents must notify the center in writing of any special needs, including but not limited to allergies, medical conditions, dietary restrictions and disabilities; such knowledge is necessary to provide proper care for your child.

### ANNUAL ENROLLMENT

- Annual enrollment is required for School Age programs. Enrollment contracts are distributed in February and must be returned by the specified deadline to secure enrollment for the upcoming academic year.
- After submitting the Enrollment Contract, if you decide not to begin enrollment your security deposit will be forfeited. If you fail to notify the center prior to the Thursday before your start date, your account will reflect charges applicable to the 4-week notice.

**Happy Children! Happy Parents! Happy Teachers!**

## REGISTRATION & PAYMENTS (Continued)

### SUMMER CAMP REGISTRATION

- **Children enrolling for kindergarten for the upcoming school year through age 12 are eligible for Summer Camp enrollment:**
  - Pre-select a summer schedule which meets your family's needs for the summer by completing the Summer Camp Enrollment Contract (ages 5-12). Return the Summer Camp Enrollment Contract to the Center Director, with your child's first week's tuition and the appropriate security deposit.
  - Your security deposit is an amount equal to the weekly tuition rate for your last week of attendance.
  - There is no registration fee for Summer Camp.
  - Enrollment termination requires a 4 week notice that can only be provided once the program begins and failure to provide proper notice will automatically forfeit your security deposit and tuition charges still apply.
  - Summer Camp tuition may be paid weekly, biweekly, or monthly as long as it is in advance. Payment is due by the Friday for the up-and-coming week.
- **Optional summer holding fee:**
  - Families have the option of paying a "holding fee" equal to 50% of their current tuition rate during the Summer Camp weeks, if they do not plan to attend for the summer. The Holding Fee Agreement must be signed by March 31st to select this option and guarantees your spot for Fall enrollment.
  - If your child attends full-time and you wish to change to part-time (MWF or TTH) for the Summer Camp weeks, the charge will be the regular tuition for the days attended and a holding fee equal to 50% of the difference between part-time tuition and full-time tuition.

### PAYMENTS

- **Tuition is due in advance:** Tuition may be paid weekly, biweekly, or monthly as long as it is in advance. Payment is due by Friday for the up-and-coming week. If your payment is late, a late fee of \$10.00/day will be automatically charged to your account.
- **Automatic ACH Payments:** For your convenience, we accept ACH debits from checking accounts, savings accounts and flexible spending accounts. By enrolling in 'Automatic Payment' you are agreeing to have your account automatically debited on a weekly basis. Enrolling in 'Automatic Payment' requires completion and submission of the 'ACH Debit Authorization' form, providing a voided check, and compliance with all terms out-lined therein. ACH payments returned unpaid from your bank will result in a \$45 Returned Item Fee billed directly to your account. Appropriate late payment charges will also apply. The Center Director reserves the right to require you to make future payments by cash, money order or certified check.
- **Credit Card Payments:** For your convenience, you may choose to enroll in our automatic weekly payment program. Our administrative office will charge the appropriate tuition amount each week to your credit card\* or eligible flexible spending account. Authorization forms are available at the front desk.
- **My Procure:** Mobile, online credit card\* payment option. See the Center Director for additional information.
- **Account Receipts and Statements:**
  - **Current Account Information:** You may view your payment account on the check-in monitors when signed in as 'Primary Guardian'. For record keeping purposes, the person who signs the enrollment contract is designated as the 'Primary Guardian'. You may also request printed weekly and/or monthly statements.
  - **Past Account Information:** You may request a year-end statement for tax purposes, given that your account is paid up to date.

\*Those paying by credit card will be subject to a convenience fee.

## GENERAL CENTER POLICIES (Listed Alphabetically)

### ABSENCES

- We do not provide tuition refunds or reductions for absences due to illness or other reason. This policy is standard with most reputable centers, given that centers' operating expenses remain constant.
- As a courtesy, we request that you inform us if your child will be absent. Your notification allows our teachers to begin the daily activities on time and eases our concern for your child's well-being.

### ADDING & SWITCHING DAYS

- You may add additional days to your child's schedule, provided that space is available and your account is paid up to date. Please call the Center Director as soon as you know that you will need child care for an additional day. If you add a day, your account will be charged the appropriate tuition fee. Refunds will not be given should your child not attend on this added day for any reason.
- Switching days cannot be permitted, as it is difficult to schedule teachers, plan menus and run an efficient center.

### ALLERGENS

- Doodle Bugs! cannot guarantee an environment free of any allergens, including peanuts, peanut oil and peanut dust. It is impossible to control the peanut residue that can linger on children's hands, on classroom furniture, or on items that children bring from home. We do attempt to minimize the risk of allergen exposure by:
  - Prohibiting the sharing of food or utensils;
  - Prohibiting store-bought and homemade treats;
  - Washing and sanitizing tables where meals are served.
- Parents of children with allergies should consult with their physician and with the Center Director to properly assess the child's needs, and his/her ability to participate in the Doodle Bugs! program. Students with allergies must have an 'Allergy Action Plan' on file.

### ARRIVAL & DEPARTURE TIME; PICK-UP AUTHORIZATIONS

- Your child must be escorted into the building every morning, signed in and taken to the appropriate classroom. Please hang up your child's jacket and remove his/her boots when entering the classroom.
- Your child will be released only to those persons specified on the signed parental agreement form; valid photo identification is required. No person under the age of eighteen, including family members, may pick up your child from the center.
- In shared custody or divorce situations, parents should provide a mutually agreeable list of persons authorized to pick-up. If a mutually agreeable list is not provided, Doodle Bugs! will allow parents, stepparents and grandparents to pick-up, unless otherwise prescribed by the court of jurisdiction.
- Parents are responsible for keeping their pick up authorization information up to date. The center must also be notified in writing if someone other than those authorized will be picking up your child from the center.
- When leaving, please sign out your child and take his/her belongings home (art projects, notes and toys from home).
- After signing out, you are welcome to stay and enjoy our center with your child, however you assume complete responsibility for your child's supervision when doing so.
- Arrival and pick-up times often become very busy. Please make an appointment with the Center Director, for lengthy discussions concerning your child.
- Our parking lot can be a busy place at certain times of the day. Please help us in providing a safe environment by holding your child's hand at all times and driving slowly in our parking lot.

### BABYSITTING AFTER HOURS; HOLD HARMLESS; PROCUREMENT FEE

- We discourage our employees from making babysitting arrangements with enrolled families.
- If you enter into an agreement with a Doodle Bugs! employee to babysit your child outside of our center:
  - You understand that the sitter enters such agreement as a private citizen and not as an employee of Doodle Bugs!.
  - Doodle Bugs! does not assume any responsibility for its employees in any such agreement.
  - You agree to hold Doodle Bugs! harmless for any action which results from such arrangement.
  - If you enter into an independent child care arrangement with a Doodle Bugs! employee during your child's enrollment period at Doodle Bugs! or within 6 months thereafter, and this arrangement results in our employee leaving our company, you will be billed a \$2,500 procurement fee (finder's fee). You also agree to the conditions set forth above.

### BEHAVIOR MANAGEMENT

- Doodle Bugs! is committed to the well-being of each and every child. In order to provide a safe, loving, and stimulating environment for all enrolled children, we expect a reasonable degree of cooperation from each child and parent. We believe every child has the potential to learn appropriate behavior within a high quality learning environment, with guidance from their teachers and opportunities to practice appropriate behavior.
- Our position is influenced by the Pyramid Model, which is developed using evidence based best practices in early childhood. It is focused on building positive relationships, developing nurturing environments, teaching social skills, empathy and emotional vocabulary, and providing individualized supports when needed. Teachers are also trained to utilize reasonable consequences. This means that the consequence is directly related to the action such as helping to tape a book that was ripped. This helps children better understand the effect of the behavior and how to best resolve it.

## GENERAL CENTER POLICIES (Continued)

### BEHAVIOR MANAGEMENT (continued)

- If challenging behaviors recur regularly and typical responses (such as redirection or substitution) seem ineffective, a parent/teacher/director conference will be held to discuss the situation and determine strategies for success. In rare circumstances where there is little or no improvement and a child's behavior becomes a detriment to the group, termination of enrollment may become necessary.
- In all situations, our faculty will partner with you to help your child build competence and confidence in his understanding of our shared classroom rules (Be Safe, Be Kind). We ask that you join us in modeling appropriate positive behavior for all children in our care, use reasonable consequences, and avoid using developmentally inappropriate language or harsh discipline strategies at the center.

### BIRTHDAYS

- Doodle Bugs! is happy to provide everything you need to celebrate your child's birthday at the center. Our 'Doodle Birthdays' program includes: birthday cake, birthday decorations, a doodle birthday t-shirt and a photo of your child enjoying the celebration. There is no charge for Doodle Birthdays.
- Our company policy prohibits store-bought and homemade treats.
- You may bring in a clown, magician or other entertainer with prior approval from the Center Director. Also, please make sure that your hired entertainer provides an insurance certificate naming 'Doodle Bugs! Children's Centers' as the certificate holder. Please ask your Center Director for a list of entertainers who already have insurance certificates on file at Doodle Bugs!.

### BITING POLICY

- While biting is a common developmental stage, particularly for toddlers who may use biting as a form of communication, it is nonetheless an unpleasant and unacceptable behavior. Our faculty strives to minimize biting incidents by providing a safe, supervised environment and by empowering children to use more acceptable means of communication. However, despite our best efforts, it is likely that your child may be bitten at some time.
- When a biting incident occurs, our faculty's first priority is tending to the needs of the child who has been bitten and to help the child who bit better understand his actions. Teachers often include the child who bit in their efforts to comfort the child who was bitten to teach kindness and empathy (i.e., by taking notice of their feelings, giving a hug, apologizing when developmentally appropriate, and/or offering an ice pack or cold compress). We will also document the incident on our center's Bumps & Bruises Report, which is shared with each set of parents.
- We do maintain confidentiality in all biting incidents, so the report will not include the name of the other child who was involved.
- If your child bites, our faculty will work with you to try to help your child move past this stage in development. Staff members will work with the child to replace the act of biting with a more appropriate outlet when a child feels the need to bite. However, if the behavior does not improve in a reasonable amount of time, termination of enrollment may be necessary.

### CELEBRATIONS & HOLIDAYS

- Our students are a diverse community of learners. We embrace opportunities to introduce the children to customs, traditions, holidays, and other celebrations that are important to their peers.
- You are encouraged to share your family's experiences with your child's class, and are always invited to participate in our celebrations and events.

### CHILD ABUSE AND MALTREATMENT - IDENTIFYING AND REPORTING

- Center Responsibilities: In the event of suspected child abuse or maltreatment, Doodle Bugs! will share information regarding the child and family with the appropriate agencies, as required by various federal and state statutes and regulatory rules. All faculty members participate in 'Identifying and Reporting Child Abuse and Maltreatment' training and are therefore identified as Mandated Reporters.
- Family Resources: Reports of suspected child abuse or maltreatment should be made immediately - at any time of the day and on any day of the week - by telephone to ChildLine at 1-800-932-0313. The Child Protective Specialist who answers your call will ask you for as much information as you can provide about both the suspected abuse or maltreatment and the family about which you are calling. Even if you have very little information available to you, please call the Childline. The specialists will analyze the information you do have and determine if it is sufficient to register a report.

### CLASSROOM PLACEMENT & TRANSITION

- Doodle Bugs! accepts children ages 6 weeks through 12 years. Upon enrollment, your child will be placed in the appropriate classroom based upon his or her chronological age.
- For brief periods of time in the early morning and late afternoon, certain age groups may be combined. Please ask the center director for specific information on which classroom your child should be dropped off and picked up from.
- Your child's advancement to the next classroom will be based on his or her chronological age, developmental readiness, and availability of space. To help children feel comfortable in new classroom placements, they are introduced to the new classroom teacher and visit the new classroom for short periods of time in the weeks preceding the transition. You will receive a 'What Happens Next' notice from the Center Director prior to the transition.

## GENERAL CENTER POLICIES (Continued)

### CLOTHING, DIAPERS & ITEMS FROM HOME

- **Infants:** Please provide an adequate supply of disposable diapers and wipes. Additional items should include bibs, ointments, at least two changes of labeled clothing and appropriate outdoor wear.
- **Toddlers:** Please provide an adequate supply of disposable diapers and wipes. You should also provide two changes of labeled clothing and appropriate outdoor wear.
- **Ages 3-5:** Please keep a complete set of labeled clothing at the center. If you bring home a soiled set of clothing, please replace the extra set the next day. Please provide the appropriate outdoor clothing for each season.
- **School Age:** Please provide appropriate outdoor clothing for each season.
- We use messy art and craft supplies everyday to produce our masterpieces. Smocks are provided, but please dress your child appropriately for everyday art and craft activities. Our products claim to be washable, however Doodle Bugs! is not responsible for damaged clothing.
- During rest time, a favorite blanket and/or stuffed animal is welcome; these items should be small enough to fit inside your child's cubby space. Please launder your child's blanket on a weekly basis.
- Your child may bring in one small toy from home; this item should be small enough to fit in your child's cubby space.
- Doodle Bugs! is not responsible for lost items.

### CONFERENCE OPPORTUNITIES

- Individual conferences with your child's teacher are always available upon request, as are meetings with the Center Director; either meeting can be arranged by speaking with the Center Director.
- We also invite you to take advantage of scheduled conference opportunities, which include Parent-Teacher Meetings (annual individual conferences in January/February for Preschool and Pre-K classrooms) and Coffee with the Center Director (occasional individual and small group meetings).

### CONFIDENTIALITY

- Doodle Bugs! respects the right of each family to privacy and confidentiality. If your child is involved in an altercation with another child, Doodle Bugs! will not reveal the identity of the other child involved. This policy is consistent with state child care regulations.
- We will not share information relating to your child and family with unrelated third parties for their marketing purposes.
- Doodle Bugs! may share information relating to your child and family with third parties who provide certain educational programs within our center. These programs include, but are not limited to, Tae Kwon Do (Martial Arts Program) and Music Rocks® (Music Enrichment Program).

### DISABILITIES, CHILDREN WITH

- Doodle Bugs! complies with the Americans with Disabilities Act (ADA) and we will provide reasonable accommodations for children with disabilities.
- Doodle Bugs! will make an individualized assessment about whether we can meet the particular needs of the child without fundamentally altering our program. In making this assessment, Doodle Bugs! will not react to unfounded preconceptions or stereotypes about what children with disabilities can or cannot do, or how much assistance they may require. Instead, Doodle Bugs! will speak with the parents or guardians and any other professionals (such as educators or health care professionals) who work with the child in other contexts.
- Doodle Bugs! may exclude children with disabilities from our program if their presence would pose a direct threat to the health or safety of others or require a fundamental alteration of our program.
- The ADA generally does not require child care centers to hire additional faculty or provide constant one-to-one supervision of children with disabilities.
- If special services are required beyond Doodle Bugs! legal obligation, and we choose to provide such services, we will charge the parents or guardians accordingly.

### FORMS

- Certain Doodle Bugs! forms, including the required medical forms, are available on our website. Visit [www.doodlebugs.com](http://www.doodlebugs.com) to view the forms that are currently available online; all other forms are available at the center.

### GENERAL AUTHORIZATION

- By enrolling your child at Doodle Bugs!, you are granting permission for your child to:
  - Take part in all program activities including the use of all indoor and outdoor equipment.
  - Be photographed or videotaped in connection with daily program activities, and have these images displayed in the center, in social media, in Doodle Bugs! advertisements and promotional materials, in news stories, and used for enrolled families' personal use.

### HEALTH POLICIES: MEDICAL STATEMENT

- Your child must maintain an up-to-date medical form, which requires a current physical and updated current immunization record for your child. Your pediatrician must use state approved medical forms (available at [www.doodlebugs.com](http://www.doodlebugs.com)).
- Children with asthma and/or allergies are required to have the appropriate 'Action Plan' on file. The 'Asthma Action Plan' and 'Allergy Action Plan' forms are provided in the enrollment packets; additional copies are available from the Center Director.
- Please note that lead-screening is required at one and two years of age. We recommend that you ask your physician about a leadscreening test for your child.
- It is the parent's sole responsibility to notify the center in writing immediately of any changes concerning allergy and health issues.

## GENERAL CENTER POLICIES (Continued)

### HEALTH POLICIES: ILLNESS

- In the event your child becomes sick or injured while at the center, you will be promptly notified by phone. We expect that you will come to the center as quickly as possible to take your child home.
- We are a center for healthy children. A child who is not well does not benefit from our program and can adversely affect the health of the class. If you have doubts about your child's health, please keep your child home and contact your family doctor.
- In the event that any of the following occur, we ask that you keep your child at home:
  - Temperature of 100° or higher taken axillary (armpit) or measured by equivalent method
  - Any fever accompanied by:
    - A deep cough,
    - Earache or draining ear,
    - Spasms of cough, or
    - Sore throat
  - Diarrhea or vomiting (your child must be free from these symptoms for 24 hours before returning to school)
  - A rash of any kind until diagnosed, treated or declared harmless by a physician
  - Red, runny or matted eyes – this might be Pink Eye (Conjunctivitis)
  - Severe colds with purulent discharge

### Childhood Illness Chart

<i>Illness</i>	<i>For your child's comfort &amp; well-being, s/he may return when approved by a physician or:</i>
Chicken Pox.....	24 hours after lesions have crusted
Conjunctivitis.....	24 hours after start of treatment (if drainage & excessive tearing have stopped)
Croup.....	After illness has subsided
COVID-19.....	24 hours fever free and symptoms improving
Diarrhea-Gastro Enteritis.....	24 hours after last loose stool or after 1 normal bowel movement
Impetigo.....	24 hours after start of treatment
Fever.....	24 hours after temperature returns to normal
Influenza.....	24 hours after symptoms subside
Lice.....	Free from all lice and eggs
Strep Throat.....	24 hours after start of antibiotic treatment
Poison Ivy.....	After lesions have dried up
Pinworm or Ringworm.....	24 hours after start of treatment

*For any illness not listed above, please contact the Center Director.*

### HEALTH POLICIES: MEDICATION & TOPICAL OINTMENTS (PENNSYLVANIA LOCATIONS)

- Over-the-counter topical ointments such as diaper or first aid creams, sunscreen or insect repellent may be applied to your child with written parent permission.
- Non-prescription medication may be administered to your child with written parent permission. Non-prescription medication cannot be administered for more than a three day period without physician written approval.
- Prescription medication may be administered with written parent permission and a written order from your child's physician (the label on the medication meets this requirement). All prescription medications must include your child's name, dosage, current date, frequency, and the current name and phone number of physician.
- The written parent permission must specify the dosage and time each medication should be administered.
- All medications and ointments, both non-prescription and prescription, must be in the original container and must be handed directly to a staff member. Medications and ointments must never be left in your child's cubby or with your child to administer on his/her own.
- We will not administer any medications or ointments that are expired.
- We cannot exceed the dosage indicated on the medication label and/or the physician's instructions.
- Our staff will log time and dosage once medication is administered to your child.

### INFORMATION CHANGES

- It is the parent's sole responsibility to update the emergency contact information and review the financial agreement at least once every six months.
- Please notify the center immediately of any changes concerning allergy and health issues, home address, pick-up authorizations, and home or work telephone numbers.

### LICENSING (PENNSYLVANIA LOCATIONS)

- Locations in Pennsylvania are licensed by the Pennsylvania Department of Public Welfare in accordance with the standards established by the Department of Labor and Industry and Health.
- A copy of our license and current child care regulations are available on site for your review.

### MEALS & SNACKS

- Our company policy prohibits store-bought and homemade treats to share with other children within the center.



## GENERAL CENTER POLICIES (Continued)

### MEALS & SNACKS (continued)

- **Infants:** Parents must provide Doodle Bugs! with a written feeding schedule, complete with detailed instructions. Parents must also provide bottles, formula or breast milk, and any necessary baby food; bottles must be filled and ready-to-serve. Please label all food items, including bottles, with your child's first and last name. Per your request, we will provide table food which is prepared in our kitchen, according to the posted menu.
- We serve breakfast, lunch and afternoon snack. All meals and snacks are prepared in our kitchen, which has been approved by the appropriate local and state agency.
- If your child arrives after 9:00am and needs breakfast, we ask that you inform the classroom teacher. After 9:00am, we may have to serve a cold breakfast (depending on the morning breakfast item).
- Our menu has been approved by a licensed nutritionist and is posted on the parent's board for you to review.
- Doodle Bugs! reserves the right to change menu items as needed. Any changes to menu items will be communicated to parents via Tadpoles. It is the responsibility of the parent to inform Doodle Bugs! if their child cannot be served the item.
- If your child does not like a menu item, we have limited variety of substitutions (sandwiches). Parents are also welcome to bring in a nutritional "brown bag" lunch that does not require refrigeration or heating.
- Our faculty will happily prepare a healthy alternative if health, cultural or religious considerations preclude your child from eating a particular menu item. Please contact the Center Director to arrange for these pre-planned menu substitutions.

### NAP TIME

- Children enrolled at Doodle Bugs! need time during the day to rest and relax. Infants are of course, on individual schedules based on the child's needs and the parents' preferences, but a group nap time is scheduled for all toddlers, preschoolers and pre-kindergarteners, beginning at approximately 12:30pm.
- Teachers provide individual cots or mats for the children, and encourage them to lay down with a blanket and comfort item from home. Stories, soft music and dim lights help the children with the transition to this rest period. Children who do not fall asleep are provided with quiet opportunities to learn and play, including but not limited to books, puzzles, and art activities.
- Back to Sleep: Infants are placed in cribs, on their backs, to sleep, in accordance with American Academy of Pediatrics recommendations. Infants with medical conditions that require other sleeping arrangements must have detailed written instructions from a physician on file.

### NATIONAL ACCREDITATION

- Doodle Bugs! has earned prestigious accreditation by the Middle States Association Commission on Elementary Schools (MSA). New Doodle Bugs! centers enter the candidacy phase of the accreditation process after one year of operation.
- MSA has provided nationally recognized accreditation to elementary schools, high schools and colleges since 1978; an innovative Early Age Accreditation project debuted in 2004. Doodle Bugs! was invited to participate in 2004 and is thrilled to be part of this collaborative effort to set high-quality standards for early childhood programs.
- Participation in the MSA accreditation project is evidence of Doodle Bugs! commitment to early childhood education and dedication to continuous improvement.

### NONDISCRIMINATION IN SERVICE

- Decisions about admissions and provision of services shall be made without regard to race, color, religious creed, disability, ancestry, national origin (including limited English proficiency), age or sex. Program services shall be made accessible to eligible persons with disabilities through the most practical and economically feasible methods available. Any individual who believes they have been discriminated against may file a complaint of discrimination with any of the following:
  - Doodle Bugs! Children's Centers, 20 Losson Road, Suite 215, Cheektowaga NY 14227
  - Commonwealth of Pennsylvania, Department of Human Services Bureau of Equal Opportunity, Room 225, Health & Welfare Building, P.O. Box 2675, Harrisburg, PA 17120. Inquiries: (717) 787-1127 Email: [RA-PWBEOAO@pa.gov](mailto:RA-PWBEOAO@pa.gov)
  - Office for Civil Rights, U.S. Department of Health and Human Services, Centralized Case Management Operations, 200 Independence Avenue, S.W., Room 509F HHH Bldg, Washington, D.C. 20201. Customer Response Center: (800) 368-1019 TDD: (800) 537-7697 <https://www.hhs.gov/ocr/complaints> Email: [ocrmail@hhs.gov](mailto:ocrmail@hhs.gov)
  - Pennsylvania Human Relations Commission (PHRC), 333 Market Street, 8th Floor, Harrisburg, PA 17101 <https://www.phrc.pa.gov/File-a-complaint> Inquiries: (717) 787-4410 TTY users only: (717) 787-7279

### OPEN DOOR POLICY FOR ENROLLED FAMILIES

- As a member of the Doodle Bugs! family, please consider our center to be a comfortable extension of your home – a place where you are always invited, always welcome, and always appreciated.
- Our teachers, front desk personnel, Director Assistants and Center Director are always available to answer your questions, to review your child's progress or to discuss any concerns that you may have. We encourage you to speak to your child's primary teacher regularly, and to work together to identify the best possible time and method for daily communication.
- Parents are encouraged to visit the center at any time, and pre-notification is not necessary. You may participate in our classroom activities, play with your child on the playground, or have lunch together. If you are interested in discreetly observing your child's day, you may also use the parent's lounge to watch your child's classroom on the video monitors.
- Grandparents, aunts, uncles and family friends are also welcome to visit the center, however we request that you provide us with advance notification. If the visitor is not listed on your child's enrollment application, you must provide written authorization prior to the visit. All visitors are required to provide photo identification.

## GENERAL CENTER POLICIES (Continued)

### OUTDOOR PLAY

- Outdoor play is an integral part of our educational program, contributing to your child's health and development. Children remain inside when the weather is inclement (including extreme heat or cold), but otherwise participate in daily outdoor activities.
- Please dress your child appropriately for daily outdoor play, including sneakers or other sturdy, rubber soled shoes.

### PARENT/GUARDIAN CODE OF CONDUCT

- For the health of all Doodle Bugs! employees, children, and associates, smoking is prohibited in the building and on the premises, this includes e-cigarettes.
- While it is understood that parents/guardians will not always agree with Doodle Bugs! employees or the parents/guardian of other children, it is expected that all disagreements be handled in a calm and respectful manner. Threatening, harassing or otherwise disrespecting staff, other parents or other children will not be tolerated. The use of profane, lewd, vulgar or abusive language or gestures is strictly prohibited.
- Weapons, fire arms, and ammunition are prohibited in the building and on the premises at all times.
- Failure to adhere to this code of conduct will result in the termination of the child's enrollment.

### PARENT LOUNGE

- You are encouraged to use our Parent Lounge at any time. Parenting resources and a telephone for local calls are available for your use.
- Video Surveillance System - The CCTV monitors located in the Parent Lounge are available for your use. You may request that your child's classroom appear on the monitor for your viewing.

### SCHEDULE CHANGES

- You may add additional days to your child's current schedule, provided that space is available and your account is paid up to date. Please call the Center Director as soon as you know that you will need child care for an additional day. If you add a day, your account will be charged the appropriate tuition fee. Once your account has been charged, refunds will not be issued for any reason.
- You may make permanent schedule changes with four weeks written notification and Center Director approval. The schedule changes may not be granted in instances when the new schedule conflicts with enrollment waiting lists and typical enrollment patterns.
- Switching days cannot be permitted, as it is difficult to schedule teachers, plan menus, and run an efficient center.

### SCHOOL AGE ENROLLMENT, INCLUDING WRAP AROUND

- *Tuition & Vacation Policy*
  - If your child is enrolled in our Before & After School Program, tuition is only billed for the days that your child's school is open. If you need care on school holidays and recess, please see your Center Director to check on availability and to add these days.
- *Elementary School Holidays, Recess and Early School Dismissal*
  - Your child must be registered in our program prior to attendance, with up-to-date enrollment and medical forms.
  - Please call if you need child care when your child's elementary school is closed for a holiday or recess.
  - After such arrangements are made, we will bill your account the appropriate tuition amount. Refunds will not be issued if your child does not attend.
- *Weather-Related and Emergency Elementary School Closings*
  - Your child must be registered in our program prior to attendance, with up-to-date enrollment and medical forms.
  - If your child's school closes, please call the center ahead of time to make sure that the center is open and that space is available for your child. Once we reach our licensed capacity, we can no longer accept additional children.
  - If your child is enrolled in our Before & After School Program and does not attend due to a school closing, your account will be credited the daily after school rate.

### SECURITY

- Doodle Bugs! maintains a state-of-the-art security system which requires cooperation from every parent.
- Centers are equipped with secured keyless entry.
- Each parent will use a 4-digit passcode, which is stored on our computer, to gain access into the center.
- When entering the building, parents/guardians are not permitted to hold the door open for anyone. All people entering the buildings must use their security code or the intercom.
- In the event that Doodle Bugs! deems any person to be a potential safety concern, entrance into the center and/or access to any child will be denied.

### SEVERABILITY

- In the event that any of the provisions, or portions thereof, of these Center Policies are held to be unenforceable or invalid by any court of competent jurisdiction or by an arbitration panel, the validity and enforceability of the remaining provisions, or portions thereof, shall not be affected thereby, and full effect shall be given to the intent manifested by the provisions, or portions thereof, held to be enforceable and valid.

## GENERAL CENTER POLICIES (Continued)

### SPECIAL NEEDS, CHILDREN WITH

- If you suspect your child may have an unidentified special need, please ask the Center Director for more information about the early intervention programs available in your area. Early intervention services are usually free of charge, and are designed to help parents of young children (birth - age 3) identify needs and secure appropriate treatment. Similar options are available for older children (age 3+), via the local school district.

### TABLET/INTERNET USE

- The Internet provides an opportunity to explore the vast educational resources available for children. Doodle Bugs! uses hardware and/or software for content monitoring and filtering, which blocks access to thousands of websites, web pages, email addresses, and chat rooms that contain or display offensive language, sexual explicitness, hate themes, or physical violence. Even with the security measures that we have implemented, we cannot guarantee 100% safe access to the Internet. We believe that the chance of exposure to inappropriate material is minimal; however, we must inform you that the possibility still exists.
- You may request in writing that your child be excluded from tablet use at Doodle Bugs!. If you do not express your desire to exclude your child from such use, you agree to discharge Doodle Bugs!, its employees and its affiliates, from any responsibility or claim resulting from the use of the Internet and/or tablet.

### TERMINATION

- Doodle Bugs! reserves the right to terminate any child's enrollment immediately, for falsifying information or any reason that we deem necessary.

### TOILET TRAINING

- As with all other areas of your child's development, Doodle Bugs! will support your child through the toilet training process, and will not pressure you to begin training at a specific age.
- When you observe signs of readiness, please inform our faculty that you are initiating training at home. Teachers will then encourage and support your child's independence by assisting him with toileting at the center. With your cooperation and support of developmentally appropriate practices, we will make every effort to ensure consistency between home and the center.

### TRANSPORTATION

- **District Bus Service:**
  - You may rely on the District Bus Service for transportation to and from our center. Our faculty will wait for the bus and escort your child into the center. The designated drop-off point must be in front of our center.
  - If you utilize the District Bus Service, you must contact the busing office directly and make all of the pick-up/drop-off arrangements. Once you have made all the arrangements, please inform your Center Director of the pick-up/drop-off times and bus number.

### WEB-CAM/VIDEO SURVEILLANCE SYSTEM

- Doodle Bugs! utilizes WatchMeGrow® in our centers for live video streaming inside the classrooms and on the playgrounds. You may sign up for this service at a **\$29.99\* monthly cost**. (\*\$30.81 if paying with a credit card.) By enrolling your child at Doodle Bugs!, you acknowledge and agree to the terms of the WatchMeGrow Privacy Policy. Parents may view and print the terms of the agreement by visiting <https://watchmegrow.com/terms-use>. The video images are accessible via the Internet, using password protected software. Doodle Bugs! must approve all requests for internet viewing capabilities and will grant access only to subscribed parents/legal guardians. For privacy reasons, taking screen shots or recording is strictly prohibited and will result in suspension or termination of your account.
- Contracts are available at the front desk. Part-time and full-time families will be charged the same monthly fee. The monthly fee will be charged to the guardian account on the 1st of each month. There will be no refunds or prorates if a family withdraws or is dismissed from the program during the month. Partial months will be billed the full monthly fee. Monthly billing will continue until the center is notified of cancellation in writing. Parents will be provided accounts as soon as possible but it may take a few days to access the cameras.
- Video monitors are placed in the Parent Lounge for live viewing for all families. The cameras are positioned to view a majority of the center activities, but certain areas of the center may not be clearly viewable. Bathrooms do not contain cameras. The quality of the images may vary at times.
- Classroom cameras are not recorded. Only exterior cameras, entrance cameras, and interior hallway cameras are recorded for security purposes. Recordings can only be accessed by Doodle Bugs! administration and will only be released to licensing and relevant government agencies. The video surveillance system may be turned off during equipment service/maintenance visits. Also, we cannot guarantee immediate repair when a maintenance problem is discovered. We will try to correct problems in a timely manner.

### WITHDRAWING FROM DOODLE BUGS!

- We'd hate to see you go, but in the event that you do decide to dis-enroll, you must complete and submit an 'Enrollment Drop Out' form at least four weeks before withdrawing your child from the center. This form is available from the Center Director. The Center Director will acknowledge receipt of this form and provide you a copy.

## GENERAL CENTER POLICIES (Continued)

### WITHDRAWING FROM DOODLE BUGS! (continued)

- If you fail to provide at least four weeks' notice as stated above, you will be obligated to pay your child's tuition for four weeks beyond:
  - the date we received and acknowledged the 'Enrollment Drop Out' form; or
  - your child's last day of scheduled attendance if an 'Enrollment Drop Out' is not received.
- If you withdraw your child from Doodle Bugs! and decide to return at a later time, you will be placed on our waiting list. You will also be required to provide new enrollment information, along with a new registration fee and deposits.
- For policies regarding terminating enrollment from the summer camp program, please refer to the Summer Camp Registration section on page 3 of the policies.