



Parent Policy

Dear Parents,

We would like to thank you again for choosing our program for your child's early learning experience.

This letter will inform you on Rise n Shine Kids LLC Daycare Parent Policy on drop off, pick up, communication and payments.

Illness or Injury:

It is imperative that if your child is sick or possesses any symptoms of being sick that you refrain from sending your child to daycare, and they must remain without those symptoms for at least 24 hours before they can return. These include, cough, obsessive runny nose, fever of 100 or higher, physical symptoms (bumps, or rash), lethargic behavior because of symptoms stated. We would like to ensure the safety and health of all children the best that we can

Payment:

Reminder all payments are due Monday for the week of service, payments must be received by 9am Monday or before unless your child is part time. Any payments received after 9am Monday will have a late fee added of \$5 per day. Please communicate with provider if payment will be late.

Part time is 2 days or less, full time 3 days or more

Communication:

Hours of communication with provider are from 7:00am to 7:00pm unless your child is in care after specified times. Please refrain from calling or sending messages after 7 pm. This includes weekend phone calls or messages. Any phone calls or messages received before 7am will be answered at 7am. Any calls or texts after 7pm will be replied to at 7am the next business day.

*Unless you are calling about a child being absent or late for the day.

We do not mind parents checking in on your children but, it is hard to reply to multiple messages throughout the day. If your child is sick or having a rough day we will notify you. Please refrain from sending multiple messages throughout the day.

Drop off and Pick up:

The drop off and pick up times that you have listed on your parent application are the times that your child is allowed to receive care. Although we are for extended hours, we expect children to be dropped off and picked at the times specified for care needed. We have various shifts of children and when children are not picked up promptly it may cause a ratio issue with staff.

If you can not pick your child up on time, it is imperative that you send a message prior to the time of pickup notifying daycare that you will be late. If you do not notify us there will be a late fee added on of \$1 per minute if you arrive after scheduled time.

If you are unsure of the hours of care that you have listed please verify with provider. You all have signed a contract that agree to these terms.

Parents who have questions or concerns please contact Ms. Jasmine

Thank You

updated 8/26/2021