



[www.HarborChildCare.org](http://www.HarborChildCare.org)

Providing the highest quality instruction, education and care for every child in our early childhood and school age programs.

   HarborChildCare



# Parent/Caregiver Policy



Harbor Child Care's Parent Policy is subject to change at the sole discretion of the organization as necessary.

Revised - April 2022

Dear Parents,

Welcome to Harbor Child Care!

What makes Harbor unique is our commitment to the individual needs of children. We were the first nationally accredited center on Long Island, attesting to our high standards for quality care, attained in part by offering in-service training and ongoing supervision to our staff. We can measure our outcomes by having you, the parents, participate in different meetings and gatherings. Some of the programs that make Harbor unique are:

- The Creative Curriculum, which meets the national criteria of early education.
- Our nutrition program: all our schools serve nutritious home-made delicious food.
- Our Arts Council: Meets monthly to discuss ideas for new and age-appropriate curriculum.
- Our celebration of our diverse population.
- Our commitment to help fund our middle-income families needing scholarship assistance to maintain their children in our program.

Our goals are to create lifelong learners; to help children successfully enter “big school”; and to enrich children’s lives through the arts, literature, and the adult relationships they have made at Harbor.

Our staff at Harbor all finds real joy and purpose in our work with young children. The more involved you are in Harbor the stronger we can grow as a childcare agency.

We look forward to a successful partnership with you as we work to provide your children with a memorable, joyful, educational early childhood experience.

Yours in Education and Care,

Florence Barbour  
Executive Director, Harbor Child Care

# LICENSING

Harbor Child Care is licensed by the New York State Office of Children and Family Services (NYSOCFS). You may contact the local OCFS office at:

250 Veterans Memorial Highway, Suite 2A-20  
Hauppauge, NY 11788  
(631) 240-2560

Board of Directors:  
Attn: President of the Harbor Board of Directors Harbor Child Care  
999 Herricks Rd.  
New Hyde Park, NY 11040  
(516) 248-9855

Executive Director:  
Florence Barbour  
999 Herricks Rd.  
New Hyde Park, NY 11040  
(516) 248-9855

Harbor Child Care adheres to the New York State Office of Children & Family Services on the issue of confidentiality as follows:

“Information relating to an individual child is confidential and cannot be disclosed to anyone other than the department, its designees or a social services district unless a parent of the child has granted written permission for such disclosure.”

Harbor Child Care will follow the rules and laws that have been written by New York State. We feel that these laws have been written to ensure that children are cared for in a safe environment. These laws set minimum standards for the legal operation of day care facilities. We go far beyond these standards to supply you and your child with the highest quality of day care services.

Harbor Child Care accepts children from the age of 12 weeks to 12 years.

#### **AGE OF CHILDREN TEACHER/CHILD MAXIMUM RATIO/MAXIMUM GROUP SIZE**

- under 6 weeks - 1:3 Maximum group size 6
- 6 weeks to 18 months - 1:4 Maximum group size 8
- 18 months to 36 months - 1:5 Maximum group size 12
- 3 years - 1:7 Maximum group size 18
- 4 years - 1:8 Maximum group size 21
- 5 years - 1:9 Maximum group size 24

**Since we have mixed aged groups, the teacher/child ratio and maximum group size applicable to the youngest child in the group must be followed. The above-mentioned guidelines are subject to change within required regulations of NYS OCFS.**

Harbor Child Care does not discriminate against any race, social- economic group, creed, religion and/or sex, as well as those who are at different developmental stages in their lives. This applies to hiring staff and accepting our children.

*\*The Center's licensing records are available upon request from OCFS, including but not limited to, evaluation forms from the health, building, and fire departments that inspected the Center.*

**HARBOR CHILD CARE CENTER LOCATIONS  
AND  
HOURS OF OPERATION**

**All centers operate from Monday through Friday**

<b>Center</b>	<b>Harbor Child Care @New Hyde Park</b>	<b>Harbor Child Care @ Glen Cove</b>	<b>Harbor Child Care@ North Shore University Hospital</b>	<b>Harbor Child Care@ The Plaza</b>	<b>Harbor Child Care @ the Willis Avenue School</b>
<b>Address</b>	999 Herricks Rd. New Hyde Park,NY 11040	49 Forest Ave Glen Cove, NY 11542	300Community Dr. Bldg. 6 Manhasset, NY 11030	250 RXR Plaza Uniondale, NY 11556	121 Jackson Avenue Mineola, NY 11501
<b>Phone</b>	(516) 248-7048	(516) 277-2123	(516) 288-7473	(516) 280-6716	(516) 493-9830
<b>Fax</b>	(516) 248-6623	(516) 277-2124	(516) 584-0139	(516) 280-6717	(516) 493-9829
<b>Programs Offered (See key)</b>	1,2,3,4,5,6	1,2,3,4	1	1,2	1, 2, 5, 6
<b>Hours</b>	7:00 AM 6:00 PM	6:45 AM 5:30 PM	6:45 AM 6:00 PM	7:00 AM 6:00 PM	6:45 AM 6:00 PM

**Key to Programs Offered:**

- 1) Infant and Toddler Programs**
- 2) Pre-Kindergarten Program**
- 3) Before and After School Care Program**
- 4) Summer and Holiday Program**
- 5) Inclusion Pre-Kindergarten Program (ICCD)**
- 6) Universal Pre-School Program**

# **PARENT POLICY GUIDE**

## **AN INTRODUCTION TO HARBOR CHILD CARE CENTER**

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## REGISTRATION

Upon registering at Harbor Child Care, an advance tuition payment consisting of **one month's tuition**, along with a **\$175.00 non-refundable registration** fee is required (one time registration fee per family). This registration fee is required from all centers unless otherwise outlined on your rate schedule.

### **TUITION IS NON-REFUNDABLE ONCE THE ORIENTATION PROCESS BEGINS**

The Holiday Program requires a \$50 registration fee, which is also non-refundable.

Returning families are not required to pay another registration fee if coming back within the year (12 consecutive months after leaving the program).

Tuition is due by the 5th of each month. All tuition payments must be made by check, money order or credit card – (except American Express.) **Cash payments are not accepted.** **Parents are now able to pay online via Tuition Express (please see attachment).**

Every effort will be made to accommodate your child on your requested starting date. However, if an opening becomes available sooner, that date will be offered to you first. Should you refuse it, you will be offered the next available opening. Tuition is applied to original start date that was agreed upon by both parties. **No refund will be given once a child has completed their orientation with Harbor Child Care.**

In the event the first month is not a full month for an entering child, a fee adjustment will appear on the 2nd month's invoice. The adjustment is based on the original start date agreed upon during registration.

A 30-day advance notice is needed to change the start date or any changes in schedule.

## FEE STRUCTURE AND PAYMENT POLICIES

- All fees are due by the 5th of each month; billing statement will be emailed to you the last week of the prior month. The fees must be paid by Tuition Express, check, money order, or credit card (No American Express). **No cash payments will be accepted.** **Parents who are habitually late in their payment risk losing their placement at Harbor Child Care.**
- Late payments (after the 10<sup>th</sup> of the month) will incur a \$35 late fee, unless there is a payment agreement in place. **Payment arrangements must be made before the 5<sup>th</sup> of the month.**
- Harbor Child Care offers a 5% sibling discount; please speak to your Director for more information.
- Families will receive security cards (where applicable) which requires a \$10 deposit for each card. The deposit will be returned when your child is withdrawn from the program and the card is returned. At our North Shore University Hospital location, parking cards are \$15.
- Tuition Express: New Online Payment Option. Parents will love the ability to either pay online or have their payment automatically deducted from their bank account via ACH or their credit card. You can contact the BUSINESS OFFICE at (516) 248-9856 with any questions or concerns.

- Harbor Child Care would like to show their gratitude to the families of the U.S. armed forces by granting a 10% discount for their child's tuition. Proof of military service is required to obtain the discount.
- Referral discounts are also available to those families who refer families to our centers. If the family that is referred enrolls in our program on a full-time basis and completes at least a 2-month enrollment, the referring family will receive a \$200 credit towards their child's tuition. If the family that enrolls comes to our program on a part-time basis and completes a minimum of 2 months with our program, the referring family will receive \$100 credit towards their child's tuition.
- Please note that multiple discounts **cannot** be applied to your child's tuition. Only the highest discount will be considered when calculating your tuition.

## **POLICIES FOR FAMILIES RECEIVING DSS ASSISTANCE**

- DSS clients are required to pay weekly as per DSS regulations. All weekly payments are due every Monday. If fees are more than 2 weeks late, childcare will be forfeited. Please direct any questions to your Center Director. **Tuition is payable regardless of a child's attendance.** Cash payments are not accepted at any center.
- DSS authorizes your children to attend day care ONLY on days the DSS client has a verified work schedule. They will authorize you for your work hours and an hour of transportation time to and from work. (Ex. If you work 9AM -5PM, your children are allowed to attend from 8AM – 6PM)
- DSS will authorize you for either part time day care (up to 6 hours) or full-time day care (up to 10 hours). Please refer to your authorization or ask an administrator if you are unsure what you are authorized for. If you go over the allowed amount of authorized time you will be required to pay for any overages based on our private rates. If you need additional time than what you are authorized for please speak to your center's business manager.
- If for any reason you can't bring your child in (sickness, doctor appointment, etc.), DSS pays for up to 15 absences each 6-month period (January to June, July to December). If you are absent more than 15 times your account will be put under review, and you may be excluded from the program.
- Harbor Child Care closes its centers at 6pm every day. If you pick up your child after 6pm you will be charged a late pick-up fee that must be paid by you, the parent. **DSS DOES NOT PAY LATE PICK-UP FEES.**

## **HARBOR CHILD CARE SCHOLARSHIP PROGRAM**

Scholarship money, which comes from Parent and Board fundraising efforts, is available to parents on a sliding scale basis. It is determined by need and distributed based on availability. Please check to see if you are eligible for childcare subsidies through the Nassau County Department of Social Services before applying to Harbor Child Care for scholarships. All

inquiries for financial assistance should be addressed to our Senior Director of Business Services. All requests will be kept confidential. As part of the scholarship, families are required to volunteer their time to their child's center and for fundraising functions that may occur throughout the year

## **FUNDRAISING CONTRIBUTIONS**

Harbor Child Care is a private, not-for-profit 501(c)3 organization that does not receive public revenue. We hold a few fundraising events during the school year. Each family is expected to participate in fundraising in some manner. Each Harbor Center holds its own fundraisers in the spring and fall seasons (such as bake sales, catalog fundraisers, book fairs, themed Center raffles/baskets, etc.), aside from major fundraisers executed by the Executive Office. Please check with your Center Director for more information on creative ways to help Harbor with fundraising. Please check the Events section of Harbor's website for upcoming and past major events.

As a not-for-profit agency we can only charge tuition that covers the essentials of the budget. Revenue raised by fundraising and donations is used for tuition scholarships for families in need of support and to help to provide the "extras" such as music, art and trips and occasionally for capital expenditures such as new or improved playgrounds. If you wish to make a tax-deductible donation to Harbor, simply click on the "Donate" button in the Support section of Harbor's website.

Certain employers provide a Matching Grant Option for charitable contributions, or a Foundation for Charitable Donations.

Harbor accepts in-kind donations of goods and services throughout the school year such as toys, books and furniture. We do not accept stuffed animals.

Harbor Child Care seeks support for Harbor families-in-need during the November/December holiday season. On average there are about 30 Harbor families that need assistance. We start food drives for non-perishable items in early November. We especially need frozen turkeys for Thanksgiving. We also conduct an Adopt-A-Family program which entails buying food, clothing and gifts for a Harbor family-in-need for the December holidays. We collect ages, sizes, toy wish lists, etc. in confidence and pair donors to families appropriately.

Harbor Child Care is a member agency of United Way whereby families can designate their contributions to be allocated to Harbor Child Care if they are enrolled in a United Way campaign at their place of work.

Amazon Smile – Amazon will donate 0.5% of the price of your eligible AmazonSmile purchases to **Harbor Day Care Center Inc.** whenever you shop on AmazonSmile.

AmazonSmile is the same Amazon you know. Same products, same prices, same service.





## HOURS AND LATENESS

Parents are responsible for signing their child in and out every day. In addition, parents are responsible for escorting their child to their child's classroom. Once the parent and the child arrive at the classroom, the teacher in the classroom will acknowledge the presence of the child and the parent. Then the parent may safely leave the classroom.

**At Opening:** We request that all children arrive no later than 9:30 A.M. Breakfast is served at 8:45 AM. We ask that all children requiring breakfast be in their classes no later than 8:45am. Please notify the center office if, in the event of an emergency (for example, car trouble) you need to bring your child in after the 9:30 A.M. cut-off time. Parents arriving with their children after 9:30 A.M. are required to sign-in at the center office.

In case of a scheduled doctor's appointment, parent must notify the office in advance, so that the teachers are prepared to receive the child at a later hour. We strongly discourage families to bring children after 12:00, when we serve lunch and children have their naptime; from past experiences, children do not transition well at those times.

Families may enroll for 9, 10 or 11 hours of care. Parents must provide the center with their drop off and pick up times. If families are using the center for more hours than they have signed up for, the Director or the Business Office will make every effort to contact them and a rate adjustment to match their hours of care will be implemented in their monthly statement. This schedule can be changed twice in a year by submitting the proper paperwork.

Harbor asks for adequate notice for minor changes (i.e. 8 AM-5 PM changed to 8:30 AM to 5:30 PM) and 30 day notices for major changes (change in number of days, withdrawals). **Tuition is based on schedules selected.** Not the number of hours selected. You cannot do ANY 9, 10, or 11 hours. You must do the pre-determined 9, 10, or 11 hours. On occasion, we will allow a small deviation (i.e. 8:30AM-5:30PM). Also, on occasion, we will allow a few minutes greater than the hours selected. However, if the schedule deviates often, we will charge early drop off or late pick up fees of \$1.00 for every minute outside the schedule. Please note that if you choose 9 hours and do 8 hours one day, you will not receive 1 extra hour another day.

**At Closing:** Harbor strongly believes in supporting working parents and our hours reflect our support. When lateness occurs, we must make special arrangements for additional staff coverage. Our centers close at 6:00 PM. Any pick-ups occurring after the assigned closing time will be charged \$1.00 per child for every minute. If we have not been contacted 45 minutes after closing time, every effort will be made to contact you, a relative or a friend before we report to the police. **It is imperative that you call the center to inform staff of any lateness. Families with habitual lateness may be excluded from the program.**

## SCHEDULE CHANGES

- If a parent increases scheduled days or hours, the rate adjustment will be made on the first day of increase. Parent should fill out Schedule Change Form in your center's office and speak to Director regarding availability of the day you wish to add. Note: there will be a change in fees, since part time and full time enrollment fees are different; parent is encouraged to speak to Director regarding difference in tuition.
- If parent decreases scheduled days or hours, the rate adjustment will go into effect on the first day of the following month. No credits or adjustments will be issued for any reason. A month's written notice is necessary for decreasing days from child's regular schedule.
- If Harbor moves your child up to the next age group resulting in a lower rate, the rate adjustment will be made based on the child's first day in the new class.

## ABSENCES

**The parent/guardian is requested to call the office before 9:30 AM on any day that the child will be absent.** Notification of the cause of absence is requested so that we may alert other families of any communicable illness. A note from the child's parent/guardian and physician is required when a child is absent for five (5) or more consecutive days. If we do not hear from you regarding your child's absence, we will follow-up with a phone call to ensure the well-being of your child. If a child is absent consistently for a period of one week or longer with no notification from a parent or legal guardian, the child's placement may be put in jeopardy.

## WITHDRAWAL FROM PROGRAM

Harbor requires that parents provide in writing to the center director at least one month's written notice when withdrawing from the program. If such notice is not provided, you will be expected to pay the following month's tuition in full. **NO REFUND WILL BE GIVEN AFTER THE FAMILY'S ORIENTATION PROCESS HAS STARTED.**

## POLICIES AND PROCEDURES FOR TERMINATION OF CHILD'S ATTENDANCE

The rights and responsibilities of parents/families were examined very closely when Harbor Child Care developed these termination policies and procedures. Essentially, they protect the safety of you and your child.

Your child may be terminated from the program based on abuse and neglect of the parent/family rules and guidelines. If you are found to be in violation of the rules and guidelines, the following procedures will be taken:

- 1. Written notice to bring the situation to your attention.**
- 2. Written warning of suspension.**
- 3. Suspension (three days of child or children)**
- 4. Termination from the program if the situation continues; written notice-stating reason for termination.**

## Major Reasons for Termination

1. Attendance (infrequent)
2. Fees (unpaid for 60 days)
3. Medical (not up-to-date as required)
4. The child is a danger to him/herself or others
5. The child impedes on the education of the other children in the classroom.

## DISENROLLMENT POLICY

Because we provide childcare and education in a group setting, we must be concerned for the welfare and safety of all children and staff. We act when a particular child or parent's behavior threatens the safety of — or becomes abusive toward — the other children, parents, or center staff. As a result, we may disenroll the child immediately. We reserve the right to disenroll any child or terminate services as deemed necessary or appropriate at our sole discretion, with or without notice.



## VACATION POLICY

A child must be enrolled for twelve consecutive months in order to be eligible for one (1) week of vacation credit. Vacation requests will be honored at the end of the twelve months (except for school age children); the request must be in writing 30 days prior to the dates you would like credited to your account. The request should also include which days your child will not be at the Center. Children may not be in attendance during the vacation period. Vacation time beyond one week will be billed as regular tuition in order to maintain placement for the child. Credit will not be issued if vacation is not taken. There are no credits for sick days.

The Harbor vacation calendar runs from September to August. Eligibility is outlined below:

For Children Enrolled in Infants, Toddlers, Pre-Kindergarten	
Program Enrollment / week	Vacation Entitlement
5 day program	5 vacation days
4 day program	4 vacation days
3 day program	3 vacation days
2 day program	2 vacation days

## CLOSINGS

Harbor Child Care will be closed for the following days each year:

New Year's Day



Martin Luther King, Jr. Day



Memorial Day



Independence Day



Labor Day



Thanksgiving Day



Day after Thanksgiving



Christmas Day



Two Professional Development Days (to be announced)



## EMERGENCY CLOSINGS

In the event of a center closing due to inclement weather, families will be notified by 6:00 AM. You may log on to [www.news12.com](http://www.news12.com), Harbor Child Care on Facebook, FiOs TV1, and the One Call Now emergency phone system.

Tuition for days that Harbor is closed, has delayed opening or an early closing due to inclement weather or a facility problem beyond our control is non-refundable.

# Thank You for Selecting



*\*This agreement may be updated at any time by the Center to comply with governmental regulations or for any other reason deemed appropriate.*