







Parent/Caregiver Policy



Harbor Child Care’s Parent Policy is subject to change at the sole discretion of the

organization as necessary.

**Revised – March 2024**

Dear Parents,

Welcome to Harbor Child Care!

What makes Harbor Child Care (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 meets the national criteria of early education.
* Our nutrition program: all our schools serve nutritious, homemade, 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 helping 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 forged at Harbor.

Our staff at Harbor all find 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,

Dr. Florence Prophete-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 New York State has written. 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 the required regulations of NYS OCFS.**

Harbor Child Care does not discriminate against any race, socioeconomic 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**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Center** | **Harbor Child Care @New Hyde Park** | **Harbor Child Care @****Glen Cove** | **Harbor Child Care @ North Shore University Hospital** | **Harbor Child Care @ The Plaza** | **Harbor Child Care @ the Willis Avenue School** |
| **Address** | 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 AvenueMineola, NY 11501 |
| **Phone** | (516)248-7048 | (516)277-2123 | (516)288-7473 | (516)280-6716 | (516)493-9830 |
| **Fax** | (516)248-6623 | (516)277-2124 | (516)584-0139 | (516)280-6717 | (516)493-9829 |
| **Programs Offered****(See key)** | 1,2,3,4,5,6 | 1,2,3,4 | 1 | 1,2 | 1, 2, 5, 6 |
| **Hours** | 7:00 AM6:00 PM | 7:00 AM6:00 PM | 7: 00 AM6:00 PM | 7:00 AM6:00 PM | 7:00 AM6:00 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**

[Introduction](#_bookmark1) [2](#_bookmark1)

Licensing 3

[Locations](#_bookmark1) and Hours of Operation [4](#_bookmark1)

[Section 1 –](#_bookmark7)Registration [6](#_bookmark7)

[Section 2 – Fee](#_bookmark0) Structure and Payment Policies [6-7](#_bookmark0)

[2-1.](#_bookmark42) Policies for Families Receiving DSS Assistance 7

[Section 3 –](#_bookmark7)Scholarship Program [7](#_bookmark7)

[Section 4 – Fundraising](#_bookmark7) Contributions [8](#_bookmark7)

[Section 5 – Hours](#_bookmark7) and Lateness [9](#_bookmark7)

[Section 6 – Schedule](#_bookmark22) Changes 10

[Section 7 -](#_bookmark22) Absences 10

[Section 8 - W](#_bookmark22)ithdrawal From Program [10](#_bookmark22)

[Section 9 -](#_bookmark22) Termination of Child’s Attendance [10-11](#_bookmark22)

[9-1. Disenrollment](#_bookmark42) Policy 11

[Section 10 - Vacations](#_bookmark37) [12](#_bookmark37)

[Section 11 - Closings](#_bookmark41) [13](#_bookmark41)

[Section 12 – Emergency Closings](#_bookmark41) [14](#_bookmark41)

#  Section 1 - 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, summer camp, and summer enrichment programs require a $1**50** registration which is non-refundable. Additionally, one month’s tuition is also required. 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. **Cash payments are not accepted**. **Parents are now able to pay online via Tuition Express (please see attachment).** **Late payments (after the 10th of the month) will incur a $50 late fee unless there is a payment agreement in place. Payment arrangements must be made before the 5th of the month. A $50 late payment fee will be posted every five (5) business days.**

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 the 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 schedule changes.

#  Section 2 – Fee Structure and Payment Policies

* All fees are due by the 5th of each month; the billing statement will be emailed to you the first week of the following month. The fees must be paid by Tuition Express, check, money order, or credit card. **No cash payments will be accepted. Parents who are habitually late in their payment risk losing their placement at Harbor Child Care.**
* Harbor Child Care offers a **10%** sibling discount; please speak to your director for more information. Children in the school-age program are not eligible for the sibling discount.
* Families will receive security cards (where applicable). If lost, a replacement card will cost $10.
* Tuition Express: You can contact the BUSINESS OFFICE at (516) 248-9856 with any questions or concerns.
* Harbor Child Care would like to show its 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.
* Please note that multiple discounts **cannot** be applied to your child’s tuition. Only the highest discount will be considered when calculating your tuition.

#  2.1 – Policies for Families Receiving DSS Assistance

* DSS clients are required to pay weekly as per DSS regulations. All weekly payments are due every Monday. 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 9 AM -5 PM, your children are allowed to attend from 8 AM – 6 PM)
* DSS will authorize you for either part-time daycare (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, yoou 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’s appointment, etc.), DSS pays for up to 80 absences every year.
* Harbor Child Care closes its centers at 6 pm every day. If you pick up your child after 6 pm you will be charged a late pick-up fee that you, the parent, must pay. **DSS DOES NOT PAY LATE PICK-UP FEES**. Late pick-up fees are $1.00 per minute.

#  Section 3 – 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 at their child’s center and for fundraising functions that may occur throughout the year.

#  Section 4 – 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 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, click on the "Donate" button on Harbor’s website.

Certain employers provide a Matching Grant Option for charitable contributions or a Foundation for Charitable Donations. Please consider Harbor Child Care in your giving.

Harbor accepts in-kind donations of goods and services throughout the school year, such as toys, books, and furniture, to name a few that are in new or “like new” condition. 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 gifts for Harbor families in need for the December holidays. We collect in confidence and pair donors with 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.



#  Section 5 – Hours and Lateness

Parents/Caregivers are responsible for signing their child in and out every day. In addition, parents/caregivers are responsible for escorting their children to their child’s classrooms. Once the parent/caregiver 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/caregiver 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.

In case of a scheduled doctor’s appointment, parents/caregivers must notify the office in advance so that the teachers are prepared to receive the child at a later hour. We strongly discourage families from bringing children in 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/Caregivers 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 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 the pre-determined 9, 10, or 11-hour day.** 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 one (1) extra hour another day. Please also see the “schedule change section.”

**At Closing**: Harbor strongly believes in supporting working parents/caregivers, 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 after closing hours, every effort will be made to contact you, a relative, or a friend before we report this 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.**

#  Section 6 – Schedule Changes

* If a parent/caregiver increases scheduled days or hours, the rate adjustment will be made on the first day of the increase. Parents/Caregivers should fill out the “Schedule Change Form” found on Harbor’s website ([www.harborchildcare.org](http://www.harborchildcare.org)). Note that there will be a change in fees since part-time and full-time enrollment fees are different; parents/caregivers are encouraged to speak to the Center Administrator regarding the difference in tuition.
* If parents/caregivers decrease their 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 to decrease days from the child’s regular schedule.
* When 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.

#  Section 7 - Absences

**The parent/caregiver 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/caregiver and physician is required when a child is absent for three (3) 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 two (2) weeks or longer with no

notification from a parent or legal caregiver, the child’s placement may be put in jeopardy.

#  Section 8 – Withdrawal From Program

Harbor requires that parents provide a completed “schedule change form” to the center administrator with at least one month’s written notice in writing prior to 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.**

#  Section 9 – Policies and Procedures for Termination of Child’s Attendance

The rights and responsibilities of parents/caregivers 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 if parents/caregivers do not adhere to the Parent/Caregiver Policy. 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.**

#  9.1 - 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.**

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# VACATION POLICY

#  Section 10 – 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 is 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 |
| 3 day program | 3 vacation days |
| 2 day program | 2 vacation days |

#  Section 11 – Holiday Schedule

*Please note if an employee calls out the day before or after a holiday, the holiday is unpaid.*

**The Harbor Child Care Centers will be CLOSED on the following days:**

New Year’s Day 

Martin Luther King, Jr. Day 

Memorial Day 

Juneteenth Day 

Independence Day 

Labor Day 



Thanksgiving Day

Day After Thanksgiving 

Christmas Day 

**\*As per policy, Harbor Child Care will be closed for 2 staff training days. Dates are to be determined and announced at a later time.**



#  Section 12 – 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 Harbor Child Care on Facebook, and you will be notified through our ProCare Connect information 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.***