

Homestead Day Care, LLC II
Preschool Center
29200 B Evergreen Dr
Waterford, WI 53185
262-534-3785

Administrative FYI's

To help you with a few frequently asked administrative questions. This information is not our Policy Book, although the information is in our Policy Book. You will receive a Policy Book after you have paid your \$35.00 Registration Fee. It is your responsibility to read through our Policy Book as you will be required to follow our policies and procedures found in the book.

Registration Fee: We require a \$35.00 Registration Fee, first week's charges, and completed paperwork **before** your child will be considered enrolled and placed on the schedule. This will guarantee enough teachers will be on staff to care for your child.

Scheduling Start Up Date: Payment and paperwork received by 12 noon on Tuesdays, will guarantee your child will be placed on the schedule for the following week, or a future date of your choice. Payment and paperwork received after 12 noon on Tuesdays cannot guarantee your child will be placed on the schedule for the following week. We will do our best and try hard to place your child on the schedule – but we cannot guarantee it as our staffing for that week has already been scheduled. The sooner payment and paperwork is turned in, the better.

Enrollment: Paperwork needs to be 100% complete before your child's first day of care. Every name, full and complete address with city and zip code, and phone numbers are required. These are Wisconsin State requirements and incomplete forms will need to be completed at our facility. Once your child is enrolled, paperwork cannot leave the premises. Failure to complete paperwork as requested may result in termination of child care services. You have 30 days from the enrollment date to provide us with a physical form filled out by your child's physician and immunization information.

Payments: Payment for weekly charges is due in advance. Payment in full is required no later than Friday for next week's care. If payment is not received by Friday, a \$10 per day late fee is charged until payment in full has been received. All payments may be made using the mail box located next to the sign in/out computer.

Full day charges are for 5 – 10 hour days. Half day charges are for 5 hours and less. **Over 10 hours in a day will carry an additional charge.**

Payment for all major holidays is required. Our day care is closed on all major holidays. The list of holidays may be found in our policy book.

You must pay for days as per your contract and our policy book. This includes days that your child will miss due to illness, and other reasons. We hold your child's slot open for them and don't give it away to anyone else.

Holding Fees: Holding Fees are required if you would like to have a future spot held open for your child. When Holding Fees are paid, we hold your spot open, we guarantee this spot will be available to you when you require. When Holding Fees are not paid, no guarantees of availability will be made.

(More Important Information on Reverse Side)

Early Arrivals: We staff our teachers based on the contract you have signed. Early arrivals need to be preapproved and will carry an additional charge. Unscheduled early arrivals may result in your child being turned away until their scheduled time as we may not have enough staff on hand until your child's regularly contracted arrival time. If we have enough staff and are able to take them, this will result in a substantial additional charge.

Late Pick Up's: Late pick up's require a staff member to stay beyond their scheduled shift and we must pay them extra, therefore you will be charged for late pick-up's. If you know in advance that on a particular day in the future you will need to pick up late beyond your contracted hours, you may fill out a Green Schedule Request Form extending your child's pick up time. This form **MUST** be turned into the office no later than 12 noon the Tuesday before the date you would need. We will then schedule enough staff for your late pick up; however, there is **still** an additional charge for this late pick up. It is advisable to turn in this form as soon as you know of a change, even if it's a month or so in advance. It has been our experience that with such busy lives our parents have, they have forgotten to turn in this form because they thought they **HAD** to wait until the Tuesday before. By not turning in the form, we had not been staffed or able to make an adjustment for them. The earlier we get this change, the better for everyone.

Set Schedule: If you have a Contract with a set schedule – your schedule remains the same from one week to the next, and on occasion you need to adjust this schedule, leaving early, taking a day off, extra hours; a Green Schedule Request Form is required in advance. This Green Schedule Request Form can be found next to the sign in/out computer and must be filled out and submitted to the office no later than 12 noon Tuesday, for the following week. Hours above and beyond your contract will carry an additional charge as we will have to schedule additional staff. It is advisable to turn in this form as soon as you know of a change, even if it's a month or so in advance. It has been our experience that with such busy lives our parents have, they have forgotten to turn in this form because they thought they **HAD** to wait until the Tuesday before. By not turning in the form, we had not been staffed and able to make an adjustment for them. The earlier we get this change, the better for everyone.

Varied Schedule: A varied schedule is one that your hours and/or days change each week. If you have chosen a Varied Schedule Contract, you **MUST** supply us with a schedule each week no later than 12 noon each Tuesday, for the next week's schedule. If you fail to provide us with this schedule by 12 noon Tuesdays, your child will be placed on the schedule from the hours of 6am – 6pm, Monday through Friday, and you will be responsible for paying a higher fee for this week. Please turn these schedule forms in as soon as you know your schedule, no need to wait until the Tuesday before. Emails with schedule changes are acceptable, provided the email is **received** by 12 noon each Tuesday. Our email address is: homestead@tds.net.