

Welcome to Learning Ladder Academy, LLC. We ask that you read this Policy Agreement and sign at the end. These policies exist for the safety and well-being of both the children and the parents/guardians. As always, feel free to discuss any questions or concerns with our Center Director or Assistant Director.

This facility serves children from 6 weeks to 12 years of age.

Hours of operation are from 6:30 am to 6:00 pm, Monday through Friday.

## **Mission**

Our mission is to provide a loving, supportive, safe and educational environment for children from birth to school-age, while ensuring parents peace of mind their children are in the best of hands.

## **Vision**

Each child is a special individual and every aspect of his/her development is equally important. Our aim is to foster each child's unique growth and development potential.

All children will participate in a rewarding early learning experience that will serve as the foundation for success in continued lifelong learning. We believe it is important to partnership with parents. We will be completely transparent in our programs and curriculum, we will continuously self-assess and look to improve, and we will make communication with parents a paramount part of the childcare environment.

## **Non Discrimination**

Learning Ladder Academy, LLC accepts children on a first come-first serve basis. We welcome all families regardless of race, religion, national origin, sexual orientation, gender, ancestry, and marital or parental status. Learning Ladder Academy, LLC does not discriminate on the basis of a child's disability. We will enroll children with disabilities where we can reasonably accommodate a child and where the child does not pose a threat to the health and safety of staff and children or require a fundamental change in the Center's program. The Center Director or Management Person in Charge will interview all children and parents/guardians in person and complete an individualized assessment before an enrollment decision can be made. All proposed accommodations must also meet the applicable state child care regulations. Our staff members will work with the child's physician, therapist and other professionals to accommodate the child, or make referrals to more appropriate settings when necessary.

## **Prior to Enrollment**

- You must submit a medical record that includes a complete physical, a current immunization record and any other state requirements.
- All registration materials in the Learning Ladder Academy, LLC Enrollment Packet must be completed prior to your start date.
- A registration fee must be received to complete enrollment.

## **Tuition**

If paying weekly, tuition is due on or before Monday of each week for care to be provided during the following week. If payment is not received by Wednesday, you agree to pay a late payment fee of \$10 and \$5 each day thereafter that tuition is not received. Monthly tuition is due the 1<sup>st</sup> of each month, a late payment of \$10 will be due if not paid by the 5<sup>th</sup> and a \$5 fee each day thereafter. Semi-monthly tuition is due the 1<sup>st</sup> and 15<sup>th</sup> of each month, a late payment of \$10 is due if not paid by the 5<sup>th</sup> or 20<sup>th</sup>, and \$5 each day thereafter. All late fees are subject to change without notice.

The completion and execution of any forms and the payment of tuition is not a guarantee of enrollment. Your child may be refused enrollment or may be unenrolled at any time, with or without notice, when it is believed, at the sole discretion of Learning Ladder Academy LLC, that discontinuing or refusing enrollment is in the best interest of your child, the Center or any other children in Learning Ladder Academy, LLC's care. Full time enrollment has priority over part time. Part time enrollment is based on availability and may be terminated by the center upon a week's notice. The part time enrollee, however, will be given priority over a new enrollee to then opt for full time. Enrollment at Learning Ladder Academy, LLC is not a guarantee of academic or other success, progression or promotion.

A 10% discount is offered to each additional child from your immediate family enrolled in the Center. This discount is applied to the lowest tuition rate. These discounts are available only to those accounts when full tuition is paid in advance. Discounts are not applicable to Registration Fees, Agency Co-Pays, special program promotions or any other fees or services, and cannot be combined with any other discount or promotion.

Please note that you are responsible for any tuition payment and late fees in excess of any agency or third party reimbursement in accordance with the applicable contract. You must also promptly notify us of any changes in your status that would affect your agency reimbursement, and that

you are responsible for payment to Learning Ladder Academy, LLC of any tuition in excess of any agency or third-party reimbursement resulting from your failure to promptly communicate status changes.

Interest charges of 1.5% per month (18% annum) will be applied monthly to all unpaid balances older than 30 days. If the account is not paid in full within 60 days of invoicing and it becomes necessary to turn your account over to a collection agency, you agree to pay all collection fees, court costs and reasonable attorney fees in addition to the balance due.

Please see the *Enrollment Agreement* for registration and late pick-up fees.

### **Absences and Vacation Credit**

You must notify the Center immediately if your child becomes sick and will be absent on a specific day. You should notify the center two weeks in advance if your child will be absent due to vacation.

After six months of continuous enrollment, you may use one week of Vacation Credit when your child is not in attendance for an entire week, Monday through Friday. During this Vacation Credit week your regular tuition will be reduced by 50%. There is a one week maximum annual Vacation Credit allowance which is not cumulative and must be taken in full week increments. This time must be scheduled in writing two weeks in advance with the Center Director by completing a *Vacation Time Credit Request* form.

### **Sign In/Out**

In addition to the policies laid out in the *Enrollment Agreement*, in order to assure the safety of your child, please note the following procedures for arrivals and departures:

- Families are to use only the front door for entering and exiting the building.
- Children must always be walked into the building and placed with a Learning Ladder Academy, LLC classroom staff member before the parent/guardian leaves.
- Parents/guardians must complete the computerized Sign In/Sign out process on a daily basis at drop-off and pick-up times and complete any applicable permission slips for field trips or authorization forms for administering medicine.
- When picking up your child, be certain that a Learning Ladder Academy LLC staff member acknowledges your child is leaving.

A keyless entry system has been installed for our families' convenience. This technology provides another level to the security being offered at this facility. Parents, guardians, and authorized emergency pick-up people will be assigned a 4 digit code to gain entry. **Please do not hold the door and assist other families into our facility. If they have permission to enter, they will be granted immediate access when they enter their code.**

Please pick up your child on or before the Center's closing time. Staff members are not permitted to take your child home with them. If your child is still in the Center at closing, staff will do the following;

- Try to contact you by phone
- Try to contact your emergency contacts
- If neither of these are successful, and you have failed to pick up your child 30 minutes past closing time, police or local authorities will be contacted.

## **Release of child**

Your child will only be released to you, a parent or legal guardian and to those persons whose names you have listed on the *Authorization for Student Pick-up* form. The Center will require, at any time and without notice, satisfactory proof of identification and a valid driver's license from any person, including you, who propose to pick up and transport your child. For the safety and security of the child, if an emergency were to arise where an unauthorized person must pick up or drop off your child, you will be required to follow the Center's instructions for Student Release to an Unauthorized Person policy. This policy requires a photo ID from the person picking up your child and the completion of a release form, which you must sign upon your next arrival at the center. Learning Ladder Academy, LLC has the right to refuse to release a child to any person, including yourself, who fails or refuses to follow the Center's Sign-In, Sign-Out and Child Release policies, or to any person who appears, at the sole discretion of the Center, unable to safely transport your child. No person under the age of 18, including family members, but excluding emancipated minor parents, may pick up a child from the Center.

## **Infants and Toddlers**

Please ensure that your child has the following at the Center on a daily basis:

- Two crib sheets labeled with the child's name
- Ointments with the proper authorization forms completed (no powders or sprays are allowed)

- Three changes of clothing (including socks or booties)
- If not using the Center's provided formula, enough prepared and labeled formula or breast milk for one day (labeled with the child's first and last name, date and contents)
- A package of disposable diapers – labeled (replenish as needed) Cloth diapers may be used only if prescribed by the child's health care provider and if laundered by a commercial diaper service. The Center does have a diaper program for your convenience at an additional charge.
- A package of baby wipes – labeled (replenish as needed)

All sheets and blankets will be laundered at the Center. Infant's belongings (soiled clothing, used and unused bottles, etc.) must be taken home nightly and laundered or sanitized.

Learning Ladder Academy, LLC is not responsible for items that are not labeled.

Parents/guardians are asked to complete a *Getting to Know You* form prior to enrollment and update the plan as your infant's schedule and needs change.

In accordance with the recommendations of the American Academy of Pediatrics, we place infants on their backs to sleep. Infants nap in assigned cribs according to their own individual schedule. If you request that your child sleep in a different position other than on their back, a physician's note that explains why your baby should not use a back sleeping position is required.

## **Confidentiality**

Children's records are confidential. Staff may not disclose information concerning a child or family except in the course of inspections and investigations by the state or other designated officials. Due to confidentiality laws, staff will not discuss issues surrounding children with anyone other than their parent or legal guardian. Parents, guardians, and those with written authorization from a parent or guardian may have access to their child's file during regular business hours in the presence of the Director or other Administrative staff.

## **Health**

Germs spread quickly in a child care center environment. All children and staff stay healthier when sick persons stay at home. If one or more of the following symptoms is present in your child, we will call you to pick up your child:

- Temperature at or higher than 101.1 degrees F
- Loss of appetite

- Vomiting
- Red, pink or crusted eyes
- Diarrhea (more than one loose stool or an increase in number of stools)
- Rash/infection of the skin
- Headache and stiff neck
- Heavy nasal discharge that is not clear
- Severe coughing
- Loss of energy/cranky behavior
- Sore throat or trouble swallowing
- Difficult or rapid breathing
- Yellow skin or eyes
- Mouth sores with or without drooling
- Severe itching of body or scalp
- Tea-colored urine
- Gray or white stool
- A parasite
- Any other contagious or communicable disease

**If your child is not well enough to participate in all aspects of the daily schedule, please keep your child at home.**

Parents must notify the Center immediately if a child is diagnosed with any communicable disease.

Children will be re-admitted to the Center when they have been symptom free, without the use of Tylenol or another fever reducing medicine, for 24 hours. In certain cases when an illness is contagious and communicable, a physician's written release stating the child is no longer contagious will be required. The Center Director will inform you when a release is required.

In the case of illness, accident or injury, we will attempt to reach you first. If we are unable to reach you, the emergency contact persons will be contacted. In the case of a perceived emergency, we will call an ambulance. If a child does not respond, is having trouble breathing or is having a seizure, we must call 911.

## **Medication**

There are circumstances that make it necessary for a child to receive medication while attending school. Trained child care providers can give prescription and over the counter medication under certain circumstances with prior written permission from the parent/guardian on the *Medication Log* form. You can find this form on Learning Ladder Academy, LLC's website or you can request it from the office. Prescription medicine must be in the container labeled by the pharmacy with the child's name and dosage, and at least one dose of the medicine must have been given at home prior to coming to school. Over the counter medicine must be in the original container labeled with directions for dosage. No medication will be dispensed in a manner that is contrary to the label directions without a physician's written instructions.

Please do not send any medication in your child's bag, coat pocket or leave any medication in your child's cubby or storage space.

Learning Ladder Academy, LLC has the unilateral right to refuse or discontinue administration of any product if (a) an adverse reaction occurs, (b) the product expires, (c) the child is ill or injured, (d) the product can be administered before or after child care, (e) the consent and waiver form is incomplete, or (f) for any other reason if, in Learning Ladder Academy's sole opinion, it is in the best interest of the child.

## **Bumps and Bruises**

If your child incurs a minor injury, such as a skinned knee or slight cut (situations that are not an emergency), you will be asked to sign and will receive a copy of an *Incident Report*. The report will describe how the incident happened and the action taken by a qualified staff person. In the event of an emergency or accident requiring more than basic first aid, you will be contacted according to the instructions in the *Enrollment Agreement*.

## **Allergies**

Upon enrollment a *Child Health and Assessment* form must be completed and signed by the child's health care provider and parent/guardian. Any known allergies must be noted along with recommended treatment. This form must be updated regularly. Each child with a food or other allergy must have a special care plan prepared by the child's parent/guardian and health care provider to include:

Written instructions regarding the food or items which the child is allergic and steps that need to be taken to avoid that food or item.

A detailed plan to be implemented in the event of an allergic reaction, including names, dosages and methods of administration of medications the child should receive in the event of a reaction. This requires a *Medication Log* form.

Parents/guardians of children with allergies must review the Center's rotating menus and sign off on copies of the menus noting any necessary substitutions.

We are a peanut free Center and all peanut products and oil must be avoided.

### **Parent Code of Conduct**

This Center requires the parents of enrolled children to behave in a manner consistent with decency, courtesy, and respect. The following are considered violations of this Code of Conduct:

- Swearing/Cursing
- Threatening of Employees, Children, Other Parents, or Adults Associated with Learning Ladder Academy, LLC
- Physical or Verbal Abuse of Your Child or Other Children
- Smoking
- Possession of Firearms (with the exception of law enforcement personnel)
- Violation of the Confidentiality Policy
- Use of Cell Phone while in the Center

Parents or guardians who violate the code of conduct will not be permitted on Center property thereafter.

### **Emergency Contacts**

You are required to provide and maintain at all times a minimum of two additional emergency contacts other than yourself, including full names, home and work numbers, cell phone numbers, addresses, driver's license numbers or state identification numbers and relationship to the child.

In the event of any emergency for which you cannot be reached and the emergency contacts cannot be reached, the Center may contact the police or other local authorities for assistance.

## **Emergency Procedures**

Staff is prepared to deal with a variety of emergency situations. Regular fire, emergency and weather drills are conducted at the Center. We have developed an evacuation plan in the event we must vacate our school and relocate elsewhere. If necessary, you should know where we will go, how to contact us, and where to pick up your child. We suggest you keep this information at several handy places so you may refer to it in the event of an emergency. This information will also be available on our website.

Evacuation Site: Berks Technical Institute Cafeteria (across north side of Ridgewood Road)

Phone Number: 610-373-9130 (pay phone in cafeteria)

Pick up Point: Third door, right side, down stairs to cafeteria

In the event of an emergency, we will notify you as soon as possible. We ask that you do not try to call the Center during emergencies so we can keep our line open for emergency calls that need to be made. We hope that we never have to use our emergency plan, but it gives us a secure feeling knowing a written plan is in place and we are prepared. Parents wishing to see the entire plan may do so by contacting the Director.

## **Weather Emergencies**

We will remain open during most severe weather, the Director and/or the Assistant Director will monitor the weather and local news stations to determine when it is appropriate to close the Center early or cancel care for the day. Please contact the Center to ensure that it is open during inclement weather or a natural disaster. In the event that Learning Ladder Academy, LLC does close early, or cancels care for the day we will post our closing on our website and Facebook page and notify the following: WMFZ –TV and WFMZ.com. If we do close early, you will also be notified so you can make appropriate arrangements for picking up your child. It is your responsibility as the parent/guardian to ensure your child’s emergency contact information is correct.

## **Parent Involvement**

Learning Ladder Academy, LLC is focused on the child, while providing a supportive environment for parents and teachers. Your involvement is both welcomed and encouraged. We keep you informed of classroom and Center activities through daily report forms and updates on our website.

We value communication and welcome you to discuss your child with the teacher. Formal family/teacher conferences are scheduled twice a year. You may request an informal conference at any time by scheduling it with the teacher or the Director. Please remember that drop off and pick up times are very busy periods in terms of transitions and adjustments. These periods are not the best times to discuss your child's progress or growth, especially if he or she is standing with you.

### **Center Safety**

Learning Ladder Academy, LLC has an open door policy for parents and legal guardians and you can have unlimited access to the Center while your child is in attendance. Access to our Center may be restricted to custodial parents pursuant to state child care regulations, or may be further restricted by court order. For any reason it deems appropriate for the preservation of the safety, security, health or general well being of the Center, Learning Ladder Academy, LLC may temporarily or permanently exclude any person from the Center, including a parent, whom we find in our sole discretion, poses or is likely to pose a risk to the Center or who fail or refuses to conduct him or herself in a manner befitting a child care environment. Prohibitions include but are not limited to: profanity, yelling, threatening, aggressive or violent behavior, intoxication or failure to follow Learning Ladder Academy, LLC policies and procedures.

### **Babysitting**

Occasionally parents may ask their child's teacher to babysit. The Center does not encourage this practice. If you enter into an agreement with a Learning Ladder Academy, LLC employee to babysit for your family outside of the employees work hours, it must be done away from the Center with full knowledge and understanding that the sitter enters into such an agreement as a private citizen and not as a Learning Ladder Academy, LLC employee. The Center assumes no responsibility for employees after their scheduled work hours. You may be required to sign an acknowledgement and waiver to this effect. If you enter into an independent agreement with a Learning Ladder Academy, LLC employee to care for your children, and this results in the person leaving our employment, we reserve the right to charge you a finder's fee of \$1,500.

## **Meals**

Breakfast, lunch and a snack are served daily for those able to eat table foods. Menus are posted in the center as well as on our website. It is the parent's responsibility to check the menu to inform the teacher of any concerns.

We provide Gerber Good Start Gentle formula, rice/oatmeal cereal, jarred fruits and vegetables and appropriate snacks for infants. If you wish to bring items from home, food must be labeled with the child's name and will be stored in the appropriate location in the child's room. All bottles that are prepared by the parent/guardian must be labeled with the child's first and last name, contents and date. Unused portions of bottles will be discarded within one hour from the beginning of the feeding. For this reason, please fill bottles only with the amount of formula or breast milk your child will drink at each feeding. We ask that you take any bottles, open food or formula with you at the end of each day. All left over open food items will be discarded at the end of the day.

## **Clothing**

All children need at least one complete, labeled change of clothing (including underwear and socks) and an extra pair of shoes at the Center. Young children may need several changes of clothing each day, especially those involved in toilet learning. We feel that outdoor play is important for each child. Please send clothing appropriate for the weather. We ask that children wear closed-toed, rubber-soled shoes for outdoor play.

All of your child's belongings should be labeled with your child's name. Soiled clothing will be bagged and sent home for washing; you should return the clothing freshly washed, or bring a replacement change of clothes, the following day. The Center cannot be held responsible for lost or damaged clothing or possessions

## **Outdoor Play**

It is important for children to get fresh air every day, so Learning Ladder Academy, LLC plans daily outdoor activities. Please ensure that your child is well enough to participate in both indoor and outdoor activities. Pennsylvania law requires us to take the children outside as long as it is warmer than 25 degrees F and cooler than a heat index of 90 degrees F. Please ensure your children have weather appropriate clothing (boots, hats, gloves, etc.) and we ask that walking children wear rubber-soled shoes.

## **Toys from Home**

Children are not permitted to bring any toys from home, except for “Show and Tell” purposes. Younger children who need a cuddly friend to sleep with may bring one and leave it stored until naptime.

## **Field Trips**

Field trips can be an important enriching experience for our children. Teachers plan trips appropriate for their class that will provide a well-rounded experience. Prior notice will be given using a calendar or notification from the Center Director. In order for your child to attend you will need to complete the *Parent/Guardian Permission* form. All field trips will start and stop at the Center and for security and safety reasons your child may not be dropped off or picked up from the field trip location. Your participation as a volunteer is welcome.

## **School Transportation**

Learning Ladder Academy, LLC provides bus transportation for the convenience of elementary school families. Students and parents need to be aware of the expectations and follow the bus rules provided. By complying with these rules we can maximize the potential for a safe, pleasant bus experience for everyone.

### **Bus Rules:**

- Obey the bus driver’s instructions immediately and respectfully.
- Eating, drinking or gum chewing are not permitted on the bus.
- Profane language, tobacco, alcohol and pets are prohibited.
- Students shall remain seated while the bus is in motion.
- Students shall respect the property, rights and safety of others.
- Students shall refrain from putting their heads, hands, or objects out of the bus window.

Learning Ladder Academy, LLC will not be responsible for loss or damage of any personal items brought on the bus.

### **Bus Violations:**

- Drivers or bus aids shall submit a written bus conduct report of serious or repeated violations to the Director. Parents may be notified.
- Serious or repeated violations may result in a limited suspension of bus riding privileges. An official notice will be sent home to the parents.

- Serious and/or repeated violations may result in permanent suspension of bus riding privileges for the balance of the school year. An official notice will be sent home to the parents.

Any changes in transportation arrangements require at least two week's notice prior to becoming effective.

## **Publicity and Outside Consultants**

The Center's programs may involve publicity regarding children. Unless you indicate otherwise, you hereby grant permission for your child to be photographed or interviewed for publicity or news purposes. You also grant permission to have your child interviewed, observed, or tested by outside consultants.

## **Discipline Philosophy**

Discipline or behavior management, involves teaching and modeling good character and self-control so that children will make appropriate choices. To accomplish this, the teachers will use positive guidance, redirection, and the establishment of developmentally appropriate boundaries. The staff will also encourage children to be fair, respect property, respect other people and learn to be responsible for their actions.

We will not use physical punishment or verbal abuse, as these approaches encourage children to respond in similar ways.

Aggressive behavior is not acceptable. The Learning Ladder Academy, LLC staff will be proactive in the intervention that is necessary, try to defuse the situation by redirecting the children involved. They will intervene immediately if a situation develops that endangers other children or staff. If deemed appropriate, parents of children involved in an act of aggression will be notified. Due to the laws and our policy of confidentiality, staff may not disclose the name(s) of any other children involved in such an incident.

## **Suspension and Expulsion**

Since this is group care, we are unable to provide one on one care for any child. Every attempt is made to ensure the success of each student in our care. However, since we are not a specialized program, there are times when LLA will need to take the following action to ensure every child and staff person's safety.

We will take the following steps:

1. Communication with parent via incident reports, observations, face to face, email and parent teacher conferences.
2. Phone call to parent to pick up child from school for the remainder of the day.
3. Phone call to parent to pick up child from school for the remainder of the day and not allowed back the following day.
4. Phone call to parent to pick up child from school for the remainder of the day and the child is out for a week.
5. Termination.

## **Biting**

If your child bites, you will receive an incident report documenting the occurrence. In the event the bite is severe enough to break the skin, the child may be sent home for the rest of the day, at the discretion of the Center Director. An intervention plan will be developed and every effort will be made to prevent a similar incident from reoccurring. This is a serious issue and if the behavior continues, a conference will take place with a Learning Ladder Academy, LLC administrator to discuss further behavior modifications, interventions, suspensions or possible termination

## **Mandated Reporting**

Under the Child Protective Services Act, mandated reporters are required to report any suspicion of abuse or neglect to the appropriate authorities. The employees of Learning Ladder Academy, LLC are considered mandated reporters under law. The staff members are not required to discuss their suspicions with parents prior to reporting the matter to the appropriate authorities for investigation, nor are they required to investigate the cause of any suspicious marks, behavior or condition prior to making a report. Under the Act, mandated reporters can be held criminally responsible if they fail to report suspected abuse or neglect. Therefore, we take this responsibility very seriously and will make all warranted reports to the appropriate authorities.

## **Interviewing Children and Inspecting Records**

The state child care regulatory enforcement and administration agency and the local department of social services or child protective services has the authority to interview children or staff, to inspect and audit child or facility records, to interview children privately, to observe physical condition of the children in the center, to make provisions for an independent medical examination by a licensed physician of any child and to contact and instruct any other

appropriate authority to do the same, without prior notice or consent by you or by Learning Ladder Academy, LLC.

## **Parents and Custody**

We do not wish to interfere with the custody relationship of the child's parents. Therefore, we assume that both parents/guardians have equal rights to pick-up/drop-off, visit, or request documents on a child. If that is not the case, it is the parent's/guardian's responsibility to provide court documents and/or legally binding parental agreements to clarify the rights and responsibility of the parents and/or guardians. Learning Ladder Academy, LLC will follow the last dated court documents without prejudice to either parent/guardian. We ask that parents/guardians keep the Center, staff and other children out of the legal entanglements or other custodial issues and resolve these issues in another forum. Failure to adhere to this request may result in disenrollment.

## **Change of Information**

It is your sole responsibility to inform the Center of any changes in your personal information or your child's personal information including, but not limited to, address, home phone number, work phone number, cell phone number, pager number, days and hours of work, days and hours of school, transportation arrangements, child's medical conditions, and any changes that may affect your child's enrollment. Learning Ladder Academy, LLC will not be responsible for errors or claims resulting from your failure to provide current personal information.

## **Termination of Enrollment**

You have the right to withdraw your child from the program. However, you must give the Center Director one week's written notice of withdrawal in order to receive a refund of your deposit. If this notification is not received, you agree to pay all tuition and fees for one week whether or not your child attends. If your child is withdrawn, she or he will be eligible for re-admission based upon space availability and other enrollment criteria. In order to be re-admitted, your account must be current prior to returning to the program.

Learning Ladder Academy, LLC reserves the right, at its sole discretion, to terminate services provided based on the occurrence of certain events. Events such as, but not limited to, a lack of cooperation with established rules or procedures by the child and/or the parents, threats to harm another individual, unacceptable behavior, or non-payment of tuition.

**Learning Ladder Academy, LLC**

**Family Policy Agreement Acknowledgement**

I have read the document entitled Family Policy Agreement and have received a copy of the Family Policy Agreement

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Signature (Parent or Guardian) Date

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Child's Name (Please Print)

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Signature (Center Director) Date

**Learning Ladder Academy, LLC**

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Signature (Parent or Guardian) Date

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Child's Name (Please Print)

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Signature (Center Director) Date