



# Parent Handbook

## Management and Faculty

Welcome to Springs Preschool + Childcare. We are very excited that you chose us for your child's early education. We would like to introduce you to the management staff. The Center Director, as well as any the owner, is always available to hear concerns and comments. The classrooms are staffed by trained professionals, under the supervision of lead teachers.

Our faculty participates in professional development opportunities that include meetings, workshops, and professional conferences. They also receive training in CPR and first aid. We have a commitment to excellent quality of care by not only meeting but exceeding Arizona Department of Health Child Care Licensing Regulations and the Arizona Early Learning Standards. For more information regarding these programs please visit [www.azed.gov](http://www.azed.gov), [www.azdhs.gov](http://www.azdhs.gov).

### *Springs Preschool Teachers*

Every faculty member of Springs Preschool meets the qualifications set by state laws. Each faculty member is interviewed by the Center Director. They all have been fingerprinted and background checked. Having a true passion and love for the education for young children is a must for each faculty member. They also must have an honest belief in our values to be able to exhibit and teach them. They also must continue their education and training each year by completing a minimum of 18 hours of additional training.

### *Licensing*

Springs Preschool is licensed by the state of Arizona and meets at least the minimum requirement for liability insurance coverage. We are inspected regularly by the state to ensure all requirements are being met. Reports of these inspections are available upon request from the Center or through the AZ Department of Health and Human Services at 150 N. 18<sup>th</sup> Avenue, Suite 400, Phoenix, AZ 85007-3244 or by phone at 602-364-2539.

License Number: CDC-18297

Insurance: Philadelphia Indemnity Insurance Company

## DES

We are approved by and welcome all families who are assisted by the Arizona Department of Economic Security for their child through tuition support. We will look at the levels of assistance and devise a plan that will benefit you and your child.

## Our Environment

Springs Preschool is faith based and family focused. We not only care for the children in our facility, but the entire family.

*Our Center will encourage the children to:*

- Be safe and happy
- Have a sense of creativity and imagination
- Achieve excellence and be powerful learners
- Have respect for themselves and others as well as things. Teach empathy and compassion
- Have self-expression while maintaining a sense of self-control
- Have fun while learning

*Our Center will provide to the children:*

- A safe, comfortable environment
- Respect for each child as an individual
- An atmosphere that promotes learning and achievement in all areas
- Privacy
- Encouragement to take responsibility
- The opportunity to gain independence
- A healthy, enjoyable, fun environment

## Facility Availability

Springs Preschool hours of operation are Monday through Friday 7:30 a.m. to 5:30 p.m. If your child is enrolled in a Full-Time program, your child may be at our facility for any or all of our business hours. If your child is enrolled in a Part-Time program, your child may be at our facility for up to 7 hours per day. If your child is enrolled in our Half Day -Program they may be at our facility from 8:30 am – 11:00 pm on the days scheduled.

### **Our facility holiday schedule is as follows:**

New Year's Day\* – Closed

Martin Luther King Jr. Day – *Normal business hours*

Presidents Day – Closed

Good Friday – Closed

Memorial Day – Closed

Independence Day\* – Closed Labor Day – Closed

Columbus Day – *Normal business hours*

Veterans Day – *Normal business hours*

Thanksgiving Day – Closed

Day after Thanksgiving – Closed (**tuition prorated for this holiday**)

Christmas Eve – Closed (**tuition prorated for this holiday**)

Christmas Day\* – Closed

New Year's Eve – Closed (**tuition prorated for this holiday**)

\*If the holiday is on a weekend day, the holiday will be observed the prior or next business day

## Programs

### ***Two Year Old Program***

This program is designed to focus on helping your child use more creative thinking, problem solving, and social development. This is done through dramatic play, games, achievement recognition, arts and crafts, structured curriculum, and many other activities including outside time to enhance physical mobility. The children are encouraged to explore and learn with a “hands on” approach. We will continue focus on age appropriate “Self Help” skills including toilet training.

The daily activities will be posted in each room.

Our rooms are constantly sanitized. Each child will have a sleeping mat and their own sheet. These sheets will be provided by the center but sent home to be washed weekly or as needed.

Please be sure to return these sheets for your child to use. Copies of our sanitizing procedures are available upon request and posted in each room.

Items parents are responsible for bringing for your child:

- Change of clothes
- You may bring a favorite item for your child such as a small blanket or stuffed animal for nap time
- Water bottle labeled for your child's first and last name on it
- Sack lunch that doesn't require refrigeration or cooking (reheating)
- Backpack to take items to and from school

### ***Preschoolers***

Children in our preschool program are normally 3 years old and older and toilet trained. This program is designed to focus on helping your child learn phonics, alphabet identification, number identification, and when age appropriate learn writing skills. Each level is age appropriately structured. This is done through dramatic play, games, achievement recognition, arts and crafts, structured curriculum, music, outside discovery and play. The children are encouraged to explore and learn with a "hands on" approach.

The daily activities will be posted in each room.

Our rooms are constantly sanitized. Each child will have a sleeping mat and their own sheet. These sheets will be provided by the center but sent home to be washed weekly or as needed. Please be sure to return these sheets for your child to use. Copies of our sanitizing procedures are available upon request and posted in each room.

Items parents are responsible for bringing for your child:

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- Backpack to take items to and from school

### ***Before and After School Program***

Our school age program serves children who attend school kindergarten through 6<sup>th</sup> grade. These ages are usually between 5 years old and 12 years old. It is the parent's responsibility to notify the center of any changes in their child's schedule for any specified day.

Our teachers will assist the children with homework if needed during the allotted time. There is a 30 minute homework/quiet time. It is not the responsibility of our teachers to ensure that homework is completed. We encourage homework be done at home with the assistance of a parent. This is great bonding time for you and your child and keeps you up to date and involved in your child's school work.

Communication will be sent home if necessary. This is due to the children spending minimal time at the center therefore usually not enough information to report on daily.

Our school aged children will be involved in many fun projects that enhance creativity, problem solving skills, and decision making skills.

### ***School Calendar Year***

We at Springs Preschool have a calendar year that is from July 1st to June 30th. During the summer months we offer a creative station oriented program that challenges and enhances the joyful learning experience of your child. If you feel the need to remove your child during the summer months we allow you to stay active and enrolled for a 25% weekly fee. This fee is totaled and used toward your new year's tuition fees. If you choose not to pay the 25% fee and remove your child for the summer, there is no guarantee for placement in the new school year and you will have to pay a new enrollment fee.

## **Center Policies**

### ***Meals and Snacks***

We will provide two snacks each day. You must bring a sack lunch for your child if they attend past 12:00 pm. Please do not bring anything that needs refrigeration or that needs to be reheated or cooked. Having several children in the class it would be impossible for them to eat as a class if the teacher has to reheat or cook items in the microwave. Also, please be sure to bring all necessary utensils needed for your child's lunch.

Please inform the Center Director and classroom teacher of any known food allergies. We will be happy to work with you to accommodate your child's needs. We are a peanut free facility, so no peanut products will be offered by the school.

### ***Personal Items***

Your child may bring a favorite item from home such as a small blanket for nap time. Blankets must be small enough to fit in your child's cubby. Receiving blankets are a perfect size for this. Please avoid bringing toys. Toys are very special to children and we would not want to have them get broken or misplaced. Preschool and older classes have show and tell every Friday. Please be sure any items brought into the center have your child's first and last name clearly labeled on them.

If your child has any missing items, please notify the classroom teacher and Center Director immediately. We will be glad to look and ask other children if they have seen the item, but we can not be held responsible for any lost or damaged items.

Please be sure to check our lost and found container by the front door if you are missing items.

### ***Field Trips***

Field trips will take place only at the school campus by bringing in experts from a specific field we are learning about.

### ***Birthdays, Holidays, and Religious Beliefs***

Birthdays are a fun and exciting time for children. We would love to celebrate your child's birthday. You may bring any commercially prepared treat for your child's class. Please bring enough for every child in the classroom. You may coordinate this with your child's teacher.

We have many children with different backgrounds and beliefs. We do teach the children that there are different beliefs and to have respect for others and their beliefs. We do have chapel time on Wednesday. During this time we do discuss a Bible story, an activity to go with the story, and sing Christian songs. We also say a short prayer prior to meal and snack times.

### ***Rest Times***

Our facility will have specified rest times for children 5 and under. Nap time for these children will be from 1:00 pm to 2:30 pm. Children are not required to sleep but are encouraged to rest their bodies. After a certain period of time, those that don't sleep are allowed to participate in quiet activities.

Children 5 and older who do not sleep will observe a quiet time. This will include reading stories and other activities that are conducive to quiet time.

### ***Babysitting***

While we understand that it can be sometimes difficult to find a babysitter that your children like and that you trust, we discourage the use of our faculty for personal babysitting. If a faculty member does provide babysitting service, that member is acting on their own behalf and Springs Preschool is not responsible for that faculty member.

### ***Progress Reports***

You may request a meeting with the classroom teacher at any time to discuss the progress of your child. Please schedule with the Center Director to avoid any disruption in the classroom. Parent-teacher conferences will be available twice a year. Teachers will be keeping a portfolio of work that your child completes as well as milestones and assessments. This information will be discussed with the parent during these conferences.

### ***Visitors***

We welcome our parents in our center at any time. We encourage you to visit during the day to see how your child is progressing and interacting with the other children. While you are welcome at any time we do ask the following:

- If you are not planning to take your child with you after your visit, it is recommended that they not know that you are there. Some children have difficulty getting back into the routine of the day when it is disrupted by seeing a parent at an unusual time.
- We ask that you respect the quiet times that are listed. If you need to pick up your child during this time it is helpful and less disruptive if you inform your classroom teacher a head of time. If you want to visit we ask that you observe from the observation window quietly to avoid disrupting the other children that are resting.
- Parents may call at all time to find out how their child is doing. Whenever possible, you can speak directly to that classroom teacher. If that is not possible, the front desk personnel will check with the classroom teacher to get a status of your child to report back to you.



### ***Children with Special Needs:***

Springs Preschool will gladly accept children with special needs. Please contact the Center Director prior to enrollment so that we can ensure that the needs of your child are met. We provide an environment free from unlawful discrimination of any type including race, color, sex, national origin, age, disability, or any other characteristic protected by law. Our center is ADA compliant.

### ***Facility Rules***

Springs Preschool maintains a safe, professional environment for you, your child, and our faculty members. Smoking, profanity, verbal abuse or any inappropriate behavior will not be tolerated anywhere on the premises.

### ***Clothing***

Your child should be comfortable for the day. Please dress your child weather appropriate. Closed-toed shoes are required at all times for the safety of your child. Please be sure that you have at least one change of clothes for your child that is kept in their backpack at all times. We ask that all jackets, coats, sweaters or other removable clothing is labeled with your child's first and last name. We cannot be held responsible for lost or damaged clothing. Please check the lost and found container for any missing items.

### ***Guidance and Discipline Policy***

At Springs Preschool, it is our policy to never ridicule or embarrass a child when they misbehave. Corporal or physical punishment is never allowed. When it is necessary to correct a child's behavior we first attempt to use positive redirection. This is done by redirecting the child's attention to another activity. The following is our behavior policy:

- 1<sup>st</sup> time – explanation as to why the behavior they are displaying is not permitted and suggestions on an alternate activity
- 2<sup>nd</sup> time – a separation period (time out), in the classroom, so that the child can think about their actions before returning to the group activities. Time out times are no longer than 1 minute for each year of your child's age. (Example, a three-year old child maximum time out would be 3 minutes.)
- 3<sup>rd</sup> time – a separation period (time out), with the Center Director, so that it can be discussed with the child again why their behavior is not permitted and the expectations are. A blue incident report will be filled out and sent home for review and parent/guardian signature.

- 4<sup>th</sup> time – parents are called for a conference with the classroom teacher and Center Director.

\*If at any time the facility Center Director feels a child needs to be removed from the facility due to behavior, the parent will be contacted immediately.

### ***Open Door Policy***

We maintain an open door policy. You are welcome to speak with the Center Director or any of the owners of the facility at any time.

### ***Photography***

Photographs (still, movie, videotape) may be taken of children in our Center. They may be used for such purposes as marketing and promotion of our facility. These photos may be placed on Springs Preschool Facebook page. The center will not identify your child specifically without your written permission.

## **Involved Parents**

At Springs Preschool we want to ensure that the care for your children is a partnership. In order to do this we need to have a lot of parent involvement. We encourage our parents to visit at any time or attend special events within the center.

It is the responsibility of the parents to:

- Read this handbook and follow all policies and procedures
- Keep all important information up to date – addresses, medical information, etc.
- To respond to the requests for information from our faculty.
- Check the daily communications and notes from teachers.
- Respect the center faculty as professionals who work with parents to provide high quality child care.

It is the responsibility of the center to:

- Ensure all policies and procedures are followed.

- Ensure the safety of all children and faculty members.
- Keep the parents informed of the progress and daily activities of the child.
- Provide a safe, loving, learning environment.
- Respond to any concerns or questions from parents in a timely manner.
- Respect the parents and partnership for caring for the children.

## Health

### *Contagious diseases*

You will be kept informed of any reports of a contagious disease affecting a child within the center. It is our policy to contact the local health authorities to report such an instance. If your child is absent from the center due to a contagious disease, you must have a note from your child's physician stating that your child is no longer contagious and is able to participate in regular activities.

### *Prevention*

To prevent the spread of illness throughout the center, all the children and faculty members will follow appropriate hand washing procedures. This includes, but not limited to, requiring hands to be washed upon arriving, before eating, after using the bathroom, or any other appropriate time. Please take the time to help your child wash their hands upon arriving in the classroom. If your child is not feeling well, please make other arrangements for care until they are feeling better to prevent illness from spreading.

### *Illness*

To ensure that illness does not spread, sick children are not permitted to attend while they are ill. If your child has diarrhea, vomiting, unexplained rash, or a fever, please keep your child at home. It is appreciated if you could contact the Center Director to advise that your child will not be there.

If your child becomes ill while at the center, and we feel it is necessary to remove them from the classroom, you will be called to come pick up your child. Please keep in mind that your child is not feeling well and would probably be more comfortable at home. For the well being of our faculty members and the other children in our facility, please make arrangements to have your

child picked up within 30 minutes of the phone call notifying you that your child is ill. You will receive a note explaining why your child is being sent home and when they may return. For example, if your child is sent home with a fever, they may not return to the facility until they are fever free for 24 hours without the use of a fever reducer.

### ***Accidents***

In the event of a serious accident or illness, an ambulance may be called. Parents will be contacted immediately. Our faculty will always err on the side of caution. To ensure your child's safety, we keep a file of names, addresses, and phone number of only those people you have authorized to pick up your child. We will also maintain your family doctor and preferred hospital on file. Physicians in the emergency room will, if necessary, perform life-saving techniques only until a parent is reached for permission for treatment. If your child receives outside medical attention, your health insurance is and remains the primary responsible party for the cost of treating your child.

In the event of a less serious accident, the center faculty will administer first aid and contact the parent.

For minor injuries, a parent will receive an Incident Report and phone call when necessary.

### ***Hygiene***

Springs Preschool would like to promote all around good hygiene. Hand washing will be done upon arrival, in from outside, before eating, after using the bathroom, and any other appropriate time.

### ***Allergies***

Please inform the Center Director about any allergy your child may have. This is to ensure that the appropriate precautions can be taken to protect your child's health. If medication is required for any possible life threatening reactions, it can be kept at the center in the original prescribed container. A consent form must be completed and kept in the front office. Such medications may not be kept with the child, they must be kept with an appropriate staff member.

## ***Medical Records and Vaccinations***

You must complete the medical records form prior to enrollment. These records must be updated in accordance with state law.

Vaccination records are required by the State of Arizona Department of Health for your child to be enrolled in one of our programs. You must submit a copy of your child's immunization record or exemption affidavit. Religious and medical exemptions are the only approved exemptions. Medical exemptions could be either permanent or temporary; however, it must be completed by your physician. If your child has a vaccination exemption and there has been a case of that particular illness within the center, your child must be excluded from the center for the entire duration of the incubation period from the last none case. For example, if your child has an exemption to varicella (chicken pox) and there has been a reported case of the chicken pox, your child must be excluded for 6 weeks as that is the incubation period. If another child is diagnosed with the chicken pox, then the 6 week time frame would begin again. You will be responsible for paying the 25% of your weekly tuition to hold your child's spot. You may receive occasional reminders when your child is due for a vaccination. These must be kept up to date for the protection of your child and the other children enrolled at our center.

## ***Medications***

The only medication we will administer at school will be the Epi-pen. A medical consent form must be filled out for the Epi-pen at the beginning of the school year by the parent if you want us to administer.

## **Safety Procedures**

### ***Signing In and Out***

When you arrive each morning with your child, you will be required to log them in on the computer. Your full signature is a requirement by state law. Once your child is logged in for the day you must accompany them to their classroom. If you have multiple children, please take your older children to their classrooms first.

When you leave each day with your child, you will be required to log them out on the computer. Your full signature is a requirement by state law. If you have multiple children, please pick up the youngest child first. We will only release your child to parents, legal guardians, or those over 18 years old and designated by you as authorized to pick up your child. Those who are not parents will be asked to provide proper I.D. Until the center is familiar with you, you may be

asked to provide your I.D. when checking out by the front office faculty and/or the classroom teacher.

If you do not pick up your child by closing time a late fee will apply (see Enrollment and Fees). If you are more than 30 minutes late and you or your emergency contact is unable to be reached, the Center Director will contact Department of Child Services and Chandler Police Department.

### ***Custody Concerns***

In the situation when parents have joint custody of a child, it is our legal responsibility to follow the custody order. A copy of the current orders must be kept on file in our facility. If a new custody order is issued or a restraining order has been issued against either parent, we will also need to have this information on file. Springs Preschool will remain neutral in all custody matters and the center may not serve as a visitation site.

### ***Safety Drills***

To prepare the children in the event of fire, severe weather, or disaster evacuation, we will have regular drills and practices so your child can react in a safe and orderly manner. A notification will come home the day of the drill so that you are aware of what occurred during that day. Please discuss any concerns that your child may have had with your child's classroom teacher. If an actual emergency requires an evacuation of our center, we will notify you as soon as the children are safe. If it becomes necessary for our center to close due to severe weather, you will be contacted and requested to pick up your child immediately.

We will also have lock down drills. If it were to become necessary to lock down our center, parents will be informed of the situation and will be provided any information as to when and how they can safely pick up their child. Your cooperation in these situations is vital.

### ***Transportation***

Transportation is not available at our center. Springs Preschool faculty members are strictly prohibited from transporting children in their personal vehicles.

## **Enrollment Policies and Fees**

### ***Enrollment***

At the time you wish to enroll your child in our facility, you will be required to complete the necessary medical and information documents. Once this is completed you must provide a

copy of your child's immunization record or exemption affidavit. Upon payment of the registration fee, your child will be assigned to a classroom and a start date will be determined.

### ***Withdrawing***

Please provide a 30 day written notice of withdrawing your child. If the decision to withdraw a child is recommended by the center, a one week notice will be provided to the parents when appropriate. In some instances, it may become necessary for our center to require an immediate withdraw. If you do not give a 30 day notice, you may be responsible for two weeks of your regular tuition rate.

### ***Behavior Issues***

Springs Preschool strives to provide a safe, comfortable, learning environment. We must be concerned for the welfare and safety for all our children and faculty members. When a particular child's or parent's behavior threatens the safety of or becomes abusive towards anyone in our facility, we reserve the right to disenroll your child immediately. Parent meetings and implementation of a behavior plan is the preferred method of rectifying a behavior concern; however, disenrollment may occur without such plans in the instances of safety concerns to faculty or other children. Disenrollment due to behavior will not result in a refund of the registration fee or tuition.

### ***Payment Policy***

Registration Fees – Registration fees are due at the time of enrollment. Registration and annual renewal fees are non-refundable. If you withdraw your child after the re-enrollment period, the registration fee is non-refundable.

Tuition Fees – Tuition fees are due weekly and must be paid by the end of the first day of attendance that week. Tuition fees are non-refundable. Regular weekly tuition applies for all holidays even if our facility is closed. If you are scheduled for a part-time week and the holiday is on one of your regular scheduled days, days may not be switched due to the holiday. Full tuition applies. Acceptable methods of payments are:

*Personal check – these are deposited weekly after 9:00 a.m. Wednesday mornings.*

*Money Order or Cashier's Check – we accept money orders and cashier's checks.*

*Debit Card – we accept payment with debit cards*

*Credit Cards – we accept Visa, MasterCard, American Express, and Discover Card.*

*Zelle or bank to bank to transfer.*

*Auto-payment – you may request an automatic payment be set up with either a debit or credit card. Auto payments are processed Monday mornings.*

Late Fees – Late fees are applied to all accounts that have a balance as of 9:00 am Wednesday. The late fee is \$10.00 per day per child and is applied to each day of attendance for that week. To avoid incurring late fees you can request an auto-payment form and your payment will be automatically processed on Monday mornings. If an account goes to 7 days past due, services will be suspended until the account is brought current. Repeated late payments could result in the termination of enrollment. If your account remains past due and requires legal assistance for collections, you will be responsible for all legal and filing fees. You are also subject to interest (maximum allowable by law) charges on all outstanding balances.

Late Pick Up Fees – Late pick up fees may be applied to an account if you arrive after 6:00 pm. Late fees are \$1.00 per child per minute there after.

Part-time late pick ups (7 hours or less per day) will result in an extra charge of \$15.00 per child per 30 minutes. Fees will be assessed by rounding to the next 30 minutes.

Returned Check Fee – The bank fee that we are charged for a returned check will be added to your account. After the second returned check, you will be required to use an alternate form of payment.

### ***Vacations, Sick Days, Extended Leaves***

Vacations – Each child is permitted up to two weeks of vacation time per school year tuition free. A week is defined as your child's regular schedule (5 days per week, 3 days per week) for a Monday – Friday time frame. This time must be taken as consecutive days. They may not be used as a “per day”. You will receive the full allotment of vacation time if your enrollment begins between August 1<sup>st</sup> – January 31<sup>st</sup>. If your enrollment begins between February 1<sup>st</sup> – April 30<sup>th</sup> you will receive 1 week of vacation. If your enrollment begins between May 1<sup>st</sup> – July 31<sup>st</sup>, no vacation time will be allotted until August 1<sup>st</sup> when you will receive your full allotment again.

Sick Days – Each child is permitted up to the equivalent of 1 week (5 days if you are on a 5 day per week schedule, 3 days if on a 3 day per week schedule) as “Absent” per school year tuition free. The weekly tuition will be prorated to account for these days. In order to have the weekly tuition prorated, the Center must be contacted prior to the normal scheduled arrival time for the day that your child is going to be absent. If the Center is not informed of your child's absence or you have exhausted all of your “Sick” days, the normal weekly tuition will be applied. You



will receive the full allotment of sick days if your enrollment begins from August 1<sup>st</sup> – April 30<sup>th</sup>. If your enrollment begins between May 1<sup>st</sup> – June 30<sup>th</sup> you will receive an allotment of approximately half your normal allotted sick days (5 day per week schedule = 3 absent days, 3 day per week schedule = 2 absent days, 2 day per week schedule = 1 absent day). If your enrollment begins between July 1<sup>st</sup> – July 31<sup>st</sup>, you will not receive any absent days until August 1<sup>st</sup> when you receive your full allotment again.

Extended Leaves – If it becomes necessary for your child to have an extended leave, you will be charged a reservation fee. This fee will consist of 25% of your weekly tuition for each week your child is absent. It will sometimes be recommended that you disenroll your child for a lengthy extended leave and that you re-enroll your child when they are able to return. You would be required to pay the full annual registration fee at that time.

### ***After Care School Closures, Breaks, or Holidays***

If your school aged child does not attend school due to a holiday, school break, or any other reason, an additional cost will be applied to your account for the weekly tuition. There will be sign-up sheets for attendance for these times. If your child is not signed up to attend, they will not be counted in our attendance for that time. If your child is not attending during these breaks you may use your absent/vacation credit (if you have any remaining). If your absent/vacation credits have been exhausted then you will be billed at your child's normal school week tuition rate. If they do attend during this time our school break tuition will be billed. If your child is not attending for the summer break, they will be withdrawn for the program and a new registration fee will be required to reenroll. Reenrollment fees are due before the end of the current school year to reserve your child's spot for the next school year. If the enrollment fee is not paid prior to the end of the school year, your child's enrollment is not guaranteed for the next school year.

### **Discounts**

Springs Preschool gives a 10% active military discount, one per family.  
10% additional sibling discount is available per child.

I have read and acknowledged the parent handbook. I agree to the terms listed within the handbook.

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Parent's Signature

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Date

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Child's Name

In an effort to save paper and do our part for the environment, we will be communicating by email. You will receive newsletters, center, classroom, and important information via email. Please provide your email address below.

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