



**TheSonsChildren.com**

**602-956-7370**

**2030 N 36<sup>th</sup> Street**

**Phoenix AZ 85008**

Building B ..... Reception Area  
Building B ..... Infant to 2's Classrooms (Up to six classrooms)  
Building E .....Preschool to School Age Classrooms (Three classrooms)  
Building B, E & Gym ..... Playgrounds, Meeting space  
Building G..... Admin Offices & Staff Break Area

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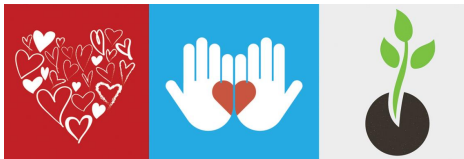


Dear Parent,

Thank you for choosing The Son's Children Learning Center. We are honored to welcome each child and family to our center in a way that reflects dignity, care, and hope for the future.

Each child deserves thoughtful attention, compassion, and opportunities for growth. To serve both children and parents well, we believe our entire team must wholeheartedly embrace our three-word mission statement:

Love - Serve - Grow



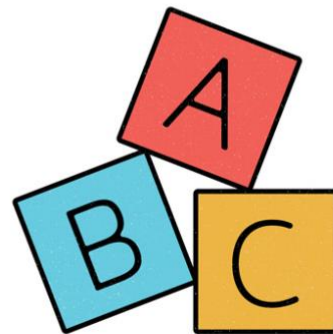
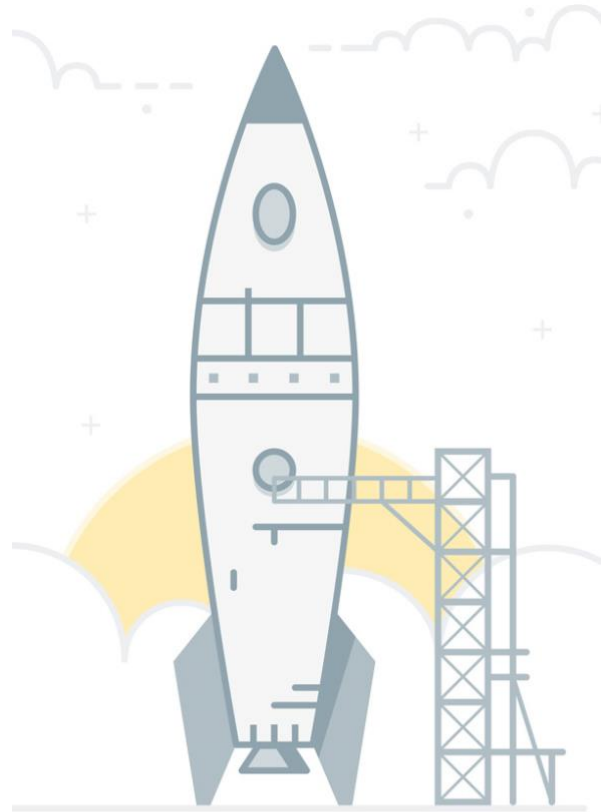
We believe that when we SERVE well, we listen carefully and respond to each child where they are in their development. We LOVE because it is the way of Jesus, and because love helps build trust, safety, strength, and a sense of worth in every child we serve. We GROW by continually investing in the education of our staff so they can model learning in the classroom. We believe children flourish best when we partner well with their families.

We believe in the truth found in the Bible and desire to show God's love and kindness to every child and family we serve. Our hope is to help nurture the character, intellect, and potential of each child in our care.

Our heartfelt desire is to see each child's potential lift off into a beautiful lifelong adventure of learning and growth!

With earnest respect and love,

Austin Willard  
Executive Director



# SECTION 1: .....ABOUT THE SON'S CHILDREN

## Leadership Team

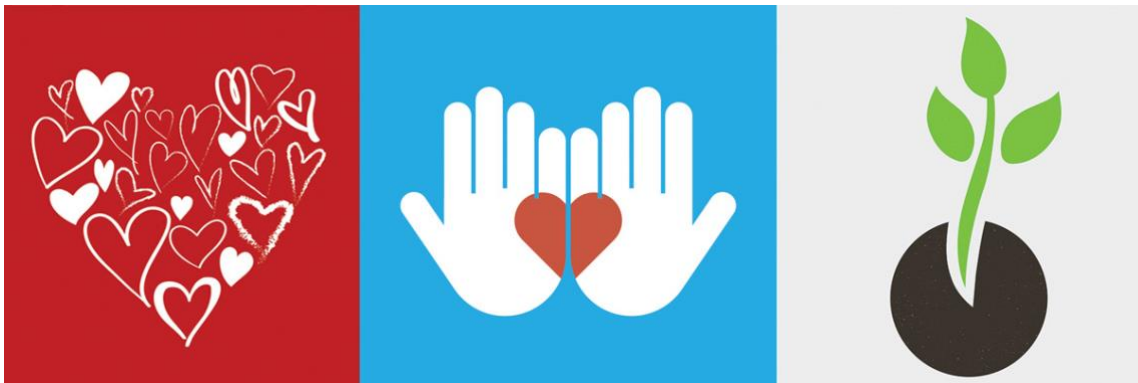
**Austin Willard**, Executive Director  
**Nichole Willard**, Business Development Director  
**Perla Baker**, Development & Admin Director  
**Sarah Archibald**, Site Co-Director  
**Jennifer Adame**, Site Co-Director

## Our Mission

Love

Serve

Grow



## Our Team Works Together For Your Child's Good



The Son's Children Learning Center serves children from 6 weeks to 12 years of age. Our center is licensed to operate as a childcare facility in the state of Arizona and is regulated by:

**Childcare Licensing Service Division  
The Arizona Department of Health Services (DHS)**

150 N. 18th Ave, Phoenix, AZ 85007

Ph: (602) 364-2539

Note: DHS inspection reports are available for parents to review onsite in our administration office, located in Building G, Room 2.



**DES Certified**



**Arizona Quality First Participant**

**We receive a team of coaches to help our teachers & children from  
Southwest Human Development**



**Days & Hours of Operation**

Monday through Friday

6am-6pm, Year Round

**Holiday Closure**

New Year's Day, Memorial Day, 4th of July, Labor Day,  
Thanksgiving Day, Christmas Day

**Professional Development Days:**

Every fourth Wednesday of the month, the center will close at 3:30pm. Children must be picked up no later than 3:30pm.

**Days Closed Early (1pm):**

Good Friday, Thanksgiving Eve, Black Friday, Christmas Eve, & New Years Eve

## **SECTION 2 ..... ELIGIBILITY, ENROLLMENT, & ATTENDANCE**

### **Eligibility**

- Admission is open to children ages 6 weeks through 12 years of age.
- Our school age children must attend one of the seven elementary schools we serve within the Creighton School District. These seven include: Monte Vista, Biltmore Prep, Papago, Creighton Academy, Kennedy and Gateway. The reason for this requirement is because our staff size is limited, and we cannot accommodate full childcare day schedules at our center that do not match the Creighton School District schedule for Summer, Fall, Winter, and Spring breaks.
- We provide transportation by commercial van to seven schools in the Creighton school district. Children must meet the state's minimum age/size/weight requirements for the use of a safety seat belt.

### **Enrollment**

Enrolling a child with The Son's Children requires two steps to be completed, before a child can start with us. Additionally, a registration fee payment is to be made prior to a child's start date.

#### **Step 1**

A prospective family should complete and return to The Son's Children the first seven items listed below (the eighth checklist item is age-specific).

1. Parent Handbook – Return last page only, with email address and signature
2. Emergency Information (Blue) Card
3. Immunization Paperwork
4. CACFP Meal Benefit Income Eligibility
5. Admission Agreement
6. Digital Media Release Form
7. About Me Questionnaire
8. If Applicable (Based on a child's age):
  - Infant - Feeding Preference Form
  - School Age Children - Transportation Authorization

#### **Step 2**

Our Admin Director will fill out the appropriate Monetary Agreement, which a parent must sign prior to their child being allowed to start attending the center. Admin Director then sets up a child profile in Procure.

Financial Agreement – Parent signature on one of the following:

- Parent Contract
- Or for Government Subsidized by DES – The Provider/Parent/Guardian Agreement

⇒ Additional records to help us understand your child may include:

- Individualized Education Plan (IEP) or Individualized Service Family Plan (ISFP)

## Attendance

- At arrival, children may be dropped off between **6:00-9:00 AM**. Any child that arrives after 9:00 AM will not be allowed to attend that day. Exceptions include a child who has a scheduled appointment. In that case, the parent or authorized adult must provide at least a 24-hour notice to inform us of the child's appointment for approval to arrive after the 9:00 AM cut-off time.
- We are primarily a Full Time Learning Center, meaning we enroll children with the expectation that they attend our center daily, Monday through Friday.
  - ⇒ If a parent pays completely the full-time or scheduled tuition each week, they can decide the children's schedule.
  - ⇒ For our government subsidized (DES) families, our attendance policy standard is full-time, which with TSC is defined as at least 4 days per week. Thus, if a child is averaging less than 16 days in a 28-day period, this situation could face disenrollment or kindly placed into call-in status. Lack of attendance is the defining factory in determining call-in status.
    - One of the primary intents of government subsidized childcare is to provide help for working families in need of financial assistance.
  - ⇒ Call-in status means that the parent can call in advance to check on availability the next day. TSC will know by noon the day before, what the space availability will be for the following day. Any family that has call-in status can phone the center between noon and 6pm the day before, to understand if their child can come the next business day. As a family consistently responds during call-in status, our hope is that this status is temporary (not extending past two months).
- The exceptions to our full-time attendance policy would be in cases of illness (which must include a medical document), predefined vacations (communicated one week prior, as stated below), and a predefined attendance schedule. We have limited space in our classrooms; therefore, we aim to serve the working families that need childcare full-time.
- Parents or authorized adults must sign-in a child and then make the classroom staff aware of the child's presence before leaving the child at arrival time.
- Please notify our center if your child will be absent for the day.
- If a child will be on vacation for two weeks or more, a notice must be provided one week prior to the child's absence. Once we receive notification, we will pause the tuition invoice for the period indicated. All other absences will be subject to weekly tuition payment to retain the child's spot in the classroom.
- If a child does not attend for a prolonged period of 2 weeks, we have the right to terminate our childcare agreement with the parent.
- Transportation of our school age children involves two van drivers that take the safety and counting of children seriously. These van drivers coordinate with 5 schools to pick up our children throughout the school year. We are asking that our parents notify us by 11am, if they will be picking up their child on a given school day. If a parent fails to notify us by 11am, 2 times,

then a charge of \$45 will be charged moving forward for each incident. This transportation charge will be added to a child's account and must be paid before transportation to or from school continues.

## **Enrollment Adjustment Period**

One of our main goals at The Son's Children is to help ensure a safe, successful, and positive environment for each child and family. To accomplish that goal, all our new families at TSC will be included in our initial 60-day enrollment adjustment period.

During this 60-day period, TSC will assess whether we are able to support the child's current developmental needs appropriately and whether the family is able to maintain a cooperative, timely partnership with TSC's policies, procedures, and communication expectations.

TSC reserves the right to discontinue care at any time, providing a 5-day written disenrollment notice, if TSC determines that the family's enrollment is not an appropriate fit for the program or cannot be continued safely and successfully.

Reasons that may lead to discontinuation of care during the initial 60-day enrollment adjustment period include, but are not limited to:

1. Safety concerns - The child engages in behavior that causes or attempts to cause serious injury to another child, staff member, or self, or demonstrates behavior that creates an ongoing risk to the safety or well-being of others.
2. Parent or guardian non-responsiveness or lack of cooperation - A parent or guardian repeatedly fails to respond to important communications, participate in required meetings, pick up a child when requested, or otherwise work cooperatively with TSC in a timely manner regarding behavioral, health, safety, or program concerns (see page 24 for details and page 11 for fees).
3. Failure to maintain financial standing - Tuition, fees, or other account balances are not kept current in accordance with TSC's payment policies.
4. Failure to follow TSC policies - A parent or guardian repeatedly fails to comply with Center policies, procedures, or requirements outlined in the Parent Handbook or enrollment materials.
5. Developmental support and program fit concerns - If ASQ-3 results, IEP/IFSP-related needs, or other developmental information indicate that TSC may not be able to appropriately meet a child's needs, or if requested follow-up is not pursued in a timely way, enrollment may be discontinued during the initial 60-day period (see pages 15 and 16 for details)

Whenever possible, TSC leadership will communicate concerns and seek to partner with the family toward a successful adjustment. However, TSC leadership may determine, in its sole discretion, that immediate withdrawal or suspension is necessary when health, safety, or program operations are significantly impacted.

Nothing in this policy limits TSC's right to suspend or discontinue care immediately when necessary to protect the health, safety, or well-being of children or staff.

## SECTION 3 ..... PAYMENT OF TUITION & OTHER CHARGES

### *Tuition Effective Through June 2026*

<b>Age</b>	<b>Tuition-Based Weekly</b>
<b>Infant Room</b> .....	\$454*
(Rates apply to, 1–12 months, or per DHS, a child 18 months of age or younger who is not yet walking)	
<b>Toddler Rooms</b> .....	\$346*
(1- & 2-year-olds)	
<b>Preschool Rooms</b> .....	\$298*
(3 – 5-year-olds)	
<b>**School Age Room</b> (Before/After/Combo/Full Day)	\$120/\$175/\$200/\$220*
(6 – 12-years old)	

**Food & Beverages** - During registration and then every subsequent July, all parents/guardians are required to complete a federal CACFP food subsidy form. Based on the form, if a child (beyond infant age) does not qualify for financial assistance, then the family will pay \$15 per week for food and beverages. For School Age children the F & B only applies during summer and other breaks.

**\*Autopay rate.** For parents who prefer to pay manually each week, there is a flat \$11 per week administrative charge.

**\*\*School Age Room** - Throughout the school year, we offer transportation to 7 local elementary schools within the Creighton School District. Additionally, during summer and school year breaks, we provide comprehensive programs designed to meet family needs at a rate of \$220 per week (Full Day). Please note that some of these programs may require additional fees.

⇒ A transportation fee of \$13 per week, per child, will be applied year-round. This fee covers school transportation as well as transportation for field trips during the summer and school-year breaks.

### **Rate Considerations**

- ⇒ We are **DES approved** and make full use of their contracts (CCA-208A).
- ⇒ Single-parent, military, or family scholarships may be available to those who are not receiving government subsidies. Scholarship availability is classroom dependent.

### **Drop-In Rates**

- ⇒ We welcome drop-in children on a space-available basis. The daily rate for drop-ins is \$115 for infants, \$90 for toddlers, and \$75 for preschoolers (unless there is a DES contract in place for the child). Parents should contact the center 24 hours in advance to verify space availability.

### **Registration Charges & Admission Agreement**

Registration charges and the Admission Agreement are due before a child may begin at our center. Each enrollment anniversary includes a review of important child and family documentation, including immunization records, health concerns, allergy information, family paperwork, and child development updates. For that reason, an annual registration charge is due and a new Admission Agreement must be signed.

- \$100 One Child - \$125.00 Two Children - \$150 Three Plus

### **Payment Policy – Regarding Refunds**

There will be no refunds.

## **Sign In-Out (SISO) Policy & Charges**

The Arizona Department of Economic Security (AZDES) requires childcare centers to retain child Sign-In and Sign-Out (SISO) records for five years. AZDES recordkeeping requirements for SISO are based on both child safety and responsible financial documentation.

### ***AZDES Subsidized Parents – Important understanding in section below:***

*The move to entirely electronic SISO through Procure (effective 12/1/23) has raised the standard to 100% daily participation for parents who receive government subsidies through AZDES. AZDES will not pay for childcare services on any day that a parent does not complete electronic sign-in and sign-out through Procure. Therefore, a parent who does not complete both electronic sign-in and sign-out on a given day will be responsible not only for their copay for that day, but also for the cost of care subsidized by DES for that unsigned date. The daily cost of care subsidized by DES is found in the DES Contract signed by every parent or guardian who receives funding from this state agency. The unsigned SISO fee is due two days after the incident; without payment of this fee, the child may not return to the center.*

*Three SISO failures on a child's day of attendance within a 30-day period will result in termination of the family's enrollment in our program.*

## **Vacation & Sick Days**

Vacation or sick days may be used after a child has attended for six months. If notice of withdrawal is given, or if the child is disenrolled by The Son's Children, vacation or sick days may not be redeemed.

## **Late Pick-up Policy & Charges**

There is a late pick-up charge of \$3 per minute for each child picked up after 6:00 p.m. during our normal operating schedule. Late pick-up charges also apply at a rate of \$3 per minute on pre-defined early-closure dates announced to parents in advance through signage and message notifications. Further, late pick-up fees apply to pick

Late pick-up time is calculated based on the sign-out time in Procure, our childcare management app. A child may not return to the center until late fees are paid. In addition, we will not pick up a school-age child from elementary school until any outstanding late fee has been paid.

The Department of Child Safety will be contacted on behalf of any child not picked up by 6:30 p.m.

Because the health and well-being of our staff matter to our community, repeated after-hours pick-up cannot continue. If a parent is late more than four times during any 60-day period, The Son's Children has both the right and the responsibility to terminate the enrollment relationship with the family.

## **Payment Policy**

1. Payment is due the week prior to service. Childcare services are therefore paid in advance. The next week's invoice is sent each Monday and is expected to be paid by Friday, the due date. Autopay is the standard payment method at TSC to help families avoid late fees. If a parent is on self-pay and submits payment after the due date, a \$10 late fee will be charged to the account. The account will be placed on hold when it becomes five business days delinquent past the due date.
2. If tuition remains outstanding for 30 days, services will be terminated. After termination, a family may be eligible to return to our center once the balance has been brought to zero and space is available in the appropriate classroom.
3. There will be no refunds.
4. Late pick-up charges begin at 6:00 p.m. during our normal operating schedule and accumulate at a rate of \$3 per minute, per child. Late pick-up charges also apply at a rate of \$3 per minute on pre-defined early-closure dates announced to parents in advance through signage and message notifications. Late pick-up time is calculated based on the sign-out time in Procare, our childcare management app.

If a parent, guardian, or authorized emergency contact fails to pick up a child within the required urgent pickup response time stated in this handbook (page 23), The Son's Children may assess an urgent pickup late fee of \$3 per minute for each minute beyond the required pickup time until the child is picked up and signed out. If a family has a preapproved written alternate pickup response time, the fee will begin only after that approved response time has expired.

A parent must pay their late charge the day after the occurrence. If the late fee is not paid, then a parent cannot bring their child back to center until their balance is zero. Further, we will not pick up a school age child from an elementary school if the late fee has not been paid.

5. The AZDES subsidized parent/guardian who does not perform both the electronic sign-in and sign-out on any particular day, will not only cover their copay cost for the day, but must cover the cost of care subsidized by DES for that unsigned date. The daily cost of care subsidized by DES is found in the DES Contract (CCA-0208A)
6. Vacations are a normal part of family life, and we want to honor that time. Thus, if a child is leaving on an extended vacation of two weeks or more, we will pause tuition invoices, if we receive a typed notice sent to our leadership team one week before time off is taken. All other vacations are subject to weekly tuition invoice payment to retain your child's place in a classroom. Please communicate your needs ahead of time, we want to be understanding.

7. Failure to maintain a current account in accordance with the Center's Payment Policy may result in suspension of services, disenrollment, or discontinuation of enrollment during the Enrollment Adjustment Period.

### **Summer Program**

During the summer, we only offer one option for School Age children and that is to enroll in our Summer Program. If a parent would like their school age child to be part of a full time Program, then they will need to read, initial and sign the Summer Program Agreement.

### **QF Scholarships**

Quality First (QF) is a program of First Things First, Arizona's early childhood agency. Created by voters and funded through tobacco revenues, First Things First supports the healthy development and learning of Arizona's youngest children. QF scholarship support children's development from birth through age 5, not yet attending or eligible for Kindergarten. A scholarship may not cover all charges; review co-pay amounts with TSC before enrollment (if applicable). Additionally, if there are 5 weeks in a month, then a small portion of the 5<sup>th</sup> week may be charged.

TSC has been granted a few scholarships by QF for families that fall within a financial range of need. TSC works with QF to qualify each opportunity. TSC reserves the right to end a scholarship for the following reasons:

1. QF scholarships are strictly granted on a month-to-month basis, because of chronic challenges for TSC with families regarding both attendance and TSC Accounts Receivable issues. TSC will communicate by the 5<sup>th</sup> of each month, if a scholarship will continue in the current month to all families awarded a scholarship. Monthly attendance is a critical component for retaining a scholarship. Full scholarship includes attending at least 8 days and 93 hours per month, at a minimum. Excessive absences and not reaching the monthly minimums (both for full and partial scholarships), will result in the loss of a QF scholarship. Further, transferable scholarships are only transferable for the current month; during succeeding months a transferable scholarship returns to TSC for use with another family for the subsequent month.
2. Communication between a child's family and TSC is critical to a child's growth. Therefore, if a parent/guardian does not respond to a phone call or email message from TSC within an 8-day period, TSC has the right to end a QF scholarship.
3. If a QF scholarship recipient receives 4 progressive suspensions (1 day, to 2 days, to 3 days, to 5 days) within a 90-day period, because of classroom safety concerns, TSC has the right to end a QF scholarship.

4. QF scholarships can be awarded to employees, if they follow the same financial eligibility guidelines as other parents and if all TSC QF scholarships have not been utilized by our client base. TSC reserves the right to move an employee to another form of financial assistance, if an infant QF scholarship request is made by an eligible new TSC client.

⇒ If a former employee, ended employment at TSC in a harmful way, then TSC has the right to end a QF scholarship, by provided a 30-day termination notice (in email format to the scholarship recipients family). Ending employment with TSC in a harmful way can be the result of either of the following two reasons: 1) Termination of employment due to a safety concern in the classroom or on campus. 2) Not providing 2 weeks' notice regarding leaving employment (thus leaving TSC in a challenging situation, regarding operations and child safety).

## SECTION 4 ..... EARLY CHILDHOOD DEVELOPMENT

### **Programs & Activities**

At The Son's Children, we offer full-time care for children between ages 6 weeks and 5. Before and after school care is provided for children between ages 6 and 12 years. Research proves that the years between birth-five are extremely important to the overall development and healthy growth of a child. We pride ourselves on being aware of the very latest in research and development in regard to early childhood education. Our facility is equipped with age-appropriate outdoor play areas that allow children to engage in outdoor learning activities and free play.

#### **Infant Room: 6 weeks - 12 months**

Our infant program ensures that babies receive the personal one on one attention that they need to develop trust for the world around them. Infants are held, cuddled, talked to and sang to throughout the day. We work closely with parents to develop each infant's daily schedule. Flexibility with infants is key and our staff understands and appreciates this fact. Our teachers plan engaging activities for babies and understand what to expect from infants of different developmental levels as we focus on relationships, learning and growth.

#### **Toddler Program: 12 months - 24 months**

When children begin walking alone, are off bottles, and on one nap a day, they develop a greater independence. Young toddlers are encouraged to explore and discover new things with guidance and encouragement from staff. At this age, a more structured schedule is also introduced. This helps children feel more secure by providing them with a sense of time and expectation of things to come. Our 1-year old toddler room focuses on building practical skills, language, social and emotional learning - all with relationship-focused teaching and care at the heart. Classrooms are equipped with age-appropriate toys, activity centers, music and movement, sensory play, and more so each child is fully engaged and enjoying each day.

#### **Toddler Program: 2 years - 3 years**

Our 2-year-old toddler room allows children more opportunity for growth and development through the use of activity centers and structured playtime. Circle time and teacher led activities also become a larger part of the daily schedule. Greater independence emerges at this age and children are given opportunities to explore and learn with little interference. Older toddlers are learning from their behaviors and choices, trying lots of new things, getting messy, and learning how to clean up. Another big milestone of this year is potty training. Our staff is well trained in this area and works closely with parents to help their child reach this important goal.

#### **Preschool Program: 3 years – 4 years**

The Preschool Program at The Son's Children was designed to meet the developmental and social needs of children at this stage. Language arts, math, music, art, social emotional, and science concepts are presented in fun and exciting ways that encourage self-discovery and confidence. Children's skills in all developmental areas grow with these continued opportunities to be actively engaged in their learning and trusted as a

learner. The use of songs, games, and art projects ensure that children are learning in a fun and enriching environment.

### **Pre-K Program: 4 years - 5 years**

Concepts previously introduced become easily understood due to continued hands-on learning and repeated opportunities to learn and practice. Children's development of language grows into more understanding of early reading and writing, in preparation for kindergarten. Through active learning and supportive bond and scaffolding, pre-kindergartners build confidence, learn with their whole bodies, and thrive in a predictable, stable classroom environment where they can be independent lifelong learners.

### **School-Age Before and After School Program: 6 years - 12 years**

At The Son's Children, our school-age room provides a structured yet flexible environment for children between the ages of 6 and 12. Our staff focuses on providing enriching faith-based activities that promote academic engagement, physical activity, creative expression, and social development. Additionally, our school-age program includes designated areas for independent play, group activities, homework assistance, and outdoor playtime.

## **Inclusive Environment**

Every effort will be made to include children with special needs in the most integrated setting appropriate to their needs and in compliance with the Americans with Disabilities Act (ADA). Our goal is to enroll infants, toddlers, and young children with and without disabilities who will play, develop, and learn together in our center-based settings.

Children suspected of or diagnosed with special needs will be accommodated based on their (1) Individualized Education Plan (IEP), (2) Individualized Family Support Plan (IFSP), and/or (3) specialized evaluation. If a member of The Son's Children leadership team communicates verbally or in writing that one of the three evaluations listed above should be pursued, and a parent does not address that request within 60 days, TSC has the right to disenroll the child for failure to partner with the Center in supporting the child appropriately. TSC requires documentation, such as appointments, visit summaries, or contact information, showing that this process is moving forward within the 60-day window.

Parents are encouraged to disclose information regarding their child's disabilities or special needs for The Son's Children to determine the most appropriate method to accommodate their needs. On rare occasions, a child may require accommodations that are not considered to be within reasonable means for The Son's Children in the least restrictive environment. What is reasonable will vary. However, there are three most important variables that are generally taken in consideration: (1) the needs of a child with a disability, (2) the accommodations requested and (3) the resources available to our center. All accommodations must be based on the individualized assessments of the child's needs

and the program's ability to make the necessary accommodations. If during the first two weeks of enrollment, we discover that our limited resources cannot accommodate a child's needs, we reserve the right to not continue child care services and to point the parent to the appropriate program/services that can provide the necessary resources to meet the developmental needs of the child.

At the present time, we do not have the resources in place to accommodate a child who is not potty-trained by the age of 4.

### **Developmental Assessment**

The Son's Children uses the Ages and Stages Questionnaire screening tool (ASQ-3) to provide a quick and helpful look at how your child is doing in important areas like communication, social skills, motor skills, and problem-solving skills. This screening can identify your child's strengths, uncover new milestones to celebrate, and reveal any areas where your child may need support. It helps you and our teachers understand your child's development and know what to look for next. *If we discover in the first 60 days of working with a child, that there is a concern for the child's development,* then we would like to utilize the ASQ-3 test results to determine if your child falls within a range that we have the resources to accommodate. If a child ASQ-3 test results fall outside of a range that we have the resources to handle, then we reserve the right to not continue child care services and to point the parent to the appropriate program/services that can help their child grow and develop.

### **Guidance and Discipline**

We believe that all domains of learning are supported during play and through nourishing, positive, interactions with adults and peers. One of the fundamental responsibilities of our center is to further the social and emotional development of children in our care. The early childhood age is a crucial time for children to learn how to regulate social and emotional skills, such as feelings, thoughts, attention, and behavior. Part of children's social development is learning how to interact with their peers and adults. We encourage interactions between children and their teachers to help them learn to form relationships.

We know that when children are provided opportunities and guidance to develop, learn, and practice self-control, and other social and emotional skills, it gives them the foundation necessary for academic and life success. Developing social and emotional skills requires communication between providers and parents/guardians in how to support the child in their learning process. We support children's development and work diligently to prevent expulsion.

## **Early Childhood Mental Health - Smart Support**

Southwest Human Development smart support consultants' partner with The Son's Children to promote the social and emotional development of children in our care from ages birth to five years. Our smart support consultant helps our staff respond to children's behavioral challenges by providing coaching and training to implement effective classroom strategies, resources, and referrals for specific children or situations. A signed consent form is required to be filled out and signed by a parent or guardian for our smart support consultant to observe a specific child in a classroom. This form is in the enrollment packet.

## **Biting**

Infants, toddlers and two-year olds are often unable to communicate effectively with words and may sometimes bite another child. Staff makes every attempt to prevent this from happening. However, at some point your child may be bitten or bite another child. Staff will treat the wound and notify you on the Incident Report form. Child suspension will occur if two biting incidents of other children, occur within any 30-day period. The first suspension will be 1 day, then 3 days, then 5 days if the biting continues.

## **Expulsion Prevention Policy**

We believe that all domains of learning are supported during play and through nourishing, positive, interactions with adults and peers. One of the fundamental responsibilities of our program is to further the social and emotional development of children in our care. The preschool age is a crucial time for children to learn how to regulate social and emotional skills, such as feelings, thoughts, attention, and behavior. Part of children's social development is learning how to interact with their peers and other adults. We encourage interactions between children and their teachers to help them learn to form relationships.

We know that when children are provided opportunities and guidance to develop, learn, and practice self-control and other social and emotional skills, it gives them the foundation necessary for academic and life success. Developing social and emotional skills also requires communication between providers and caregivers in how to support the child in their learning process.

We support children's development and work diligently to prevent expulsion through:

### **Our Environment**

- Staff regularly observe the classroom environment and the children as they interact in it to ensure it promotes healthy social interactions (ex. activities are made available long enough for all children to participate)
- We develop schedules that meet the needs of children to ensure transitions throughout the day are smooth and to avoid long periods of wait time.
- We are flexible in our schedule and follow the interests of the children's cognitive, physical, and biological needs.

- We provide children with materials and engage them in activities that are appropriate for their age and respectful to them as individuals.

### **Our Teachers**

- Teachers make an effort to communicate daily or weekly (in-person, phone, email, etc.) to parents on their child's development, in particular to identify & address any social, emotional, behavioral, or health issues that may arise.
- Encourage peer relationships by creating social opportunities and working with children to resolve conflict.
- Assist children to put words to their emotions (ex. "Emily, I can tell you were mad when James took your block.")
- Use positive methods of support and redirect the child's behavior by providing alternative actions and behaviors that are acceptable.

### **Our Families**

- Communicate regularly with staff to ensure consistency in guidance between home and school
- Partner with us and allow us time to work with all children, including those needing higher levels of support
- Understand and acknowledge that we do not expel children as they are learning skills, and understand that we strive to serve individual needs while ensuring the safety of young children
- When applicable, partner with experts in social & emotional skill development to help give a child the best foundation for academic & life success

### **Our Children**

- Develop confidence and self-efficacy
- Develop skills to help them regulate their behaviors and emotions
- Participate in play and activities to learn social and emotional skills
- Learn how to resolve conflict in a healthy manner (using appropriate words instead of physical harm)

Thank you for choosing to allow our staff to support your child's development. We are committed to each child's development and success, and we do not exclude or dismiss children from our program because of concerns with behavior.

Behavior concerns tell us that children need more time, support and practice to develop their social and emotional skills. When serious concerns arise, we will partner with professionals who specialize in supporting children's social and emotional health. On rare occasions, we may work with families to seek the best care for their child if all parties agree that our program can no longer meet the needs of an individual child.

## **Suspension Guidelines**

Suspension may occur when the support steps described above have not resulted in sufficient improvement, or when a child's behavior creates an immediate safety concern.

TSC reserves the right to impose an immediate suspension when a child's behavior results in actual harm or presents a serious threat of harm to the child, other children, or staff. This may include physical aggression, attempted physical harm, or severe verbal aggression, including repeated abusive or profane language.

- When suspension is necessary, TSC will seek to communicate clearly with the parent or guardian regarding the reason for the suspension, the length of the suspension, and the steps required for the child's return.
- Remainder of the current day - TSC will document the concern and provide a brief Action Plan.
- Current day plus one additional day - A parent or guardian meeting will be scheduled to review the Action Plan before the child returns.
- Two or more days - A parent or guardian meeting will be required before return, and TSC may also recommend outside support partners to help address the behavior and support the child's growth. These partners may include Quality First coaches, Creighton School District, or an AZ Steps Resource Consultant.
- Following any suspension, TSC may require a follow-up meeting or written parent feedback regarding the strategies that will be used at home and in partnership with the Center to reduce the identified behavior and support the child's success.

## SECTION 5 ..... HEALTH AND SAFETY

### **Naptime**

TSC's naptime policies are designed to promote the well-being of children by providing them with a safe, restful, and conducive environment for sleep, which is crucial for their physical and cognitive development.

During nap time we prioritize creating a restful space for naptime. We provide well-spaced cots, comfortable temperatures, and often soothing music. Additionally, we require that every child remain on their cots during nap time. If a child cannot remain on their cot, it is disruptive to the classroom and will result in a write-up if it continues with no improvement over time. If nap time wandering problems persist, then this would eventually lead to disenrollment.

### **Parental Notification (illness, injury, communicable disease)**

Parents will be notified by phone and Procure when professional medical attention is required or the child experiences symptoms of a fever, persistent cough, shortness of breath, vomiting or diarrhea. Staff will contact parents to pick up the child immediately (within 1 hour of the phone call). If the parent cannot be reached, we will continue to notify all emergency contacts provided by the parent until the child is picked up.

The Son's Children is required to report any serious illness or injury requiring hospitalization or professional medical attention to the center's licensing agency and/or the Public Health Department. Center staff will document these incidents on an Incident Form.

### **Illness & COVID**

As required by the Arizona Department of Health Services, a center shall not permit a child to remain at the center if a staff member makes the determination that the child shows signs of illness or infestation. If a child develops symptoms while at the center, personnel shall notify the child's parents or guardian immediately.

A child exhibiting any of the following symptoms should not be brought to school:

- A fever over 101 degrees within the last 24 hours
- Diarrhea within the last 24-hour period.
- Vomiting during the night or the morning before school.
- Persistent coughing
- An unexplained or undiagnosed rash.
- Pinkeye/Conjunctivitis- pink to red, itchy eyes with a discharge in the morning.
- The presence of head lice.

*If a child is brought to our center with a fever, this may result in both a fine of \$50 and you won't be able to bring the child back to the center for 48 hours. The fine and time return to the center are determined by a temperature reading (above 100 degrees) within the first hour*

*of a child's sign in time. The goal is that parents do not bring a sick child to the center for the overall health of the daycare learning center.*

COVID is still a part of our respiratory illness mix. Right there with things like RSV and the flu. However, the U.S. Centers for Disease Control and Prevention (CDC) states that more than 98% of the US population has some degree of immunity from COVID.

While COVID still poses a significant health threat to people at higher risk, its health impacts are now similar to those of other respiratory viruses, like flu, which are also important causes of severe illness, especially for people at higher risk. As a result, this is the right time to issue unified Respiratory Virus Guidance rather than additional guidance for each specific virus.

When people get sick with a respiratory virus, the updated guidance recommends staying home and away from others. Treatment is available for people with COVID and influenza, which can lessen symptoms and lower the risk of severe illness.

The CDC recommends returning to normal activities when COVID symptoms have improved for at least 24 hours. If a fever is present, it has to be gone without using a fever-reducing medication. TSC extends the CDC symptom free guidelines from 24 hours to 48 hours, with the additional requirement of receiving proof of a negative test result (if a child has tested positive for COVID)

## **Lice Prevention & Policies**

**The Son's Children (TSC)** is committed to maintaining a healthy and safe learning environment. As part of this commitment, we have established clear procedures and policies to address cases of head lice and prevent their spread within our classrooms.

### **When Lice Are Identified**

If lice are found on a child during the school day:

- The child will be **immediately separated** from the classroom and cared for in a designated area.
- The child's **personal belongings will be sealed** in a plastic bag to minimize the risk of spreading lice.
- **Parents/guardians will be contacted promptly** to pick up their child.
- **Families of all students in the affected classroom** will be notified of potential exposure.

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### **How Do Lice Spread?**

According to the Centers for Disease Control and Prevention (CDC), head lice spread primarily through **direct head-to-head contact**. Key facts:

- Lice **crawl**; they **do not hop or fly**.
- Off the human scalp, adult lice typically **die within 24–48 hours**.
- Lice eggs (**nits**) hatch in approximately **7 days**.
- Lice cannot survive long without a human host.

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### **Treatment Requirements**

Families are **required to treat all affected children** before returning to the center.

Approved treatments include:

- **Over-the-Counter (OTC):** Permethrin, Ivermectin, Dimeticone
- **Prescription:** Malathion, Spinosad, Lindane

Please note:

- It may take up to **12 hours** after treatment for all adult lice and nits to be killed.
- Detached lice typically **die within 12–24 hours**.

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### **Return to the Center**

To ensure lice are fully eradicated and minimize risk to others, **TSC requires a 2-day waiting period** following treatment. This policy applies to:

- The child identified with lice
- **All siblings enrolled** at TSC

After the 2-day period:

- The child **must be brought to the front office** for a head check by the **Director** before rejoining the classroom.
- **TSC has a strict "No Nit" Policy:** If any nits (lice eggs or empty casings) are found during the inspection, the child will be sent home for additional treatment and must remain out of the center for **another 2 days** before re-evaluation.

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### **Recurrent Cases**

If any children from the same family are found to have lice again **within 6 months, none of the family's enrolled children** may return until both of the following conditions are met:

1. **All enrolled children** in the family have received **at least two treatments over a 7-day period**.
2. All enrolled children in the family are **lice- and nit-free**, confirmed through inspection by the Director.

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Thank you for partnering with us to maintain a healthy and safe environment for all children and staff. Your cooperation is essential in preventing the spread of head lice and ensuring minimal disruption to learning.

### **Hazardous Items**

Children are not permitted to wear scarves, necklaces, pacifiers, or other items around their necks. In addition, pacifiers may not be attached to clothing. Beads, small rubber bands and small hair bows cannot be worn for hair adornment because they pose a choking threat if they become loose. Balloons are not allowed in the center. Necklaces and small beads are a safety risk for young children and may not be worn at the center.

### **Handling Emergency Procedures**

When a medical emergency arises involving a child, either at the center or on a field trip, the center staff will seek prompt emergency medical treatment and provide any certified or licensed emergency medical personnel with immediate access to the child. In the case of a serious accident, the closest staff member with first aid training will render first aid and a

member of the center management team will call 911 in addition to contacting the parent. The designated hospital for each location is posted in the center. If rescue medication is used while the child is in our care, staff will contact the parent and call 911 according to the action plan. In the event of a lost child, either at the center or on a field trip, the center staff will initiate a search, designate a teacher to oversee the group, and then notify the center management team, who will take any other necessary steps to locate the child.

In case of severe weather, loss of electrical power or water, death or serious injury at the center, staff will contact parents immediately and follow operational procedures. No center personnel will impede in any way the delivery of emergency care or services to a child by licensed or certified emergency health care professionals.

### **Staff Training in Emergency Procedures**

Center staff is trained and certified in emergency first aid procedures and CPR. When minor incidents (bumps, scrapes, and scratches) occur, we will treat the injury. A written incident report form will be provided on the day of the incident. Parents will be immediately notified of head injuries.

### **Medication Administration**

Over The Counter (OTC) medications will not be administered at The Son's Children.

Prescription medications are only administered for life threatening conditions (Example: EpiPens or inhalers) and where prescription medication is deemed vital by a physician with the ability of a nonmedically trained TSC staff member able to administer. In these situations, the medication must be brought in its **original container** with a prescription label that includes the child's name, doctor's name, medication name, required dosage, expiration date, and instructions for administering. Additionally, a Permission to Administer Medication form must be filled out completely and signed by the parent.

- Our staff will not administer prescription medication that has been transferred from one container to another.
- Our staff will not administer prescription medication to a child that is inconsistent with the instructions on the medication label, unless we receive written authorization from the child's health care provider.

### **Accidents Happen – Learning, Language, & Love**

Children explore and play every day. We know that accidents happen. We want to work with our parents to better understand any bruise, cut or bump that occurs. We will notify our parents about accidents through Procure. If there is something noticeable with your child, when you get home that you are concerned with that you believe happened at the child care center, please call us or notify us through Procure. Additionally, when children play with each other and a child causes the other child to experience pain, then poor language outbursts can happen. When poor language is used by children, our teachers will look to address the choice of words. We work with our teachers to respond in love to mishaps in the classroom and on the playground.

We want to work through any concern you may have with your child. If needed, we can typically review video footage in the classroom for 2 to 3 days before the memory is overwritten with new video footage. Our aim is for us to learn together how to better support and teach the children we serve.

### **Pesticide Application - Pest Control Procedure**

Notification of a pesticide application will be posted in the front office of Building B at least 48 hours before the work is to be completed. The name/license of company, the type of treatment, the chemicals being applied, and the date and time of application will be included in the posted document.

### **Liability Insurance Coverage**

The liability insurance coverage document (Commercial General Liability, Automobile Liability, Workers Compensation & Employers' Liability) for our campus, is located in our administrative offices in room 2 of Building G. It is available for parent review on the facility premises.

### **Parent/Guardian Responsiveness and Required Pickup**

Parents and guardians are expected to remain reasonably available during their child's hours of attendance and to respond promptly to calls or messages from The Son's Children regarding illness, injury, behavioral concerns, or other safety-related matters.

If a child is removed from the classroom due to illness, injury, behavior that creates a safety concern, or other circumstances requiring early pickup, the parent, guardian, or authorized emergency contact must arrive to pick up the child within 30 minutes of being contacted by the Center.

In limited circumstances, The Son's Children may approve a different pickup response time in advance for a family whose home, workplace, or commute makes a 30-minute arrival time unreasonable. Any such exception must be prearranged in writing with Center administration. In those cases, the parent or guardian must comply with the written pickup response time approved by the Center.

Because the Center is not staffed to provide extended one-on-one supervision in the front office for prolonged periods, failure to respond, answer calls, or pick up a child within the required timeframe may result in suspension, disenrollment, or other corrective action, including during the Enrollment Adjustment Period.

The Center reserves the right to determine when a child must be picked up immediately due to illness, injury, unsafe behavior, or inability to remain safely in the classroom environment.

## **SECTION 6 ..... NUTRITION**

### **Meals and Snacks**

The Son's Children provides breakfast, lunch, and a morning and afternoon snack. We provide food that helps to meet a child's daily nutritional requirements. No outside food or drinks are allowed. Menus are posted weekly in our office, classrooms., As a program participant in the Child and Adult Care Food Program (CACFP), our center ensures that children are receiving a variety of healthy meals and snacks. Children are encouraged to taste each new food. Special consideration is given to those children requiring special diets and feeding equipment.

Parents with children that require special diets must have their pediatrician complete an Individual Nutrition Care Plan (Including food allergies) and submit this to TSC leadership. Notify the Family Support Coach if your child has any known food allergies or special dietary requirements. If your child has severe food allergies and/or requires an Epi-pen, parents are required to meet with staff prior to the child's first day of school.

### **Snacks & Mealtimes**

**Breakfast:** ..... 7:00am - 8:30am

**Morning Snack:** ..... 9:00am - 10:30am

**Lunch:** ..... 11:00am - 1:00pm

**Afternoon Snack:** .....3:00pm – 4:00pm

## **SECTION 7 ..... PARENT ENGAGEMENT & RESPONSIBILITIES**

### **Parental Access to the TSC Campus**

Parents, guardians and approved family associates of children under our care, have access to Building B, Building G and associated playgrounds on our campus. Security codes are provided for access to Building B. All doors and gates are to be completely shut when entering or exiting a building. If a family member is a safety concern, an email communication will be sent to the parent/guardian of the associated child, if the safety concern is not addressed after receipt of email, then TSC reserves the right to not allow access to our campus by the family member cited in the email.

### **Wipes, Diapers and Pull-Ups**

Parents of children in diapers are required to provide enough wipes and diapers for the week. If they do not have an adequate number of diapers and wipes, they will not be permitted to attend until they have sufficient diapers and wipes. We believe in the solid practice of regular diaper changing to ensure the comfort and hygiene of the children within our care. Checking diapers every 2 hours and additionally changing them when needed helps prevent discomfort, skin irritation, and potential infections.

We understand that toilet training is an important learning experience for every child. During toilet training, parents are required to bring a minimum of six pairs of plastic covered training pants or pull-ups. Children who are toilet training must have 2-3 changes of clothes, especially shoes, socks, and underwear.

### **Clothing and Personal Belongings**

Teachers plan a variety of educational, hands-on learning activities for your child. At times, clothing may become soiled during normal play and learning, so we recommend comfortable, inexpensive clothing that can be worn for active participation. The center is not responsible for lost or damaged clothing or shoes.

Please label your child's clothing with your child's full name. Each child must have two extra changes of clothing, including underwear, for emergencies. Parents should check their child's change of clothes regularly to ensure the items remain appropriate for both growth and the current season.

Children must wear shoes with a heel strap. Rubber soled shoes are best for running and climbing. Open toe shoes, sandals, flip-flops, wedges, shoes with high heels or rollers may not be worn.

### **Items To Be Kept At The Center**

You are asked to keep the following items in your child's cubby:

- 2 changes of clothes (shirt, pants, socks, underwear)
- Appropriate outdoor clothing for season
- Diapers, wipes, creams (notes will be sent home as needed after)
- Plush sleep toy and/or blanket for naptime (if desired). These items must fit in the designated space within each classroom.
- Water bottle (must be taken home daily for cleaning)

If your child does not have the items listed above and they are needed for the day, parents will be contacted and expected to bring the needed item to the center as quickly as possible. It is the parent's responsibility to ensure each child has what is needed for a successful day at school.

Parents must label their child's belongings. We will make every reasonable effort to return items, but when belongings are not properly labeled, that process becomes much more difficult.

The importance of water bottles in Arizona cannot be overstated. Parents are expected to provide a clean water bottle for their child each day. If a parent does not provide one, The Son's Children will supply up to two water bottles. After the first two bottles provided by TSC, each additional water bottle will be charged at \$5. If TSC must charge for replacement water bottles at least three times within a three-month period, the child may be suspended until the family consistently provides this required item.

### **Child Security Items**

Children may temporarily bring a security item, if needed, to support a smooth transition from home to the center. This item must be approved by the Director. Please do not allow children to bring toys, games, or other items to the center. Our center is not responsible for lost or broken items.

### **Cell Phones and Electronic Devices**

Children are not permitted to use personal cell phones or electronic devices in classrooms. This policy is in place to promote safety, protect children from inappropriate content, and support learning within the classroom. Any child found using a personal device will first have it removed. Continued incidents will be addressed through our progressive three-step discipline protocol.

## **Hazardous Items**

Children are not permitted to wear scarves, necklaces, pacifiers, or other items around their necks. In addition, pacifiers may not be attached to clothing. Beads, small rubber bands and small hair bows cannot be worn for hair adornment with a child who is under the age of 3, because they pose a choking threat if they become loose. Balloons are not allowed in the center. Necklaces and small beads are a safety risk for young children and may not be worn at the center.

## **Communication**

Procare is our primary communication tool between teachers and parents regarding children.

- Teachers will respond to parents during naptime, generally between 12:00 p.m. and 2:00 p.m. If a matter is urgent, parents should expect a response from the administration team within one to two hours.
- Photos of children's activities may be shared through the Procare app within a reasonable timeframe and as staff resources allow.
- If an issue or concern needs to be discussed in more detail, please schedule a time to meet with the Director. Teachers are actively supervising children throughout the day and must remain attentive to everyone in their care.

Parent communication messages are:

- Sent through ProCare parent engagement app.
- Posted on classroom bulletin boards.
- Shared on Parent Curriculum Involvement forms.
- Shared in newsletters for parents that may be distributed each month.
- Shared with staff by talking daily.
- Discussed during a scheduled appointment with staff.
- Messages may be sent by email to a member of the TSC leadership team at [firstname@thesonschildren.com](mailto:firstname@thesonschildren.com) rather than by text messaging TSC employees. Text messaging should be reserved for emergency situations only. Non-emergency text messages sent at night or on weekends may result in a written request to discontinue that form of communication. Repeated disregard of this communication expectation may result in further corrective action, including discontinuation of the family's enrollment.

## **Confidentiality**

All family information is confidential and is not provided to any other agency or individual without written parental consent. Access to a child's file is limited in order to protect the privacy of children and parents. Relevant documentation may be released to state and

federal licensing agencies upon request. Relevant information may also be released to a hospital and/or physician in an emergency. Parents are asked to sign a release authorizing the center to obtain medical assistance in an emergency when parents cannot be reached.

### **Reasons for Disenrollment of Children and Their Associated Family**

- Parent disruption of the program - gossip, negative, abusive, profane, loud, or otherwise inappropriate language, as well as threatening behavior by adults that is harmful to children, staff, other parents, volunteers, themselves, or the center. This standard also applies to children when age-appropriate.
- Non-compliance with the Agreements signed at enrollment.
- Failure to provide necessary documents within required timelines.
- Failure to provide necessary items for children, such as diapers, wipes, extra clothing, and bottles.
- Four late after-hours pickups within any 60-day period.
- Three SISO failures on the child's day of attendance within a 30-day period.
- Unsigned current-year Annual Admission Agreement.
- No parent contact with The Son's Children regarding a child's attendance for 10 days or more.
- If a child is not potty trained by age 4. This is because we currently do not have a diaper changing table in the 4-year-old classroom.
- Continued use of text messaging after a parent has been asked to stop. See communication procedures outlined on page 22 of this Parent Handbook.
- If a member of The Son's Children leadership team communicates verbally or in writing that one of the following evaluations should be pursued - (1) Individualized Education Plan (IEP), (2) Individualized Family Support Plan (IFSP), and/or (3) specialized evaluation - and a parent does not address that request within 60 days, TSC has the right to disenroll the child for failure to partner with the Center in supporting the child appropriately. TSC requires documentation, such as appointments, visit summaries, or contact information, showing that this process is moving forward within the 60-day window in order to prevent disenrollment.
- We are a full-time learning center. This means we enroll children with the expectation that they will attend daily, Monday through Friday. Families paying full-time tuition may determine their child's weekly schedule. For government-subsidized DES families, our attendance standard is full-time, which TSC defines as at least four days per week. If a child averages fewer than 16 days of attendance in a month, the situation may result in disenrollment.

- Failure to comply with the Enrollment Adjustment Period, Parent/Guardian Responsiveness and Required Pickup policy, or Payment Policy requirements outlined in this Parent Handbook.

The Son's Children staff may schedule conferences with parents to discuss concerns about a child's behavior to gain understanding, partnership, and support for strategies that will help the child succeed. Our goal is to work in partnership with parents. When persistent behaviors make it difficult for a child or other children to benefit from classroom activities, staff will develop a written plan to support the child. The plan will involve parents, teachers, management team staff, and community resources. If, after diligent efforts to include the child successfully in group care, the child poses a threat to self or others, it may become necessary to disenroll the child.

### **Child Safety Reminders**

- No children shall be left unattended in vehicles while on The Son's Children property.
- No children shall be left unattended by a parent anywhere on The Son's Children campus.
- Please do not speed in the parking lot.
- All children must be securely buckled into the proper safety seats, when arriving and departing on center property.
- Physical punishment or verbal abuse by any adult, including parents, is not allowed on center property.

### **Withdrawal**

If a parent/guardian chooses to withdraw a child from the program, two-weeks written notice is required. If the parent/guardian fails to provide notice, those two weeks will be charged for payment.

### **Family-Centered Practice**

Without family engagement, the care and education we offer children is not as effective or long lasting. Quality childcare must include family engagement and support, or it cannot be quality. In the first five years of a child's life, the personality develops, and the child learns patterns of behavior that follow them throughout life. By caring for the child in the context of their family, we influence the home environment, strengthening and building a strong family unit. We believe that parents are the child's first and most important teachers and our goal is to arm you with the best information and resources possible.

Note to Parent / Guardian,

Please return this page (Page 31 - Parent Handbook - 2026 - March – V7)

to the TSC office with your signature.

**Procure App**

The Son’s Children communicates with all parents through our Procure app. To set up a child’s profile in Procure, we need a parent’s email address.

\_\_\_\_\_

Email Address (This is a required field, which we ask the parent to print legible)

**Parent / Guardian Signature**

By signing below, the parent and/or guardian acknowledges that they have read this Parent Handbook and agree to its contents.

\_\_\_\_\_

Print Name – Parent/Guardian

\_\_\_\_\_

Signature – Parent/Guardian

\_\_\_\_\_

Date