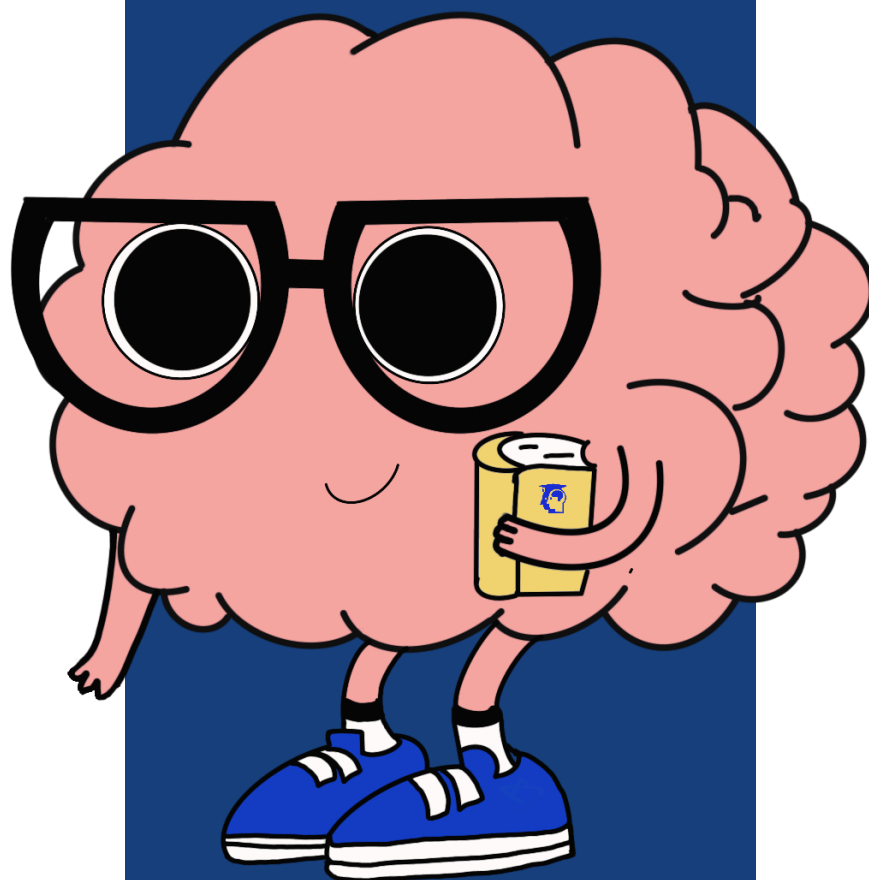


LE3 Academy



PARENT HANDBOOK

www.le3inc.org

LE3 Main Office
6024 Main Street
Williamsville, NY 14221
716-430-9322
mainoffice@le3-inc.org
Fax: 716-906-8575

LE3 Academy North Forest
300 North Forest Road
Williamsville, NY 14221
716-444-8247

LE3 Academy Englewood
855 Englewood Ave
Kenmore, NY 14223
716-444-2305

LE3 Academy Sheridan
4660 Sheridan Drive
Williamsville, NY 14221
716-429-7223

LE3 Academy Larkin
799 Seneca St, STE G
Buffalo, NY 14210
716-429-3442



WELCOME MESSAGE

Ellie Poleon
CEO & Founder

Since the conception of LE3, we have grown and changed our programming from extended services to even younger learners. We take pride in the fact that no matter the age of a LE3 student they are taking their first step toward a supported educational experience. From infancy all the way to 6th grade, LE3 will be sure to support your family's needs.

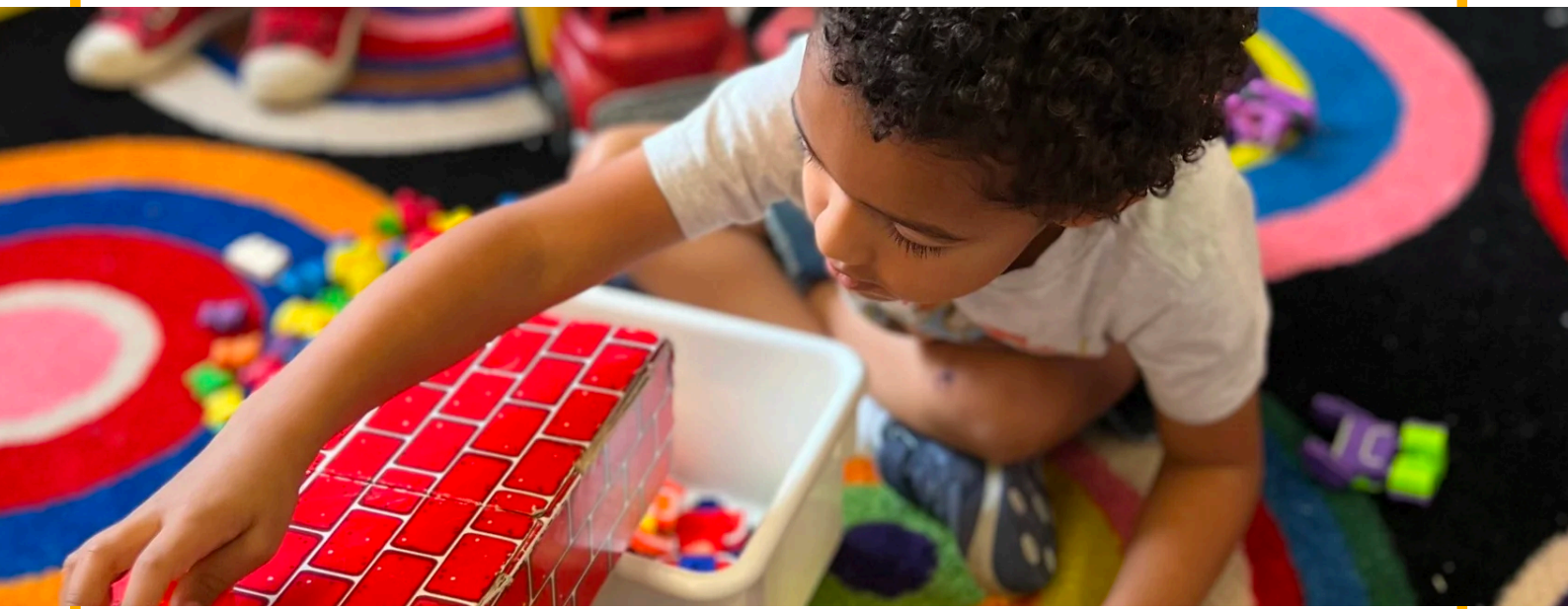
By sending your child(ren) to LE3 you are investing in a better future for them. LE3 is here to provide children with the educational experiences that I wish I could have had from some of my teachers. Every child learns in a unique way. If LE3 can help one child achieve understanding while in our program and provide more quality family time after the program is over, then we are fulfilling our mission!

Our pledge to you and your child: we recognize and embrace each child as a unique individual. We acknowledge and advance family dynamics and cultures to ensure inclusion in our classrooms. We provide ongoing training for our staff members in the best methods of early childhood education, childcare, and education in general. We provide wholesome, safe, and secure environments and practices. LE3 is an active member of the community in which it serves; sponsoring, participating, and leading local community organizations and events. We promote a supportive community, state, and nation on matters impacting the excellence of early childhood education.

Mission & Vision

Our mission is to **Locally Enrich Educational Experiences** for all children through academic programming.

LE3's vision is to make high-quality and enriching childcare accessible for all children.



Our Core Values

LEARN & PLAY

We create a fun environment to work, play, and learn.

EMPOWER & CELEBRATE

We celebrate individuality, encourage authenticity and promote personal well-being.

ENGAGE & MODEL

We model character and positive behaviors to engage all.

EXCELLENCE & QUALITY

We bring experience that provides high-quality programming and exceptional customer service.

Our Top Five

ONE: Flexibility

Our flexibility is unmatched in the industry. We do not have a daily minimum. Drop-in contracts are available for weekly changes.



TWO: Accessibility

Our administrative team is accessible to any guardian. Be it a schedule change, a billing problem, a program question, or whatever is on your mind; we are all here.

THREE: Inclusive

Everything is included. We provide breakfast, made lunch, a snack, and all program supplies needed to keep your children safe, engaged, and enjoying our program. Parents are ONLY responsible for drop off/pick up and keeping their accounts current.

FOUR: Transparent

We listen, react, and change. LE3 administration knows that we do not know everything. Now, more than ever, our ability to listen to the community's needs and adapt our programming to meet them is something you will not find anywhere else. The wheel of childcare has been set in motion for decades. At LE3 we work to change the industry and provide a service that is fair, honest, and reasonable.



FIVE: Affordable

You will not find another childcare program that is designed to meet the academic, social, and emotional needs of children while providing flexible options. At LE3 we only charge families for a week at a time. You will receive an invoice each week with the days scheduled for the following week.



Programs



INFANT

Offered at LE3 Academy Englewood, LE3 Academy Sheridan & LE3 Academy Larkin
Our small infant program is created to allow families to start their littlest one in safe, nurturing, and developmental care. Our team will ensure that your child is receiving attention towards their health, sleeping patterns, developmental milestones, and ensuring we share as many moments as we can with you.

Offered at LE3 Academy Englewood, LE3 Academy Sheridan & LE3 Academy Larkin
A program designed for students who are not fully potty trained but ready for a structured program. This room is focused on getting students ready for preschool. Once students are socially and emotionally ready, and fully potty trained, they will move up to their next level of learning, preschool three!



TODDLER

An academic program that introduces students to the social setting of a classroom. Children learn through play and are taught basic language arts, math, and science skills. Slightly more structured than the toddler room, building self-confidence and independence are a focus in the three-year-old room.



PRESCHOOL 3

An academic program that prepares students for kindergarten. This is a program that matches the flow of a kindergarten day. Students will move room to room, be independent and have self-discipline through play and socialization.



PRESCHOOL 4



BEFORE & AFTER

North Forest Location Only

Students who are enrolled in the Williamsville Central School District may utilize our before and after school program.

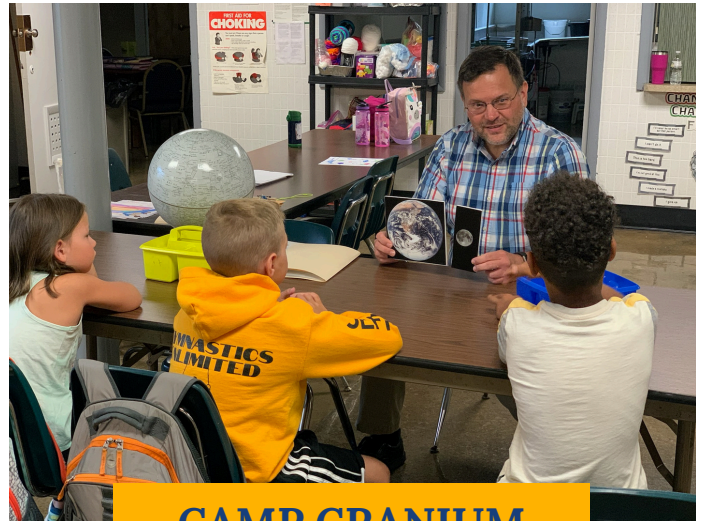
Before School: ONLY available for Forest Elementary students and WCSD middle schoolers.

After School: Open to ALL WCSD students.

This program is available throughout the school year when there are full days off school and in the summer months. Students who are age eligible can attend our holiday camps and summer programming.

Our summer program follows weekly themes that have an academic purpose but still allow for students to have fun and enjoy the summer months.

Please reach out to our main office to reserve days as some programs do not always have room to add in.



CAMP CRANIUM

Hours

All Academy Buildings are open to students
Monday-Friday from 7:00 am-6:00 pm.

A Half Day is considered time used between 7:00 am-1:00 pm.

The LE3 business office is open year-round Monday through Friday, from 8:30 am- 4:30 pm.
This office is closed on the company-wide recognized holidays.

Holiday Closures

Labor Day, Thanksgiving, Black Friday, Christmas Eve, Christmas Day, New Years Eve, New Year's Day, Easter Monday, Memorial Day, Juneteenth, and Independence Day.

*In June we close for 2 days to deep clean our buildings and switch for summer.

LE3 Reserves the right to add or change days when we are closed. Though we try our best to never close abruptly, there are circumstances out of our control that may require us to close.

Winter Weather

Please be sure to follow LE3 on social media to know when we have winter weather updates.

All locations follow their perspective school districts' closing policy. For example, if Williamsville Schools Close, LE3 Academy North Forest and LE3 Academy Sheridan locations close.

Team Members

DIRECTOR

OCFS Qualifications:

Bachelor's degree, including or in addition to 12 credits in Early Childhood, Child Development or a related field.

One year of full-time teaching experience in a child care center, family or group family daycare home or other early childhood program.

One year of experience supervising staff in a child care program or a related field of work.

A.DIRECTOR

OCFS Qualifications:

Working towards a Bachelor's degree, including or in addition to 12 credits in Early Childhood, Child Development or a related field; or working to complete a Child Development Accreditation.

One year of full-time teaching experience in a child care center, family or group family daycare home or other early childhood program.

One year of experience supervising staff in a child care program or a related field of work.

LEAD INFANT

OCFS Qualifications:

An Associate's degree in Early Childhood, Child Development or a related field.

One year of experience related to caring for infants and toddlers.

LEAD PK

OCFS Qualifications:

An Associate's degree in Early Childhood, Child Development or related field

One year of experience related to caring for children.

A. TEACHER

OCFS Qualifications:

High School Diploma or its equivalent.

Two years of direct experience working with children.

General Information

LE3 informs parents of program philosophy and goals, all policies and procedures, including financial policies, sick children policies, operation during holiday and weather days, nutrition, health, and safety policies via this handbook. Updates are made throughout the year and highlighted in yellow.

LE3 will not discriminate based on race, color, religion, gender, national origin, or handicapped status. As a community-based program, LE3 does not provide remedial services for handicapped situations. Remedial service providers from outside agencies work with children enrolled at LE3 and are welcome into our buildings. Considerations for enrollment will be made dependent on the nature and extend to a required service.

Communication

Children at LE3 are involved in many activities throughout the day. They are busy establishing friendships, problem-solving, building structures, creating thorough art, taking care of classroom plants and pets, and going about the 'work' of a child playing.

Encourage your child to tell you about their day. What they did that they really liked; whom they played with; how they helped the class; what songs or stories they enjoyed.

Each activity is important and worthwhile. Displaying a painting in a place of honor and listening to the events of the day will help your child understand that you think they are remarkable. Our teachers are dedicated to creating an experience that is memorable, academic, encouraging, and successful for your child.

We do not utilize cameras in the classroom or any other teacher app besides the Brightwheel App. Teachers will send notes home and complete parent conferences. The morning classroom teachers you interact with at drop-off are also in communication with our afternoon teachers you will interact with at pick-up, and both groups of teachers are excited to have conversations with you about how your child's day was when they see you. Our team will warmly greet your child in their native language. Our intent is always to create an inclusive and welcoming environment for your child. Our team is always available via phone call/text or the parent app throughout the day.

Curriculum

Our program provides age-appropriate activities for infants through sixth-grade children. We conduct activities that are within the abilities of each child, yet challenge each child to be creative, use their imaginations, and explore new possible talents. We offer a curriculum that focuses on school readiness, themed units, social and emotional learning, and character development.

Curriculum Topics:

- Literacy and language development
- Health, safety, and nutrition projects
- Athletic exploration
- Dramatic play
- Free play
- Construction and blocks
- Expressive or sensory art activities
- Puzzles, games, and manipulatives
- Large muscle activities
- Outdoor play
- Special guest presentations
- Music

Agreements

Napping Agreement

All families MUST fill out our electronic napping agreement.

This agreement must be completed for three - and four-year-old students YEARLY.

Feeding Schedule & Nap Agreement

All families with infants and toddlers must fill out our electronic feeding schedule and nap agreement. The feeding schedule should be updated EVERY TIME there is a change to your child's feeding schedule or food.

Transparent Registration

We ask that you ensure all information during your registration is truthful and clear. The primary guardian is considered the person who completed the registration form and is responsible for all false agreement repercussions. If your child has social, emotional, and/or behavior concerns/accommodations made by an outside professional it must be submitted to LE3 at the time of registration. If you fail to adequately inform LE3 of your child's social, emotional, and behavioral needs during registration we reserve the right to:

- Temporarily suspend the child until proper information is provided to LE3 and appropriate plans can be set into motion.
- Permanently terminate your child's contract due to the guardian's lack of transparency regarding the level of attention and care the child requires.

LE3 always works towards providing safe and appropriate care for all children registered in the program. If proper information is not provided to LE3 and our teachers we are not given a fair chance at setting your child up for success. We always work to find appropriate accommodation as long as it is in our professional experience to offer it.

Medical Records

All students who are not enrolled in kindergarten must supply LE3 with a copy of immunization and physical records. As a child receives updated tests and records, please turn in a copy to the onsite Director. LE3, like schools, does require all students in our care to be vaccinated.

Special Healthcare Paperwork

If your child requires emergency medicine, you will be required to submit additional paperwork. We do not have MAT Certified teachers, meaning we can only accept emergency medications for children (i.e. EpiPen, Inhaler, and Benadryl in combination with an EpiPen).

- DCC Regulation: 418-1.11 Health and Infection Control
 - (a) Child Enrollment Requirements for Children not Enrolled in Kindergarten or a Higher Grade.
 - (1) No child may be accepted for care in a child care program unless the program has been furnished with a written statement signed by a health care provider verifying that the child is able to participate in child care and currently appears to be free from contagious or communicable diseases. A child's medical statement must have been completed within the 12 months preceding the date of enrollment.
 - (2) The written medical statement from the health care provider must also state whether the child is a child with special health care needs and, if so, what special provisions, if any, will be necessary in order for the child to participate in child daycare. When the written statement from the health care provider advises the daycare program that the child being enrolled is a child with special health care needs, the daycare program must work together with the parent and the child's health care provider to develop a reasonable health care plan for the child while the child is in the child day care program. The health care plan for the child must also address how the daycare program will obtain or develop any additional competencies that the staff will need to have in order to carry out the health care plan for the child.

Policies

Child Illness

If you have any questions that your child's health is normal, please keep your child home and contact your doctor. If your child becomes ill while at LE3, we will contact you by phone to request your child be picked up right away.

LE3 does not care for severely ill children.

If your child is exposed to any communicable disease, we will notify you immediately. If your child is home with a communicable disease, please call LE3 and let us know so that we can clean up and post an appropriate notice to other parents.

List of symptoms of which we must ask you to keep your child at home:

- A temperature of 100 degrees or higher
- A rash of any kind until diagnosed, treated, or declared harmless by a physician
- Diarrhea and/or vomiting the morning of or the previous evening
- Pink eye (conjunctivitis) or red, runny, matted eyes
- Bronchitis, or a frequent cough
- Any communicable or contagious disease

Discipline Policy

LE3 will provide a safe, secure environment for your child and use behavior guidelines that are fair, reasonable, and suited to the age of the child. Identifying and praising positive behavior, while redirecting the negative is both productive and successful. LE3 will not use any form of corporal punishment in the program. Natural and logical consequences will be used for misbehavior.

LE3 reserves the right to withdraw children from the program for specific, consistent behaviors causing danger to themselves or others, including the following reasons:

- Inappropriate actions (excessive biting, hitting, kicking, abusive language, destruction of items, sexualized language or actions.)
- Failure to comply with the safety rules indoors and outdoors.
- Excessive arguing and fighting with adults and/or children.
- If behaviors and/or medical conditions are not disclosed to LE3 during enrollment, LE3 reserves the right to ask the family to take a leave of absence until we can determine how to set up a course of care that meets the student's needs.

Privacy Permission

Our priority is to protect your child's health and safety. To ensure that we are operating with your full understanding and agreement about your family's privacy, we ask that you review your registration form to ensure the proper answers were provided with your parent's permission. If you need to make a change to your photo/video release, building consents, nap agreements, or emergency consents please contact our main office.

Electronic Policy

LE3 is a screen-limited program. There are very few occasions when using technology is allowed in the program: If a short clip can be used to enhance an activity, If there is a storm or alarming situation taking place, an age-appropriate movie can be watched to distract children. Movies MUST be Rated G. Per OCFS Children CANNOT eat while watching a screen

Policies

Behavior Action Plan (BAP)

A BAP is not a plan that is put into place with the hopes that your child will be suspended from LE3. That is the most extreme result of a BAP. As students grow and develop through LE3 they exhibit new behaviors that can at times be unsafe. To provide an encouraging, positive, and trackable change of action we implement a BAP.

If a child is exhibiting a behavior that is unsafe or inappropriate LE3 teachers will document this on a Think Sheet/Behavior Tracker. When the same behavior warrants three forms the Director will bring this to the attention of the District Manager. Upon review of the behavior and age of the child, a time BAP will be created to best support a positive change in the behavior. The Director will notify the guardians that a BAP will be sent to them via the District Manager and a proper plan will be put into place regarding the timeline, resolution, and next steps.

For reference, BAP plans are derived from the OCFS Regulation:

- 418-1.9 Behavior Management
 - (a) The program must establish and follow a written plan for behavior management that is acceptable to the office. This plan must include how the staff will approach challenging behaviors, help children solve problems, and encourage acceptable behaviors.
 - (b) The staff must use acceptable techniques and approaches to help children solve problems.
 - (c) The program must provide copies of the behavior management plan to all staff and parents of children in care at the program.
 - (d) Behavior management must promote self-esteem in children and guide children in such a way as to help each child develop self-control and assume responsibility for his or her actions through clear and consistent rules and limits appropriate to the ages and development of the children in care.

Suspension: LE3 will work with each child and family to ensure that we are working to support positive changes in a student's behaviors. After completing a BAP and an incident happens again, LE3 reserves the right to suspend a child from our care or terminate their contract. Our team will always work to find alternative care that better fits the child behaviors and learning needs.

Clothing

Children should be dressed in comfortable clothes to play in all day. Please make sure that if your child is four years old or younger, they have a change of clothes they leave at the program for emergencies.

In the summer months, students should pack a towel, swim clothes, sunscreen, and a hat. Students should always wear sneakers or rubber-soled shoes; students should not wear flip-flops or open-toe shoes. During the summer months, students can wear water shoes.

*Sunscreen: if you would like LE3 to apply sunscreen on your child(ren) throughout the day, please make sure that you provide a bottle of sunscreen with your child's name clearly labeled on it. We will not share sunscreen bottles and we will not provide sunscreen for children; it must be provided by the family. *

During the winter, please make sure that your child has a coat, hat, boots, and gloves. We may schedule outside play days. If we do, parents will be notified and asked to bring in snow clothes for that day.

Policies

Absences

If your child is not attending on a scheduled day, you are required to:

- Email the main office and let us know if you'd like a floating absence day applied. (Starting September 1, 2024)
- Review our absent fee policy for billing information.

Drop Off/Pick Up

All guardians are responsible for dropping off and picking up their child (ren). If your child is participating in before-school, after-school, or summer school and the district will provide transportation, we are happy to accommodate this request. LE3 does not offer its own transportation to and from school.

For pick-up, approved adults should have their IDs with them until they are familiar with staff members. Any guardian or adult picking up should be listed as an approved pick-up in the Brightwheel App. If you need to change, add, or delete contacts, please contact our main office.

Please note that we add new staff members to our team regularly, and anyone can be asked for their ID at pickup regardless of the number of times they have met with staff members. This is a safety protocol and is put into place to ensure that your child is never sent home with someone who is not on the approved list. The guardian who registers the child is considered the primary guardian in our account. Should a person try to pick up who is not approved, LE3 staff must receive verbal confirmation from the primary guardian to release a child to an unapproved pickup.

You do not have to be on-site by 7:00 am but we do require families to arrive by 9:00 am as that is when our locations start their programming for the day. You will be considered a late pick-up if you arrive later than 6:00 pm.

Nutrition

LE3 provides homemade breakfast, lunch, and snacks. All food items follow the regulations of the CACFP (Child and Adult Care Food Program). There will be no substitutes on the menu. If your child has special dietary needs, you can contact our Chef directly. It is not guaranteed that he can meet your dietary needs, but he may be able to accommodate when provided with information.

All meals are included in our daily rate. Guardians will have access to our Meal Manage system where they can pick their lunch items on a weekly or monthly basis.

Our menus are updated monthly on the Meal Manage system.

The LE3 Kitchen is a peanut/tree nut-free facility. Additionally, any items that are brought in from outside of our program must be peanut/tree nut free. Students can pack their own lunches and snacks so long as they meet these guidelines. If your child brings a non-approved food item, they will be given the LE3-provided meal of the day.

Babysitting

LE3 does not authorize its employees to solicit or accept outside jobs babysitting children enrolled in our programs. We request that parents honor this policy but if you find yourself in a major need, contact our main office for a babysitting consent form. You need to verify that you understand that the employee is not liable for anything that takes place outside of the LE3 building.

Policies

Changing Rooms

Students are able to visit as early as three months when they are preparing to age up to the next classroom. Our team will notify the guardian around three months to notify them of the upcoming change. This change primarily affects infants and toddlers. We are dedicated to assisting your child in a smooth transition to their new classroom at LE3. If we notice your child is having a difficult time, we will work together to find resources to better assist your child while moving up.

Please note that per OCFS regulation: 418-1.8(l)(4)(ii) students must move to the preschool room once they turn three years old unless there is a written development plan stating otherwise.

- (4)Any child who is 18 months or older and may not be developmentally ready to advance to the next age group setting may be retained for up to three months.
 - (i) A written agreement concerning this retention between the parent and the center is required.
 - (ii) If this time period is expected to exceed three months, the center, in consultation with Early Intervention or Special Education staff and the parent, may exercise greater discretion in the placement of the child with a developmental disability or delay based on consideration of such factors as the child's developmental readiness, appropriateness of the classroom environment, the level of care the child requires and the needs of the other children in care.
 - (iii) A written assessment of the child's need for further retention must be kept on file.

Group Sizes & Rooms

Our classrooms are grouped based on OCFS Supervision Ratios:

- Infant: 6 weeks to 18 months
- Toddler: 18 months to 36 months
- Preschool:
 - 3 Years
 - 4 Years
- School Age:
 - 5 years through 9 years
 - 10 years through 12 years

Child Abuse and/ Or Maltreatment

As childcare providers, we are mandated by law to report any suspicions of child abuse, neglect, or maltreatment to the Erie County Child Protection Services. As stated in the OCFS Summary Guide for Mandated Reporters in New York State:

"If a mandated reporter makes a report with earnest concern for the welfare of a child, he or she is immune from any criminal or civil liability that might result. This is referred to as making a report in good faith."

Emergency Evacuation

In the event of an emergency in which the program must be evacuated, all children and staff members will be routed to a safe, off-site location. Please check with your Program Director for the designated location. We will practice fire drills and shelter-in-place drills. Parents will be notified before a shelter-in-place drill is conducted.

Firearm Policy

Firearms, shotguns, and rifles are prohibited by the Office of Children and Family Services at LE3. There will be signs posted at each entrance of the program providing notification of such prohibition that read:



Financial Policies

Financial Aid Policy

LE3 is aware that the cost of childcare is most often the same rate as an individual's salary. Our mission is to change the daycare industry and make daycare more financially feasible for families through flexibility. LE3 does have an internal Financial Aid application that is utilized for families who do not qualify for Erie County Department of Social Services Childcare Assistance.

In order to access the LE3 application you must reach out to our Main Office. We do ask that you show your denial letter from DSS and/or have information ready to support your request. We will require your most recent tax return and most recent pay stubs.

Registration Fee

A non-refundable registration fee will be collected at enrollment. The \$100.00 registration fee is nonrefundable and will not be applied to future invoices.

You will ONLY be charged a registration fee at the time of registering, so if your child is on a 12-month contract you will not endure this fee each calendar year.

Cost of Care for Before & After School Programs (School-Age Children at North Forest Only):

- The daily rate for Before School is \$10.00/day/child
- The after-school program is billed at two rates:
 - 4:00PM Pick Up-\$24.00/day/child
 - 6:00PM Pick Up-\$40.00/day/child
- Camp Cranium Days will be \$75.00/day/child

Cost of Care for Children Enrolled in Infant, Waddle, Toddler, or Preschool Programs:

LE3 Rates February 1, 2025						
Billed on a weekly rate through Brighthwheel.						
	5 Day Rate	4 Day Rate	3 Day Rate	2 Day Rate	1 Day Rate	Drop In Rate
Non Potty Trained Child	\$425	\$360	\$300	\$214	\$115	\$115/day
Potty Trained Child	\$375	\$330	\$275	\$204	\$110	\$115/day
Half Day Rate	Care from 7:00 AM - 1:00 PM, 20% off full day rate.					
North Forest Only	Academic Program (September - June) will follow the above rates for the full time school year programming. Camp Cranium Program (July - August) rates follow summer program, \$75.00/day.					

Financial Policies

For families who are using a drop-in schedule:

- No half-day options
- All days needed must be scheduled and approved by main office/director and is based on our capacity/availability.
- No absent/cancellation fee; once booked must pay

We are an all-inclusive program, providing home-cooked meals, snacks, and supplies.

Billing Schedule

All accounts must be enrolled in auto-billing. Your child will not be able to utilize the program until there is a payment method attached to your Brightwheel account. You will be billed every Friday for the scheduled days in the upcoming week. Any drop-in days, no-show fees, or other fees will be carried over to the next billing cycle.

Late & Dishonor Fees

If your payment is returned, the system automatically adds a \$50 dishonor fee to cover the cost of returned payment fees. Account late fees are applied after 30 days of invoices going unpaid. The account will be subject to a \$50.00 late fee for each invoice.

Floating Absent Days

Each child will be allotted a specific amount of absent days to be used throughout the contracted year. These days can be used consecutively or monthly; they may be applied to holiday and/or company closures; there are no restrictions other than contacting the main office to use your floating absence.

Absences allotment:

Attends 5 days a week: 13 floating absences per school year

Attends 4 days a week: 8 floating absences per school year

Attends 3 days a week: 6 floating absences per school year

Attends 2 days a week: 4 floating absences per school year

Attends 1 day a week: 2 floating absences per school year

Holiday Closure Fees

If your child is scheduled on a day in which we are closed for a holiday you will be billed for these days. If you have any available floating absent days, they may be applied to a closure.

Unexpected Closure Fees:

If LE3 closes due to unforeseen circumstances, credits for paid days will begin on the 4th day of closure. The closures are not cumulative throughout the year, they must be closures during the same event.

Financial Policies

Registration & Waitlist Fees

When a spot becomes available, and a family moves off the waitlist and confirms enrollment, the family is obligated to pay for the days in which they are enrolled, even if they are not ready to use the program.

If a family does not want to pay for their contracted days prior to starting, they can move back to the top of the waitlist. Please note, this does not save or guarantee a spot for the date of the family's preferred enrollment start date.

LE3 will do their best to inform guardians on the waitlist when that classroom is close to being full and provide the guardian the opportunity to move off the waitlist to claim the spot. This means that a family waiting to enroll may be placed on a waitlist if the spot can be filled effective immediately unless they elect to pay for the contracted days to hold their spot. There is no additional fee to remain on the waitlist.

For example, a family's preferred start date is April 1st and they are first on the waitlist. A spot in the classroom becomes available on March 15th, and LE3 alerts the family. The family can either:

- Accept, enroll, and be moved off the waitlist and into the classroom effective March 15th.
- Accept, enroll, and be moved off the waitlist and pay for the days enrolled March 15th- April 1st even though the child(ren) does not attend.
- Decline, remain at the top of the waitlist, and be alerted when the next spot becomes available with no guarantee that there will be an available spot by April 1st.

Terminating or Changing Your Child's Contract

All termination notices or changes in enrollment must be sent in writing to mainoffice@le3-inc.org.

You should include your child's name, location, and expected last day of care/date of enrollment change.

Please note that we require 2 weeks' notice for terminating your child's contract.

You will be responsible for paying for the last 2 weeks of care, even if your child does not attend.

Parent Code of Conduct

Registration & Upkeep

It is expected that each child in our care has a completed registration form, feeding and napping agreement, current physical and immunization records, and any emergency medication paperwork. Upon growing through our program, these items need to be updated in the requested timely manner.

Clear Communication

We ask for open communication about your child's development, health, and home life. In return, we'll keep you updated on their health, behavior, and engagement throughout the day. Please stay active on the Brightwheel app and respond to our pick-up notifications within 10 minutes if you need to collect your child within the hour.

Respect & Trust

Always communicate respectfully with staff, other parents, and children. Disagreements should be addressed calmly and privately. Please trust that our staff are educated and qualified to care for your child and a group of children safely.

Feedback and Concerns

Share feedback or concerns directly with the staff in a constructive manner to seek resolution through proper channels.

Policy & Procedures

Comply with all daycare policies, including those related to drop-off, pick-up, and emergency procedures. The parent guide with explained detail is in the Brightwheel app for easy access to review. Remember we are a licensed daycare by OCFS so we are required to follow their regulations in addition to our own policies.

Billing & Payments

Prior to starting the program a \$100 registration fee per family must be paid, a primary billing contact must be assigned, and a form of payment must be uploaded to the system. Failure to maintain a zero balance at the end of each week may result in suspension or termination of services.

Appropriate Behavior

Model and encourage appropriate behavior for your child, promoting kindness, sharing, personal space, and cooperation with peers. If you see any behaviors at home or ways you are rewarding behaviors, please share them with our team so we can replicate them at school to create continuity for your child.

Health & Wellness

Ensure your child is healthy and symptom-free when attending daycare. Inform staff of any illnesses, intolerances, or new allergies. We ask that you take home your child's belongings on their last day of care each week for a deep clean to ensure cleanliness.

Privacy

Respect the privacy of other families and children. Do not take photos or videos of other children without permission.

Failure To Comply

If the COC is broken by any guardian, approved pick up, and/or emergency contact, LE3 reserves the right to determine the amount of failures and extremity of each failure to determine if we can continue services.