



Fun & Learning Center Handbook

Full Time/Part Time/Drop-in Care/Childcare Program/Preschool Program

A. ENROLLMENT PROCEDURES

Enrollment in the Fun & Learning Center includes submission of:

1. Payment of \$40.00 + Tax as an annual registration fee. *This fee is non-refundable, and will be charged the day of enrollment or first day of your child attendance.
2. Signed Contract package which includes; Emergency Information, Child/Parent(s)/Legal Guardian(s) Information, Special Conditions, Dependent Care Forms if it is applicable.
3. Copy of the child's immunization records
4. Medical Power of Attorney for Emergency/Urgent Care Use Only
5. Agreement Check Sheet
6. Consent of Waiver of Liability

B. OPERATION HOURS, DAILY SCHEDULE & CLOSURES

The Fun & Learning Center hours of operation are:

1. Monday – Friday 07:00 - 17:30

*Non chargeable extended hours during Military exercises (this is available for Single DOD Civilians, Mission Essential Civilian Employees, Single Military Parent and Dual Military Parents Only) are;

1st day/Recall: 05:30 – 18:30 (Please talk to our director and/or business director.

Drop in Care/Child Care arrangements may be made for care for the duration of the exercise. Those hours of operation are limited to 05:30 – 18:30, Monday – Friday only.)

2. The Fun & Learning Center offers an educational program throughout the week following a dedicated weekly schedule. Welcome time is between 07:00 and 8:30. Classes start at 8:30 and finish at 16:00. Pick-up time until 17:30.
 - A. Ringo Class (= Apple Class) to prepare children to Kindergarten.
 - B. Momo Class (= Peach Class) for 3 years old and above
 - C. Yuzu Class (= Citrus Class) for 2 years oldClass schedule will be given in Child Personal File.

3. The Fun & Learning Center will be closed (Closed Days may be subject to change):

Saturday and Sunday & Following US Federal Holidays:

- ① Labor Day (in September)
- ② Columbus Day (in October)
- ③ Veterans Day (in November)
- ④ Thanksgiving and the day after Thanksgiving Day (in November)
- ⑤ Christmas and the day after Christmas (in December)
- ⑥ The (Japanese) New Year's Holidays (January 1st and 2nd)
- ⑦ Martin Luther King's Day (in January)
- ⑧ President's Day (in February)
- ⑨ Memorial Day (in May)
- ⑩ Fourth of July

Fun and Learning Center will announce at the beginning of the academic year which days it will be closed.

Depending on Airbase off-days and Japanese holidays, on specific days, we will accept only children registered through sign-up sheets. These specific dates will be announced at least 30 days before.

DROP OFF AND PICK UP PROCEDURES

1. Students will be given a cubby to keep their jackets, extra clothing, papers, and shoes while at Fun & Learning Center. Students will change into indoor shoes during school hours.
2. Parents and/or designated adult will fill in "Sign In Sheet" during both pick-up and drop-off times. Contact list must be updated with anyone dropping off or picking up students. *There are also remarks for lunch request and allergy notification in Sign-In Sheet to check upon drop-off. Please make sure to fill in everything at the counter. This is also very important and helpful for teachers and staffs to be more prepared for emergency and conduct prompt procedures for students' good health and safety. If any information is missed, \$25 + Tax penalty fee will be charged to your account.
3. Parents will be required to pick-up Child Personal File and bring it back next attendance. The child personal files contained personal information related to the child (behavior log, progress report card, incident report, class newsletter) as well as school information. The behavior log has to be signed between each attendance day.

PROGRAM FEES & OTHER CHARGES

1. The fees for attending the Fun & Learning Center's Programs are:

REGISTERED STUDENT

- Full-Time Childcare with Preschool Education (7:00-17:30);
\$26.60 + Tax /day
\$133.00 + Tax /week
*Lunch and snacks are included Monday through Thursday. Friday is "Bring your own lunch day."
- Part-Time Childcare(7:00-11:30/12:30-17:30);
\$19.00 + Tax /day *Lunch is not included, but can be purchased for the day at \$2.50 + tax.

NON-REGISTERED STUDENT

- Drop-In Care Service (Snack & utility fee are included.)
\$37.00 + Tax for Full Day (7:00-17:30)
\$26.00 + Tax for Half Day (7:00-11:30/12:30-17:30)
\$13.00 + Tax for Before-class or After-class: (7:00-8:30 / 16:00-17:30)
*There is adjustment for being late: after 10 minutes, a \$10.00 + tax fee per extra hour will be charged.
Lunch Fee \$2.50 + Tax

Breakfast is not provided, but we will support students who bring their own breakfast at early drop-off.

Bring your own lunch is every Friday. \$2.50 + Tax will be charged if students purchase school lunch.

These program fees will be reviewed and revised depending on exchange rate and Japanese market condition change. If this occurs, preliminary notice will be given to the parents.

2. Extended hours during Military Exercises

- No rate increase or Hourly rates apply from 05:30 - 18:30 for Single DOD Civilians, Mission Essential Civilians Employees, Single Military Parents and Dual Military Parents only when prior arrangements are made with the Director.
- Fun and Learning Center will charge a \$10.00 + Tax per day to all others requiring extended hours but not eligible for recall care under the terms listed above.

3. Federal US Holidays, PACAF Days, the day after Thanksgiving, the day after Christmas, base closures due inclement weather or Force Protection Threat Conditions, and days in which your child is absent due to illness or family plans, are all payable days.

Registered students should pay for saving spots and pre-set schedules.

The Fun and Learning Center will offer make-up days for the families* whose child or children were scheduled to come on our closed days (see section B.3 CLOSURES).

These make-up days needs to:

- Be scheduled 2 weeks before the closed days through our “FLC make-up days form”,
- Be either the previous week or the same week, or the following week of the closed day,

Failure to follows these rules or schedule a make-up day, you will be charged as pre-set schedules.

(*Families with a child or children scheduled to come Monday through Friday at Fun and Learning Center won't be charged for the Center closed days.)

4. Utility Fees (Kerosene and Air conditioning)

During the cold winter, kerosene fees for heaters will be added to your monthly bill from November through March. Then, during the hot summer, air conditioning fees will be added to your monthly bill from July and August. Full-time \$1.40 + Tax per day / Part-time \$0.70 + Tax per day

*Since the fees will be subject to change depending on the average price in the market, the updated fees will be notified in advance when the proper time comes.

5. Late Payment Fees

Bills will be issued on the 25th of each month and all childcare fees are due on the 7th of the following month. If the 7th is a holiday or for any other reasons the Fun & Learning Center is closed, the payments are due the next business day. Unless special arrangements have been agreed on, **a \$25.00 + Tax late fee will be charged to accounts on the first day after the payment due, and the late fee will be incurred monthly until the outstanding balances are paid in full.**

6. Late Pick Up Fees

Picking up children late is disruptive to our staff member's schedule. Therefore, it cannot be tolerated. Those parents who continually pick their child up late risk being assessed a late fee, and losing childcare and preschool services. This policy is in effect to assure the quality and effectiveness of our programs. Consideration will be given to the individual circumstances.

Parents who pick their children up later than 15 minutes beyond their child's schedule pick up time or consistently pick up after closing time will be charged \$25.00 + Tax for an additional full day.

7. Multi Child Enrollment Discount (only for Registered Students)

When two or more children from the same family are enrolled in the same program, the eldest child will pay 100% of scheduled attendance fees and the other child enrolled will receive a 10% discount.

8. Annual Registration Fee

The \$40.00 + Tax annual registration fee is due when the child will be enrolled to the Center and will be charged the day of enrollment or the first day of your child's attendance.

PAYMENT PROCEDURE STATEMENT & RECEIPT

Monthly statements of accounts will be distributed in the end of each month (the 25th of the month.)

For Non-Registered Students, who use drop-in care services, daily charges should be paid in full upon sign-in.

All payment should be made in cash, G.I. Bill Pay Service, or credit card through PayPal*.

All payments may be made in either US Dollars or Japanese Yen**.

No check payment is accepted. Receipts for payments will be given immediately upon receipt of payment. Please retain all payment receipt and statements. Any billing inquiry, error correction or adjustment request should be taken care of by the accountant, Ms. Naomi.

***Fun and Learning Center JPY/USD daily exchange rate will be posted at the entrance counter.**

***For PayPal payment, a 2% service fees will be added to your payment.**

DISENROLLMENT & REFUND

1. Disenrollment Procedure

Written Notification must be received 2 weeks in advance if you plan to disenroll your child. There is a form to fill out located at the front desk. Fees for childcare services must be paid in full by the due in the written notification of disenrollment.

*If you miss turning the written notification in, the scheduled charges will keep incurring and be charged to your accounts until the school receives the form. The full daily rate will be charged even if the child leaves early due to disruptive behavior. If you miss your final payment, a \$25 + tax late fee will be charged to your accounts monthly until you pay in full.

2. Refunds

There are no refunds unless there are any errors with your accounts, and with management approval.

VACATIONS

Fun and Learning Center Vacation Policies are:

- Vacations days has to be scheduled at least 2 weeks in advance and a return date to class must be set, For families attending for less than 6 months, Fun and Learning Center will charge for each vacation:

- \$50.00 + tax fee for the first week of vacations,
- \$35.00 + tax fee for the second week of vacations,
- No fee will be charged afterwards,

For families attending for more than 6 months, Fun and Learning Center will charge for each vacation:

- No charge for the first week of vacations,
 - \$50.00 + tax fee for the second week of vacations,
 - \$35.00 + tax fee for the third week of vacations,
 - No fee will be charged afterwards,
- The week of the first missed day at school will be considered as the first week of vacations.
 - If you fail to pay your vacation fees*, if your child would like to return to the Fun & Learning Center, please pay the total balance of incurred charges during your vacation on the first day of return to the center after your vacation. No registration fees are required.

*Please remember the spot for your child is not going to be guaranteed unless you pay the vacations fees on time.

- Re-enrollment is allowed only under special** circumstances and negotiable by the manager and director's approval, but a payment of \$40 must be paid to re-enroll the student and requires submitting an official proof of document for an execution.

**Special circumstances should relate to student themselves or only their immediate family members such as medical treatment, death, serious physical or mental issues.

MEALS

- Full-Day Childcare:

Morning snack & lunch with water

Afternoon snack with drink

*Bring lunch on Fridays. If lunch is provided by the Center, a \$2.50 + Tax / Lunch Fee is charged.

- Part-Time Childcare:

Snack with water

- Drop-In Care Service (Snacks are included.):

Lunch with drink will be provided for additional fees Monday through Thursday for \$2.50 + tax per meal.

*Bring lunch on Fridays. If lunch is provided by the Center, a \$2.50 + Tax / Lunch Fee is charged.

Parents will receive a copy of school lunch menu on or before the first day of each month. Please check the menu and provide a cold lunch on any day if the child will not enjoy the meal being offered.

Monthly Lunch Menu is posted at the entrance around the billing date. A copy of monthly lunch menu can be viewed and downloaded from facebook and our homepage.

ALLERGIES

If the child has any food allergies, the parents must fill in the section of child information, and inform teachers directly to avoid any accident. If the information is not filled out, the Center is not responsible for any accident caused by the allergy. A list of students with allergies will be posted on the board in the kitchen area for the mama-san and staff to reference.

MEDICATION & UNACCEPTABLE HEALTH CONDITIONS

1. Medication will only be administered by director or appointed staff when a hold harmless letter from your medical professional is provided. This permission must indicate start date, dosage, the reason medication is required, how the medication must be stored and the date the medicine should no longer be administrated.
2. The Fun & Learning Center will not accept children into its care that are exhibiting signs of illness. These include diarrhea, vomiting, and matter in the eyes or oozing eyes, undiagnosed rashes, open sores, fever of 100 or higher, or severe pain. If the child becomes ill while in the care of the Fun & Learning Center or if the child does not feel well enough to participate in activities, the parents will be called and must arrange to pick up the child within one hour of notification to prevent others from being exposed. If the child is sent home for any of the reasons above, the symptoms must be absent for 24 hours or a note from the child's doctor stating "The illness is not contagious" must be provided before the child may return to the Fun & Learning Center.

TRANSPORTATION

1. The Fun & Learning Center does not provide transportation to and from school for any school-age child participating in the Before & After School program. Parents need to coordinate with DODD School bus POC direct. Parents with children enrolled in other schools will need to make arrangements for the transportation of their child to and from the Fun & Learning Center.
2. On each occasion, field trip permission slips or a blank travel authorization form will be distributed to sign for all children who will receive transportation to and from Fun & Learning Center outings.

*Each teacher will be responsible for making sure each student has a complete permission slip. The permission slip will be kept on file at the Fun & Learning Center.

DISCIPLINE POLICY

We use the following disciplinary techniques when they are age appropriate;

- Problem Solving Natural and Logical Consequences
- Redirecting
- Time Out

All children beginning the Fun & Learning Center will do so, on a two-week trial period. Every effort will be made in that time frame to help the child to adjust to the Center's routine and discipline policy. If a child has difficulty in making the adjustment, the parents will be consulted for assistance. Some behaviors will not be tolerated:

- Hitting, Kicking, or Biting staff members and other students
- Spitting
- Screaming tantrums that disrupt learning
- Inappropriate language
- Actions that harm other children physically or emotionally
- Break the school items or facilities (if this happens, all amounts to fix and repair the item(s) will be charged to the child's account.)

EMERGENCY AND EVACUATION RULES AND INSTRUCTIONS

For any emergency situations such as earthquake, fire or any natural disasters, evacuations should be directed by the manager and director in cooperation with SkyPlaza management officers. The procedures are kept at the front desk of the Fun & Learning Center.

- No one should use elevators.
- Staff should count all the students and gather at the safest location on the third floor, which is around the bathroom areas in the playground and stay hold until clarify the emergency announcement.
- When the announcement directs to exit the building, try to use the emergency exit to use the exterior stairs or emergency slide when necessary.
- Once everyone leaves the facility, teachers take students to the front main parking area which is the parking circle away from the building.
- If the parking area is not a possibility, the staff will take the students to Nakayoshi Koen ("Wood Park" behind Karaoke Shop Lala's and beside the Misawa City Hotel)
- Once the students have all been accounted for at Nakayoshi Koen, management will contact parents and update with current information for smooth release and pick-up.