

# The Operations to Our Center

Our organization is a non-profit licensed by the State of Washington to provide childcare services for children six weeks to twelve years old. We meet the standards and regulations required by the State of Washington for childcare agencies and the Department of Child, Youth, and Family (DCYF), and are regularly inspected by the state. In addition to meeting state-required adult-to-child ratios, we aim to provide smaller group sizes that better support children's needs. Classrooms are supported by our mentor educators for curriculum building, developmental research, and daily needs.

Families may request to view a copy of the minimum standards and the most recent licensing inspection report at any time.

## Hours of Operations

We are open Monday through Friday from 8:00 AM to 6:00 PM, with early bird services available from 7:30 AM for those who need it. Annual enrollment contracts are for 5-day week schedules based on our Full-Day, Half-Day, Extended Day, and Non-School Day (break weeks/summer) programs:

# YEAR AT A GLANCE

2024-2025

## September

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

## October

Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

## November

Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

## December

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

## January

Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

## February

Sun	Mon	Tue	Wed	Thu	Fri	Sat
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2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	

## March

Sun	Mon	Tue	Wed	Thu	Fri	Sat
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16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

## April

Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

## May

Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

## June

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

## July

Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

## August

Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

# Holidays and Program Closures

An annual calendar of holidays, closures, and special events is distributed in the fall of each year for the forthcoming year. We are closed for the following thirteen federal holidays:

## TUITION RATES and IMPORTANT DATES

Effective September 2024 through August 2025



Children remain in the same class the entire school year. Tuition includes meals and snacks.

### Holidays, In-Service Training, Early Closures, and More...

Effective September 2024 through August 2025







SEP 2	Closed – Labor Day
SEP 3	Closed – In-Service Day-Curriculum Training
SEP 4	First day of school for ECE Birth to Five rooms and After School program (excluding Kindergarten)
SEP 4-6	Optional Drop-in Days for SPS Kindergarten and SPP
SEP 9	First day of school for SPS Kindergarten and SPP
SEP 26	Early Closure 2:30pm-Early Childhood Education (ECE) Activism Training
OCT 14	Closed – Indigenous People's Day
OCT 16	Early Closure 2:30pm – Institute for Learning and Brain Sciences (I-Labs) Training
OCT 25	Closed – In-service Day-Learning Stories Training
NOV 4-5	Early Closure 2:30pm – Bridge Conference and Reflective Practice and Pedagogy Meeting
NOV 11	Closed – Veterans Day
NOV 25-27	Optional Drop-in Days for SPS & SPP students – SPS Closed for Parent Teacher Conferences
NOV 28-29	Closed – Thanksgiving and Native American Heritage Day
DEC 3	GIVING TUESDAY – End of the Year Giving Campaign
DEC 23	Early Closure 2:30pm – Reflective Practice Training. SPS Closed for Winter Break
DEC 24-31	Closed – Winter Break
JAN 1	Closed – New Year's Day
JAN 2-3	Optional Drop-in days for SPS & SPP students – SPS Closed for Winter Break
JAN 16-17	Early Closure 2:30pm – Reflective Practice and Pedagogy Training
JAN 20	Closed – Martin Luther King Jr. Day
FEB 17-18	Optional Drop-in days for SPS & SPP students – SPS Closed for Mid-Winter Break
FEB 19-21	Closed – Faculty Retreat
MAR 20-21	Early Closure 2:30pm – Reflective Practice and Pedagogy Training
APR 14-16	Optional Drop-in days for SPS & SPP students – SPS Closed for Spring Break
APR 17-18	Early Closure 2:30pm – Reflective Practice and Pedagogy Training
MAY 6-7	GIVE BIG – Annual Fundraising Campaign Kick Off
MAY 16	Walk-A-Thon – Fundraising Event for Children
MAY 22-23	Early Closure 2:30pm – Reflective Practice and Pedagogy Training
MAY 26	Closed – Memorial Day
JUN 18	Last Day of School for SPS & SPP students
JUN 19	Closed – Juneteenth
JUN 20	Annual Carnival – End of Fundraising Campaign Celebration
JUN 26-27	Early Closure 2:30pm – Reflective Practice and Pedagogy Training
JUN 30	Optional First Day of Summer Camp for SPP and SPS students
JUL 4	Closed – Independence Day
JUL 17	Early Closure 2:30pm – Reflective Practice
JUL 18	Closed – In-Service Pedagogy Training
AUG 7	Early Closure 2:30pm – Reflective Practice
AUG 22	Last Day of School for ECE Birth to Five and Summer Camp
AUG 25-29	Closed – In-Service Week Pedagogy Training
Various Days	Family Engagement Events

Rates and dates subject to change

Revised 5/2024

## Community Partnerships

Our organization values accessibility to high-quality care with tuition assistance and other resources to support your child's development. Here are some of the organizations that we partner with:

 <p>SEATTLE PRESCHOOL PROGRAM</p> <p>Seattle Preschool Program (SPP)</p>	 <p>Child Care Assistance Program (CCAP)</p>	 <p>Washington State Department of Social &amp; Health Services</p> <p>Transforming lives</p> <p>Washington Connections (DSHS)</p>
 <p>Seattle Public Schools (SPS)</p>	 <p>Public Health Seattle &amp; King County</p> <p>Public Health of Seattle and King County (PHSKC)</p>	 <p>Child Care RESOURCES</p> <p>Giving every child a great start</p> <p>Child Care Resources (CCR)</p>

## Publications

Occasionally, photos will be taken of the children in the program for use within the center or on our website. Written permission will be obtained prior to the use of photographs. Unless the family indicates that they do not want their child to participate, we use pictures and names of children for publication, including video, training, ads, and social media.

## Open Door Policy and Security

We are delighted to have family members participate in our program. Families are welcome to visit the program any time during regular program hours. The infant room welcomes families to nurse or feed their infants.

Open Door Policy does not mean the doors will be unlocked. For the safety and protection of the children, external doors will be kept locked. Please ensure that you have access to open our door via Brivo Mobile Pass or Key FOB if using an app is not an option.

Our team will always do their best to speak with families entering the space for visits. Since educators' days are devoted to caring for children, it is usually not feasible to have long discussions during regular program hours in the classroom. If a situation requires a longer discussion, kindly arrange for an appointment.

## Grants and Contracts

Our budget is partially funded through a variety of funding sources. These sources of financing can be divided into six categories: private sources, venture capitalists, commercial banks, government agencies, grant programs, and other sources.

## Tuition and Fees

All payment and fee processing will be completed by our enrollment coordinator through our payment portal, BrightWheel. The enrollment coordinator will oversee collecting tuition and other fees and contacting families regarding payment issues. If you have a question or concern regarding a payment or fee, please contact us at [enrollment@hilltopcc.org](mailto:enrollment@hilltopcc.org).

## Tuition Rates

Families contract for a specific schedule as indicated on the Enrollment Agreement Form. Payment for this contracted schedule is required every month enrolled, whether or not your child attends; this enables us to pay faculty a stable salary every pay period all year. No credits are given for sick or vacation days, holidays, faculty training closures, or closures due to inclement weather.

## Tuition Deposit

A tuition deposit is required at the time registration is confirmed. This deposit is applied to the last month of care provided written notice is given. If a written notice is not given when a child is withdrawn from the program, the family will be billed for the last month of care, which may come out of their deposit.

## Payment

Payment is always made in advance with no deduction for any absences, holidays, or closures due to inclement weather, power outages, or other situations beyond our control. Payment is due monthly by the 5th of the month, as outlined in the Enrollment Agreement.

## Methods of Payment

Several methods of payment are available for families' convenience. Families can pay by check, money order, automatic electronic funds transfer, or credit card. To set up automatic, recurring payments, please log in to BrightWheel.

## Late Payment Charges

Late payments can pose serious problems for our programs, and as a result, the business does not have the latitude to allow families to accrue a balance equal to more than one month of tuition. Late payments will result in the imposition of late payment fees.

If payment is not received on the day it is due, a late fee of \$25.00 will be added to your next tuition payment. Repeated late payments will result in your family being required to set up automatic payments or credit card payments.

Any payments made will be applied to the oldest charges, and late fees may still apply if the account is not paid in full by the next tuition due date.

## Returned Checks/Rejected Transaction Charges

All returned checks or rejected ACH (automatic debits) or credit card transactions will be charged a fee of \$25.00. Two or more returned checks or rejected transactions will result in your account being placed on "money-order" status.

## Late Pick-up Fees

Late pick-up is not a normal program option and will only be considered as an exceptional occurrence. Late fees of \$1.00 per minute will be assessed beginning at 6:00 PM and will be due with next month's tuition. Repeated late pick-ups may result in childcare services being terminated.

## "Stop-Care" Notice

If a tuition balance goes beyond 90 days, we reserve the right to discontinue care until the balance is paid in full.

## Timely Pick-up of Sick Children

This policy ensures the prompt and efficient pickup of sick children from Hilltop Children's Center. This policy aims to maintain the well-being of the sick child while minimizing the risk of spreading illness to other children and staff members. "Picking up a child in a timely manner" refers to the immediate action taken by the child's authorized pick-up person or emergency contact upon notification of the child's illness. The designated pick-up person or emergency contact should arrive at the childcare center within 60 minutes of notification.

## Weather-related or Environmental Disaster or Pandemic

In the event of a serious crisis during which we are prohibited from operating, families shall pay 100% for the month. Payment of your tuition allows us to retain faculty, pay operating expenses, and hold open your child's spot for when we are safely able to reopen.

## Attendance and Withdrawal

- **Absence:** If your child is going to be absent or arrive after 9:00 AM, please notify us via BrightWheel by indicating absence or late arrival. We will be concerned about your child if we do not hear from you. If a school-age child will not be attending after-school care, please notify us via BrightWheel by indicating absence or late arrival. We account for all school-age children arriving via Seattle Public Schools transportation and want to be certain your child is accounted for at arrival.
- **Vacation:** While we recognize the value of family vacations, the center does not provide credit for vacation days. If your child is enrolled in SPP and/or is receiving a subsidy, you may be subject to loss of funds or enrollment.
- **Withdrawal:** A written notice, 30 days in advance, is required by the center when a child is being withdrawn. Failure to notify will result in forfeiture of your notice deposit.
- **Transfer of Records:** Whether transitioning to a different location or to a new classroom, your child's records will be transferred internally. If your child is transitioning to a new school, a written request from you with instructions on where the records should be sent is required.

## Closing Due to Extreme Weather or Facility Issues

Should severe weather or other conditions (i.e., snow, storms, floods, tornadoes, hurricanes, earthquakes, blizzards, loss of power, loss of water) prevent us from opening on time or at all, notification to the families will be announced via the BrightWheel app. If it becomes necessary to close early, we will contact you or your emergency contacts as soon as possible. Your child's early pick-up is your responsibility to arrange.

## Serious Illness/Injury

In the unfortunate event of extenuating circumstances such as your child being hospitalized, absent due to a serious contagious disease, or serious illness or injury, arrangements may be made to hold your child's spot while medical care is needed.

## Drop-off and Pick-up

We open at 8:00 AM. Please do not drop off your child before the opening time. Parents are expected to accompany their children and sign them in. We close at 6:00 PM. Please allow enough time to arrive, sign your child out, and leave by closing time.

## Cell Phone Usage

The times you spend in the center dropping off and picking up your child are the primary windows of time we have to communicate with you about your child. To make the best use of these opportunities and to be attentive to your child and other children, we ask that you NOT use your cell phone at any time while visiting the center.

## Authorized & Unauthorized Pick-up

Your child will only be released to you or those persons you have listed as Emergency and Release Contacts. If you want a person who is not identified as an Emergency and Release Contact to pick up your child, you must notify us in advance, in writing. Your child will not be released without prior written authorization. The person picking up your child will be required to show a picture ID as verification. Please notify your pick-up person of our policy. To safeguard your child, we will need copies of any court-ordered custody agreements. Without a custody agreement, we are not able to prevent the release of your child to a parent.

If a child has not been picked up after closing and we have not heard from you, attempts will be made to contact you and the contacts listed as Emergency and Release Contacts. Provisions will be made for someone to stay with your child as long as possible, but if after one hour we have not been able to reach you or a person listed as an Emergency and Release Contact, we will call the local child protective services agency.

## Right to Refuse Child Release

We may refuse to release children if we have reasonable cause to suspect that any person picking up a child is under the influence of drugs or alcohol or is physically or emotionally impaired in any way that may endanger the child. To protect your child, we may request that another adult listed as an Emergency and Release Contact pick up the child, or we may call the police to prevent potential harm to your child. Reoccurring situations may result in the release of your child from the program.