

# Policies & Procedures

## Change in Schedule Policy

- ALL changes in schedule need to be in writing and submitted to Jessica in the GCC BASC Main Office.  
**\*\* Verbal notifications to staff members will NOT be accepted. \*\***
- If you are changing from SCHEDULED days to OCCASIONAL (as needed), or wish to withdraw from the program, a **2 WEEKS NOTICE** is required.
  - You are responsible for payment for these 2 weeks prior to the last day of attendance.
- If your child/children are scheduled to attend BASC but will not be attending on any certain day or if your child is not scheduled but will be dropping in please be sure that in addition to notifying the teacher, you let us know with a phone call, email, or written note addressed to the Before & After Care Program. *Notes that go to the teachers do not always make it to the After Care Mailbox and we want to be sure that all of the children are safe and get to where they should be going.*

## Payment Policy

- There is an initial ANNUAL REGISTRATION FEE (due at time of registration) of:
  - One child: \$50.00
  - Family (2 or more children): \$65.00
- Payment is due either the beginning of the month or the beginning of each week that child care is provided. Payment options include cash, check (made payable to GCC) or Tuition Express (credit card or bank account). Whichever payment option works best for your family is fine.

**\*\* Tuition assistance is available for income eligible families. \*\***

**Please contact us for more information**

## Billing Protocol

- Statements showing all charges, payments made, and current balance will be emailed to you at the end of each week.  
**\*\* Please be aware that if you see a minus (-) sign in front of your balance at the bottom of your statement, it is indicating that you currently have a CREDIT. \*\***
- Your Weekly statement will come from [J.Catlin@guilfordcenterforchildren.com](mailto:J.Catlin@guilfordcenterforchildren.com). If you have any questions or concerns based on the statement you received please **respond to that email or call our office at 203-453-0045.**

## **Absence and Vacation Policies**

- You are responsible for paying the fees of all days contracted for regardless of whether or not your child/children attend.
- In the case of VACATION TIME half a week's tuition is required to hold your child's place.

## **Delayed Opening and Snow Day Protocol**

### **DELAYED OPENINGS**

#### **2 Hour Delay**

- Schools will open at 11AM on **2 HOUR** delayed openings.
- Before school will open at 8:30 AM on **2 HOUR** delayed openings.

#### **3 Hour Delay**

- Schools will open at 12 NOON on **3 HOUR** delayed openings.
- Before school will open at 9:30 AM on **3 HOUR** delayed openings.

### **SNOW DAYS**

- If the Guilford Public Schools is closed, we are also closed.
- You do not pay for snow days as you will pay for them when we have make up days in June.

## **Early Dismissal Protocol**

### **EARLY DISMISSAL/WEATHER RELATED**

- Traditionally, in this case, school is dismissed at 1:03 PM (middle school) and 1:52 PM (elementary school). Our program remains open until **4:00 PM** unless we have other instructions from the Central Office of the Guilford Public Schools.
- If we will be closing earlier than **4:00 PM** on a weather related early dismissal, you will receive a telephone call and/or e-mail communication from us to confirm the time of closing.

### **EARLY DISMISSAL/SCHEDULED**

- Early dismissal can occur at either 12 NOON or 1:52PM.
- On these early dismissal days our program remains open until 6:00 PM.
  - You are always sent a Google forms link 2 weeks prior at 7:30 AM to be completed informing us of if your child/children will be in need of care on an early dismissal day. Please note that space is limited on these days.

## **Important Emails & Phone Numbers**

### **Calvin Leete**

#### **Main Office**

203-453-2726

#### **GCC BASC Main Office (Jessica)**

203-453-0045

#### **GCC BASC Main Office Email**

[J.Catlin@guilfordcenterforchildren.com](mailto:J.Catlin@guilfordcenterforchildren.com)

### **Guilford Lakes**

#### **GCC BASC Direct Phone**

203-458-3629

### **A. W. Cox**

#### **GCC BASC Direct Phone**

203-458-3746