**Humbled Hearts CDC Policy Updates: Effective Jan 1, 2025**

**Extra Clothing Policy: Parents please remember children need a full change of clothing, to stay at the center. We have limited emergency clothing available. Please remember to check with your child(s) teacher to ensure they have the proper clothing for the season, if we send something home, please replace them. We do have onsite laundry services.**

**Toys and Food: Humbled Hearts CDC asks parents to please refrain from sending children with food and toys. Our program has a sufficient supply and variety of materials for children to learn and play with. Our no outside food policy is very important as some children have food allergies, that can make them very ill if they come into contact with certain foods. We also are participants of the USDA food program and provide our children with nutritious snacks and meals. In the event a parent wishes to share a treat with their child’s class we ask that you contact the Program Director for further information. In the event children arrive with outside food and toys, they will be confiscated and returned to your child at the end of the day.**

**Use of Procare APP: Messages sent via ProCare app after hours or on weekends will be answered on the next business day. After hours, time is considered to be any time after 6pm. In the event you have an issue or concern that requires immediate assistance, please call the center and if we don’t answer leave a message. This applies to after hours calls as well.**

**The teachers try their best to update the app as often as possible with daily reports and pictures. In the event the app is not updated, please be patient as there first priority is the health and safety of the children in their care and depending on the ages, getting their daily activities done.**

**Parent Engagement: Humbled Hearts CDC hosts two parent engagement events per year, parent participation is very important and required. We try to host these events during a time where parents/guardians can attend. This allows us to get feedback on our program and your input. This year parent engagement has declined and we really must change that. Humbled Hearts CDC strives to provide high quality care and that includes working with our families.**

**FEES-Late Pick Fee- NO TUITION INCREASE UNTIL SUMMER 2025**

**(WE WILL BE 5 STAR RATED)LATE FEE IS $10.00 PER 15 MINUTES YOU ARE LATE FOR PICK UP. PLEASE READ YOUR PAYMENT CONTRACT THOROUGHLY, IF YOU HAVE ANY PAYMENT RELATED QUESTIONS PLEASE CONTACT MS. YOLANDA OR MRS. KAHLILA**