



Late Pick-Up Policy

The following is an excerpt from our (Family Handbook):

Late Pick-Up Policy and Procedures

It is very important for children to have transition time at the end of their day the day. Therefore, we ask that families arrive no later than 5 minutes before closing/pick up time to allow for this transition time and to briefly communicate with the teacher. If there are any significant issues to discuss, it is best to arrange a conference or phone call at a time that is not as busy as pick up time. All families and children must exit the building 5 minutes before closing time.

If families are unable to pick up their child by closing/pick up time for whatever reason, it is the parent/guardian's responsibility to call their emergency person listed on the emergency contact form and arrange for pick. If someone other than the person you have authorized is going to pick up your child, you must inform the CFDRC Administrative Staff and complete a release form.

We will not release your child to anyone for whom we do not have written authorization. If the teacher does not know the person picking up your child, they will ask for identification. If a child has not been picked beyond dismissal time the Center will follow the policy listed below.

- Upon the Center's closing time, if the parent/guardian has not reached, emergency contact(s) will be called.
- If after a total of thirty minutes, we have been unable to contact parent/guardian or emergency contact, the Center will contact Eastern Police Department
- Department of Children and Families will be contacted if no one is reached within 30 minutes.

Closing and pick-up times are strictly enforced, and late pick-up fees are imposed for anyone not arriving by closing time. They are automatically added to your account the next business day **and must be paid**. Charges are:

Occurrence	Late Fee Assessed	Minutes Late
First Time Late	\$20 per child	first 15-minutes or any part thereof; plus
	an additional \$25 per child	each extra 15-minute period or any part thereof
Subsequently	\$30 per child	first 15-minutes or any part thereof; plus
	an additional \$35 per child	each extra 15-minute period or any part thereof
Lateness after second time	Upon the 3 rd time, families may be asked to keep child home for the following day. Should lateness continue, the exclusion period may increase at the discretion of the Center.	
Persistent Lateness (beyond 4 times)	The Center reserves the right to assist families in locating alternate childcare.	
Fees will be assessed by next business day and must be paid in full no later than the end of the billing cycle.		

*** Please note: Fees will be assessed based on pick up time using front desk clock. ***

Calling ahead to inform that a late pick up is imminent may warrant the procedure noted above.