

## Drop-In Policies and Procedures

- Before The Children’s Center can provide care for your child, all registration materials must be completed, signed and received by our staff at the 605 James Avenue site, Albert Lea. Additionally, parents must attend a brief orientation. These actions are a licensing requirement of the Department of Human Services.
- Call to check on availability. You may be referred to another site if necessary. The availability of care may not be known until the last minute.
- Identify yourself and state you are a “drop-in contract holder”. Each classroom maintains a list of drop-in contract holders.
- Care is provided on a space-available basis only to drop-in contact holders. Drop-In contract holders must call the day before or day of that care is needed. Care will not be guaranteed before this time.
- The Center will be closed on the following days ...New Years Day, Memorial Day, Fourth of July, the Friday before Labor Day, Labor Day, Thanksgiving Day, and Christmas Day.
- The Children’s Center is not licensed to provide sick child care.
- After securing availability and upon delivering your child to the appropriate site, clearly identify yourself and your child to a staff member. They will direct you to the appropriate room. The teacher in that room will greet you and offer further direction.
- Tuition will be billed to you the week after care. Payment is due upon delivery of statement. Payment drop-boxes are located at each site. (see page 20 for Tuition Policies and Procedures)
- Non-Sufficient Funds/Returned Check Charge –  
There will be a \$20.00 fee charged for any returned check.
- Collection Policy  
The center is financially committed on a monthly basis to care for children; therefore we have implemented the following collection policy. Any account not collected within 30 days will be turned over to a collection agency and may affect your credit rating. All charges for collection fees, attorney fees, court costs, or any other expense involved in the collection of these charges may be borne by the parent.