

Mama Bear Childcare

An Early Childhood & Hybrid Preschool Program

Family Handbook

Welcome to Mama Bear Childcare

Amanda Stark established Mama Bear Childcare in 2016, with the goal of providing quality care to children and families in Columbus, In. Over several years the childcare has grown to what we are today, a licensed home childcare. Our beautiful and modern childcare building consists of 3 classrooms, including 2 infant/toddler rooms and 1 preschool classroom. Amanda is married, has 3 children and 1 bonus kiddo! She enjoys reading, taking care of her chickens, and being with friends and family.

We have a wonderful team of educators dedicated to providing quality care for all children enrolled. Teachers typically stay in their assigned classroom, but at times they float to other classrooms. When new educators join our team, we will update via Procare introducing them.

Our program focuses on play-based learning, which provides the opportunities for children to develop a sense of the world around them. It encourages curiosity, creativity, and problem solving while supporting the development of social, emotional, physical and cognitive skills.

Our hybrid preschool program combines the hours of a typical childcare with the opportunity to play along with a structured curriculum to prepare children for kindergarten. Preschoolers must be 3+ and potty trained to join the classroom.

1. Enrollment

1.1 Adjustment Period

An adjustment period in childcare is a transitional phase, typically 2 weeks to 1 month, where the child is gradually being introduced to our staff, children enrolled, and our routines. At the end of your child's second week enrolled, if you do not think we are a good fit for your family or child, you may terminate care without providing an additional 2-week notice.

1.2 Tuition Expectations

We charge 52 weeks of the year, regardless of attendance

Tuition Infant/Toddler: \$230.00 per week (\$246.10 Effective January 2026)

Tuition Preschool: \$215.00 per week (\$230.05 Effective January 2026)

Invoices will be sent in Procare each Monday, due each Wednesday.

You will enter a payment method – bank account, debit or credit card, and turn on autopay.

Please ensure necessary funds are available in your account each Wednesday by 8am so we can proceed without delays.

Holiday's which fall on Wednesday's, the tuition payment may not be taken out of your account until the next business day.

If your tuition payment is declined, a \$30.00 non-refundable fee will be added to your weekly tuition the following week. Families are responsible for bank fees that may occur.

An end-of-year financial statement will be available online for you to view for tax purposes.

If a family wishes to reserve a childcare spot for more than two weeks prior to the child's start date, a non-refundable fee equal to the regular weekly tuition will be required for each additional week the spot is held. This payment ensures the spot is reserved exclusively for your child and will be applied to securing enrollment, not toward future tuition. Tuition payments will be processed each Wednesday using Procare. Bank form is included in this paperwork.

2. Attendance and Closures

2.1 Hours of Operation

Our infant/toddler classrooms are open 7:30am-5:30pm

Our hybrid preschool program is open 8am-4:30pm

Care will not be provided before or after these hours – please be courteous and arrive on time for pick-ups.

We have an open-door policy, meaning families can enter the childcare when desired.

In the event of picking up your child late, please communicate via Procure to your child's teachers.

1st time late \$5.00 fee will be added to your weekly tuition for previous week.

2nd time late \$10.00 fee

3rd time late \$15.00 fee and dismissal from our program will be immediate. Full tuition is still required for the rest of the week.

A door code is required for entry, which will be provided before the first day of care.

To sign your child in and out for the day, you are required to utilize a QR code using your phone.

Each authorized pick-up person will have their own individual code to utilize.

2.2 Drop off and Pick Up

All children must be present by 9:30am

If your child has an appointment and will arrive after 9:30am, please notify teachers 24 hours prior. They must arrive by 11:45am in those circumstances.

If your child arrives after 9:30am, without notice, we reserve the right to decline care for the day.

If your child is dropped off, but later has an appointment, they will not be able to return for the day. It is very difficult for a child to readjust if being dropped off a second time.

Please schedule appointments around our nap schedule which is from 12:30pm-2:30pm.

Families are responsible for removing shoes, coats/jackets and placing them in your child's cubby. This allows teachers to focus on daily duties and other children's needs.

Children must enter and exit with an adult to ensure safety. Please do not allow your child to enter the door code, open or close doors or walk to your vehicle unattended.

We legally cannot place a child into a car seat, remove them, or leave the building to assist a family outside.

We legally cannot honor a request to withhold a child from a custodial parent if they are listed on the birth certificate. Court documents will need to be provided & kept in the child's file.

DCS, case workers and managers, are permitted entry into the childcare facility for purposes related to child welfare investigations, welfare checks, interviews or custody matters.

Before any therapy services are provided onsite, including speech, physical, developmental, occupational:

- written parental or guardian consent must be obtained
- a service plan or summary of therapy goals must be shared with teachers and director
- agreement on time of services must be approved by director

2.3 Family Absence and Vacation

Families are allowed to utilize 5 FREE consecutive days to be used for vacations/time off each year.

2 weeks' notice must be provided and approved by directors.

If you do not utilize the 5 free days, they do not roll over to the next year.

2.4 Childcare Closures

We are closed for the following Holiday's (tuition is still required):

- Memorial Day
- Independence Day
- Labor Day
- Halloween – closure at 4pm
- Thanksgiving Day
- Day after Thanksgiving
- December 24-First weekday following New Year's Day

In the event of an illness, closing may be necessary to clean the childcare thoroughly to attempt to reduce the spread. As much notice possible will be provided.

When BCSC closes for weather, we do as well – this includes snow, ice, flooding, etc.

2.5 Dangerous Weather and Emergency Closures

When Bartholomew County schools close due to weather, we also close. With 2-hour delays, we will operate at normal business hours. When BCSC announces early closure due to weather, we will also close. Amanda will send out a Procure announcement with closure info.

- Flood: when flooding occurs, families will be notified via Procure to pick up their child immediately. If water becomes too high to evacuate, 911 will be called for assistance.
- Tornado: children and staff will take cover in a room with no windows – typically a hallway or bathroom.
- Fire: fire drills are practiced monthly. All classrooms are equipped with fire extinguishers, and staff are trained to use them when necessary. In the event of a fire, children and staff will evacuate the building and 911 will be called. Families will be notified via Procure to pick up their child immediately.

- Power Outage: when power outages occur, we legally must close. Families will be notified via Procure to pick up their child immediately.

2.6 Pandemic or Epidemic

In the event the US, state of Indiana or the county experiences a pandemic or epidemic, the childcare will take into consideration the recommendations and guidelines of licensing and local health officials to develop a preventative and responsive plan. Per tuition policy in section 1.2, tuition will be expected to hold enrollment and cover operation expenses in the event of closure.

3. Program Information and Schedule

3.1 Meals and Infant Feedings

We provide breakfast, lunch and snack daily. Menus are emailed each Monday. Our menu aligns with the childcare food program. The child and adult care food program (CACFP) is a federal program that provides reimbursements for nutritious meals and snacks to eligible children and adults who are enrolled for care at participating childcare centers, day care homes, and adult day care centers. Children are encouraged to try new foods but will never be forced to eat anything they do not want to. If a child falls asleep before a meal is served the meal will be saved and given to them when they wake up.

Children over 12 months will be served table food. If you prefer your child under 12 months, be served table food, please notify your child's teacher. Your child must sit up independently to be served any foods, purees or solids.

Milk is required to be served for breakfast and lunch. If your child requires an alternate option, please notify your child's teachers so we can purchase the appropriate milk. A doctor's note is required for a substitution to be made.

Water is served for snack, and throughout the day when children are thirsty.

Children 1-2 years will be served whole milk. Children 2+ will be served skim milk.

360 cups are provided to children starting at 9 months, with water, and continue being used until the child is 2, or developmentally ready for an open cup.

Breakfast is served at 8:45am (Children must be present by 9am to receive breakfast)

Lunch 11:45am

Snack 2:45pm (if your child is picked up during snack, we will gladly send it home in a bag)

Peanut products are not served on our menu, however for certain Holiday's candy containing peanut products are donated by staff and families. We do not allow children to open or consume candy or treats for Holiday's, we send it home.

Breastmilk- must be brought in a breastmilk safe storage bag labeled with the name of child, date pumped, and amount of oz in bag. Milk can be brought in fresh or frozen in a storage bag. If possible, please bring in a weeks' worth of milk. Frozen milk will be thawed in a bottle warmer at the appropriate temperature. If we have prepared milk when the family arrives for pick up, we will send it home. Please return the bottle the following day.

Before your infants' first day, please ensure they can take a bottle successfully

Formula- please bring an unopened container of formula with the child's name written in permanent marker to stay at the childcare. Formula bottles will be prepared using tap water, if you prefer nursery or distilled water, you will need to provide it. Formula bottles will be discarded after 1 hour from preparation. Formula bottles in fridge will be kept 24 hours before discarding.

All infants will be fed on demand. If you have established a feeding schedule, we will try our best to follow it.

3.2 Rest Period

- Infants sleep on demand, in a mini crib. Cribs are labeled with each child's name and individual fitted sheets are washed weekly. A sleep sack, without arm restraints, must be provided by the family to be kept at the childcare. Infants will be placed on their back to sleep. If they can successfully roll from back to stomach consistently, they can remain on their stomach to sleep.
- Children 12 months-3 years have a rest period daily from 12:30-they wake, on a cot with a blanket provided by the childcare. Cots are labeled with each child's name and individual blankets are washed weekly.
- Preschoolers nap from 12:30pm-2pm daily, on a cot with a blanket provided by the childcare. We wake children up at 2pm. Cots are labeled with each child's name and individual blankets are washed weekly. If a child does not nap, they will be offered a quiet activity or book to read while others rest.

We are not obligated to wake children up at a certain time if requested by the family.

3.3 Dismissal/Termination of Child

At Mama Bear Childcare, we are committed to providing a safe, nurturing, and supportive environment for all children in our care. However, there may be circumstances under which it becomes necessary to discontinue care for a child after resources have been exhausted.

While we do not discriminate based on race, color, religion, sex, national origin, disability, or any other protected status, we reserve the right to dismiss a child from our program for reasons including, but not limited to:

1. Non-Payment or Repeated Late Payments: Failure to pay tuition or fees on time after repeated reminders.
2. Behavioral Issues: Ongoing behavioral challenges that pose a risk to the safety and well-being of the child, other children, or staff, and which cannot be adequately managed within our resources.

3. Parental Conduct: Disrespectful, threatening, or inappropriate behavior by a parent or guardian towards staff, children, or other families.

4. Chronic Late Pick-Up: Repeated failure to pick up the child by the scheduled time, despite warnings.

5. Failure to Follow Policies: Repeated disregard of center policies as outlined in the Parent Handbook.

6. Incompatibility with Program: In rare cases, if it becomes clear that our program is not a good fit for a child's individual needs, we may initiate a dismissal after consultation and attempts at resolution.

7. Health or Safety Concerns: Situations where a child's health needs exceed what we can safely provide for, or if a child poses a consistent safety risk to themselves or others.

Dismissal Procedure

Whenever possible, we will work with families to address concerns before dismissal. Parents will be notified in writing of the reason(s) for potential dismissal and may be given a probationary period to correct the issue, except in cases where immediate termination is necessary for safety or legal reasons.

We aim to provide a minimum of two weeks' notice prior to dismissal, unless circumstances warrant immediate action.

3.4 Minor Injuries & Incidents

The safety and well-being of every child is our top priority. While we strive to prevent accidents, we recognize that incidents may occur. This policy outlines our procedures for handling injuries and incidents to ensure prompt care, accurate documentation, and effective communication.

1. Immediate Response

- Minor Injuries: Staff will administer appropriate first aid (e.g., cleaning wounds, applying bandages) and comfort the child.
- Serious Injuries: In cases of significant injury (e.g., head injuries, fractures), staff will:
 - Call emergency services (911) immediately.
 - Notify the child's parents or guardians without delay.
 - Accompany the child to the hospital if necessary, ensuring child-to-staff ratios are maintained at the center.

2. Documentation

Every injury or incident will be documented using our standardized Incident Report Form, on Procure which includes:

- Child's full name and date of birth.
- Date, time, and location of the incident.
- Detailed description of the incident and injury.
- Names of staff members present and those who provided care.
- First aid administered, and any follow-up actions taken.
- Signature of staff member writing incident report.

3. Parent/Guardian Notification

- Immediate Notification: Parents or guardians will be informed promptly after ensuring the child's safety.
- Written Report: A copy of the completed Incident Report Form will be available for viewing on Procure.
- Follow-Up: For serious incidents, follow-up communication will occur to update parents on the child's condition and any additional steps taken.

4. Reporting to Authorities

In accordance with state regulations, certain incidents must be reported to licensing. This includes:

- Serious injuries requiring medical attention.
- Suspected cases of child abuse or neglect.

3.5 Voluntary Withdrawal of Child from Program

Families hold the right to withdraw their child from our program at any point in time.

However, it is essential for families to honor our required 2-week notice and ensure all final tuition payments are settled with the director.

All children files must be kept at the childcare for at least 2 years per Indiana State Licensing Requirements. If you require copies of information in your child's file, please request it from the director.

Personal items need to be taken home on the child's last day of care. Items not picked up within 2 weeks will be donated.

3.6 Celebrations

We celebrate a variety of holiday's and aim to create an environment where every child feels seen, respected, and valued. We encourage families to share their own holiday traditions with the childcare, providing opportunities for children to gain a broader understanding of the world around them.

Your child is encouraged to celebrate their birthdays with their classroom. Store bought treats or snacks may be provided by the family. Please provide enough for 16 children. Leftovers will be sent home with the family.

3.7 Pets

Our preschool classroom has a pet turtle named Koopa, and a guinea pig named Biscuit. We occasionally take them out of their enclosures to allow the children to interact with them.

Children are encouraged to use gentle touches but are never forced to interact with pets if they do not want to. Hands are thoroughly washed afterwards.

3.8 Evaluations & Assessments

We utilize the Ages & Stages Questionnaires® (ASQ®) to monitor and support each child's developmental progress. The ASQ is a reliable, provider-completed screening tool that assesses five key developmental areas: communication, gross motor, fine motor, problem-solving, and personal-social skills. By engaging parents in this process, we gain valuable insights into their child's development, fostering a collaborative approach to early education. The ASQ's user-friendly design allows for efficient completion and scoring, enabling our educators to identify and address any developmental concerns promptly. This proactive approach ensures that each child receives the support they need to thrive, both in our program and beyond.

If delays are found, we will suggest your child be professionally evaluated by a therapy group, including but not limited to A Step Ahead, First Steps, etc.

3.9 Parent Teacher Conferences

We plan to schedule 2 parent teacher conferences yearly. This is an opportunity to communicate in person, and more in depth with your child's teacher regarding their development and progress with our program. We will notify you when these conferences will be scheduled.

4. Hygiene and Toileting

4.1 Diaper Changes

Diapers are checked and or changed every 2 hours. Diaper rash cream, provided by the childcare, will be applied if requested or necessary. We provide Desitin, Boudreaux and Aquaphor. If you prefer another product, please provide it. Please sign the medication record, included in this handbook, for permission to apply diaper rash creams.

4.2 Toileting

When your child is developmentally ready for potty training, we will gladly help, as long as the training continues at home. We prefer children to wear underwear, instead of pull-ups during the day, a diaper for nap until fully potty trained. Accidents happen and children will never be punished or scolded. When your child has an accident, we will place soiled clothing in a disposable bag and sent home. We legally cannot wash out soiled clothing.

Potty trainers will be taken to the restroom every 2 hours, or when they ask. We do not have time in our schedule to take them more due to other children's needs and program demands.

Physical Signs

- Child stays dry for at least 2 hours at a time during the day.
- Child stays dry through naps.
- Regular, predictable bowel movements.
- Can walk to and from the bathroom.
- Can pull pants up and down independently.

Cognitive Signs

- Understands and follows simple instructions.
- Recognizes the feeling of needing to go potty.
- Can communicate when they need to use the bathroom (with words, signs, or gestures).
- Shows understanding of what the toilet is for.

Emotional and Social Signs

- Shows interest in using the toilet or wearing "big kid" underwear.
- Shows discomfort with dirty diapers and wants to be changed.
- Expresses a desire for independence.
- Is willing to sit on a potty chair or toilet.

Parental/Environmental Readiness

- Consistent daily routines are in place.
- Caregivers are prepared to be patient and encouraging.

- Access to child-friendly potty equipment (small potty chair or seat adapter).
- Time and low-stress environment to allow focus on potty training.

5. Health

5.1 Child Illness & Appointments

If your child is seen by a doctor for a well visit or due to being ill, please provide a well visit & immunization print off to be kept in their file.

If your child receives immunizations, they are required to stay home for 24 hours. This is a preventative measure in case of a reaction.

Children with the same symptoms lasting 14 days or more, will be required to be seen by a doctor and may return with a note that states they are not contagious.

Illness is taken very seriously. When a child is ill or contagious it is common for other children and staff to also become ill. Please respect the health and safety of other children and staff by keeping your child home when ill.

When your child is ill while at childcare, your child's teacher will notify you via Procure, explaining the illness and if they need to be picked up for the day. Please do not question the teacher's decision. All employees must have directors' approval before excluding a child for the day.

Children must be picked up within the hour of the Procure message being sent.

If a family member in the household is ill, please notify your child's teacher so we can ensure no child or staff has similar symptoms.

PLEASE KEEP YOUR CHILD HOME FOR THE FOLLOWING ILLNESSES

- Fever of 100 degrees or higher, no matter the cause (teething, immunizations, etc.). The child may return when they have been fever free for 24 hours without fever reducing medication.
- Vomiting- the child may return when they have not vomited for 24 hours.
- Diarrhea- no matter the cause. Children are sent home after 3 diarrhea episodes. They may return when they have not had diarrhea in 24 hours.
- Severe/Consistent Coughing- Children are sent home when cough is severe or consistent. They may return when symptoms resolve.
- Hand Foot Mouth- Children are sent home when symptoms of HFM appear. Children may return when all sores have dried up and are no longer oozing. If children have sores inside or around mouth, they may return when they are completely gone.
- Mouth or Face Sores- Children may return when sores have completely dried and are no longer oozing. This includes but is not limited to herpes, cold sores, impetigo, etc.
- Head Lice/Nits- Children may return when infestation is treated and there are no longer live lice or nits.
- Influenza- Children may return when fever free for 24 hours, and symptoms have resolved.
- MRSA/Staph- Children may return when area is completely dried and no longer oozing. Area must be covered with a bandage until area has healed, even under diaper or clothing.
- Pink Eye- Children may return 24 hours after antibiotic treatment.
- Strep Throat- Children may return 24 hours after antibiotic treatment.

We may require a physician's note for children to return

6. Child Injury or Emergency

If your child requires immediate medical care, the parents of the child will be notified after 911 has been contacted. The child will be transported to Columbus Regional Hospital located

at 2400 E. 17th Street, Columbus, In 47201. Parents/legal guardians are responsible for all emergency medical care costs.

Procedure for health-related emergencies

1. The child will be given emergency medical care and 911 will be called if necessary.
2. Parents/Legal Guardians will be called. If parents cannot be reached, we will begin calling those listed on the emergency contact form.
3. If parents/legal guardians are not present and the child requires to be transported by ambulance, a teacher or director is required to ride with them.

7. Medications

Prescription medications will not be administered without a physicians note. Please include all prescription medications on the medication record form included in this paperwork, signed by the physician.

Over the counter medications can be administered with parent permission, if included on the medication record form.

Medication must be brought in the original container or box. Do NOT place medication in your child's cubby. It must be handed directly to a teacher and placed in the appropriate area.

Procedure of Proper Labeling

1. Child's name and DOB
2. Date of dispense and expiration date
3. Dosing instructions
4. Prescribing physicians name
5. Pharmacy Information

If you administer medication to your child before sending them to childcare, teachers must be notified

8. Guidance Policies

In conscious discipline, a calm down area is a dedicated space that helps children regulate big emotions in a healthy way. Our calm down area is never used as a punishment. It's a safe, inviting spot where children can go to when they feel upset, angry, overwhelmed or frustrated. At no time will a child be forced to sit in calm down, only encouraged. Inside the calm down area is pillows, soft play toys, fidget toys, sensory bottles and visual tools. Our calm down area teaches children that emotions and feelings are okay, and it's what we do with them that really matters.

We also use redirection often. "Hands are not for hitting friends", "Ouch, biting hurts!", "please use walking feet".

We as educators are required by law to report suspected child abuse/neglect. The department of child services will be contacted, and the report will be kept in the child's file.

9. Family Provided Supplies

Each child has a cubby in their classroom to store supplies. When supplies become low families will be notified via Procare. It is your responsibility to check the app daily for updates. If your child does not have diapers, they cannot attend until supplies are available for us to use.

Supplies required for children under 12 months of age

1. Diapers (half-sleeve)
2. 1 box unscented baby wipes (community supply)
3. Clothing- several weather appropriate outfits, jacket (rooms can get chilly)
4. 2 bottles. If glass, please include silicone sleeve or protective cover
5. 2 pacifiers with clip – if your child takes one
6. Formula in container with child's name and amount served
7. Breastmilk in storage bag labeled with child's name, date, and amount in ounces
8. Nursery or distilled water, if preferred over the childcare's tap water

9. Medication if necessary
10. Sunscreen

Supplies required for children over 12 months of age

1. Diapers or underwear
2. 1 box unscented baby wipes (community supply)
3. Clothing- several weather appropriate outfits, jacket (rooms can get chilly)
4. Medication if necessary
5. Sunscreen
6. Water bottle – for outside use and snack. Please bring filled with water each day, take home to wash whenever you feel necessary.

Please send clothing & shoes that are seasonally appropriate. Please send your child in clothing you are okay with getting messy. We play outside, paint, and eat messy foods that may stain. Children walking MUST have shoes.

If you would like to donate supplies, books or toys, we would greatly appreciate it! Take to
Amanda or Blair's office.

- Lysol spray
- Bleach
- Bug repellent
- Facial tissues
- Plastic grocery bags
- Craft supplies
- Books
- Natural open-ended toys & materials

11. Belongings

We do not allow diaper bags, blankets, toys, food or drink in the building. We offer an abundance of materials for children to work and play with. It is best for the child to leave all personal belongings in the vehicle so they will not be tempted to bring them in the classrooms.

12. Communication

Communication and documentation between teachers, directors and families is done through Procure. Once your information is in the system, you will receive an invite email to join your child's classroom. You will then be prompted to make an account, then will begin receiving notifications from Procure.

Communication will only be open from 7:30am-5:30pm. In the event of an emergency, you may call or text **Amanda directly at 812-374-2207**. Teachers are not permitted to respond to personal messages on their own devices from families. Teachers are not permitted to accept social media friend requests/following.

Documentation of your child's feedings, diaper changes, naps, supplies needed, incidents and more, will be documented on Procure and sent in real time to families.

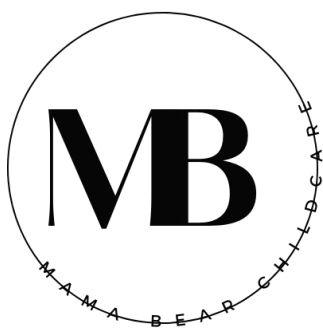
At Mama Bear Childcare, we are committed to continually growing and improving to provide the best care and learning environment for the children we serve. We believe that every experience is an opportunity to learn, and we welcome constructive feedback from our families. Your insights help us see things from new perspectives and guide us in making thoughtful improvements. Our goal is to work in partnership with you, ensuring our program remains a safe, nurturing and enriching place where every child can thrive.

Mama Bear Childcare

An Early Childhood & Hybrid Preschool Program Handbook Agreement

I have received, read, and understand the Mama Bear Childcare Family Handbook. I agree to follow all policies and procedures outlined within. Including those related to attendance, health and safety, tuition, communication, and program guidelines. I understand that these policies are in place to ensure a safe, consistent, and high-quality experience for all children enrolled. I acknowledge that policies may be updated as needed, and I will be notified of any changes in writing. By signing below, I agree to abide by the terms and expectations outlined in this handbook.

Parent/Guardian Signature _____ Date _____



Termination Policy

Occasionally, a child will experience some difficulty in adjusting to our childcare environment or following our policies and rules regarding behavior. A conference may be scheduled to address these difficulties if your child experiences them. We will work closely with you to find a solution. If the child's behavior continues after all resources have been exhausted, we have the right to terminate care.

If you decide to voluntarily withdraw your child from our program, a 2-week notice to the director is required. Families will be responsible for all final payments through the end of the notice period, whether in attendance or not.

If the childcare policies are not followed by the family, we reserve the right to terminate care immediately, in which only payment for that week would be needed.

Termination may occur for the following (but not limited to):

- *Failure to comply with set policies set forth in the family handbook
- *Destructive or hurtful behavior of a child that persists after all resources have been exhausted
 - *Non-payment of tuition or late fees at scheduled times
 - *3rd time late picking up your child
 - *Inability to meet the child's needs without additional staff
 - *Blatant disrespect towards childcare staff
- *Knowingly bringing your child in ill (without communication or approval from director)
- *False information given by the family to the childcare staff

Name of Child _____ DOB _____

Parent/Guardian Signature _____ Date _____

Mama Bear Childcare

An Early Childhood & Hybrid Preschool Program

First Day of Care

Required Forms & Records	Supplies Needed
<input type="checkbox"/> Copy of Birth Certificate <input type="checkbox"/> Immunization Record & Last Well Visit <input type="checkbox"/> Enrollment Form <input type="checkbox"/> Child Information Form <input type="checkbox"/> Family Information Form <input type="checkbox"/> Daily Consent <input type="checkbox"/> Guidance & Discipline Policy <input type="checkbox"/> Behavior & Development <input type="checkbox"/> Resting Alternative (2 years under) <input type="checkbox"/> Outside Services <input type="checkbox"/> Weapon, Drug, Alcohol Policy <input type="checkbox"/> Tuition Agreement <input type="checkbox"/> Emergency Contact <input type="checkbox"/> Emergency Medical Authorization <input type="checkbox"/> Authorized Pick Up List <input type="checkbox"/> Allergy Form <input type="checkbox"/> Medical Statement (Dietary Needs) <input type="checkbox"/> Licensing Home Consent Form <input type="checkbox"/> Medication Record <input type="checkbox"/> Biting Policy <input type="checkbox"/> Handbook Agreement & Termination Policy	<input type="checkbox"/> Diapers – half sleeve <input type="checkbox"/> 1 box unscented baby wipes <input type="checkbox"/> Clothing – several outfits <input type="checkbox"/> Underwear – several pairs <input type="checkbox"/> Medication – if necessary <input type="checkbox"/> Creams, powders, ointments <input type="checkbox"/> 2 bottles <input type="checkbox"/> 2 pacifiers & pacifier clip <input type="checkbox"/> Formula/Breastmilk <input type="checkbox"/> Baby purees/snacks <input type="checkbox"/> Nursery Water (if desired) <input type="checkbox"/> Shoes – crocs or rainboots for outside <input type="checkbox"/> Sunscreen (6 months + only) <input type="checkbox"/> Sleep sack (12 months under) <input type="checkbox"/> Water bottle (outside/snack usage) <input type="checkbox"/> 4x6 Family Photo <i>*Please do not bring a diaper bag, car seat, blanket, toys, food or drink inside building*</i> Please make sure your child has supplies needed for us to use daily

Mama Bear Childcare

An Early Childhood & Hybrid Preschool Program Philosophy

We believe that all children are unique and learn differently. Our program offers developmentally appropriate play-based learning and curriculum to encourage children to learn based on play and experience. We focus on the individual needs of children and give them challenging, stimulating experiences to learn from. Children are taught to respect themselves, others and materials.

Nutrition – focus on healthy balanced meals. We believe what a person eats has a huge effect on their potential.

Whole Child – focus on building children’s self-esteem and self-worth. Children need to feel important and appreciated.

Music– focus is to have fun, learn about instruments, and work as a group to create sounds.

Nature awareness – focus on the importance of the earth to us as humans and how important it is to care for and enjoy nature.

Early Literacy / Numeracy – focus on early literacy / numeracy to aid in earlier and easier learning in school.

Science / Discovery / Measurement – focus on the use of science, discovery & measurement.

For children to discover nature with exploring, experiments and curiosity.

Physical - focus on balance, strength, and coordination for the children to reach their full physical potential.

Manners – focus on demonstrating positive manners and behaviors to prepare for the future.

Accountability – focus on holding children accountable for actions and behaviors. Always ensuring they understand an action can lead to a consequence.

Mama Bear Childcare

An Early Childhood & Hybrid Preschool Program Enrollment

Child's First/Last Name: _____ DOB: _____

Ethnicity: _____ Languages: _____

Religious Beliefs/Restrictions (Food, Holidays) _____

Address: _____ City: _____ ZIP: _____

Person(s) Responsible for Tuition: _____

Please specify when your child will need care for EACH day, attendance schedule below

If you have a varying schedule provide your schedule for the upcoming week one week in advance that we may plan accordingly to anticipate attendance. If you need to temporarily adjust, please let us know AT LEAST the day before the schedule change.

Day of the Week	Drop-Off Time (by 9:30am)	Pick-Up Time (by 4:30pm for preschool)
Monday		
Tuesday		
Wednesday		
Thursday		
Friday		

I agree to follow the above specified schedule for my child unless notice of schedule changes is provided. If there is regular variation in my child's weekly schedule, communication will be provided a week in advance.

Parent/Guardian Signature _____ Date _____

Mama Bear Childcare

An Early Childhood & Hybrid Preschool Program Child Information Form

Child's First/Last Name: _____ DOB: _____

Prefers to be called _____

Name you want the child to learn to write in our preschool program _____

Gender F M Ethnicity: _____ Languages: _____

Address: _____ City/State/Zip _____

Names & Ages of Siblings:

Getting To Know Your Child

1. Has your child ever attended childcare? _____
2. Does your child play well with others? _____
3. Does your child typically hit/bite/scratch? _____
4. How do you address undesired behaviors? _____
5. What activities engage your child? _____
6. How does your child express anger, fear or frustration? _____
7. When your child is upset what comforts them? _____
8. Does your child nap daily, if so, how long? _____
9. Is your child potty trained or training? _____
10. If potty trained, does your child wear a diaper/pull up during nap? _____
11. Where does your child sleep at home? _____

12. Allergies to food, other, and reaction?

13. Does your child require an EpiPen? _____

14. Does your child drink from a bottle, sippy cup, straw cup or open cup? _____

15. Formula or Breastmilk? _____

16. Formula Brand? _____

17. Ounces consumed at each feeding? _____

18. Does your child spit up? _____

19. Does your child need burped during or after feedings? _____

20. Do you have any concerns with your child's development or behavior?

21. Does your child have any medical conditions or a diagnosis. If so, please provide medical documentation.

22. Is there anything you would like us to know about your family or child?

Mama Bear Childcare

An Early Childhood & Hybrid Preschool Program

Family Information Form

Parent/Guardian 1

First name/Last _____ Gender F M
Address _____ City _____ State _____ Zip _____
Occupation _____ Employer _____
Work Address _____ Work Phone _____
Cell Phone _____ Email _____

Must provide email for Procare notifications

Custodial Parent Y N SSN _____

SSN required for legal purposes only

Parent/Guardian 2

First name/Last _____ Gender F M
Address _____ City _____ State _____ Zip _____
Occupation _____ Employer _____
Work Address _____ Work Phone _____
Cell Phone _____ Email _____

Must provide email for Procare notifications

Custodial Parent Y N SSN _____

SSN required for legal purposes only

Mama Bear Childcare

An Early Childhood & Hybrid Preschool Program

Daily Consent Form

PHOTO AND VIDEO RELEASE

CIRCLE: I AGREE / DISAGREE to allow Mama Bear Childcare to utilize photos/videos taken of my child while in the program for promotional purposes. I release photos/videos of my child in advance to be utilized in the following ways:

1. Mama Bear Childcare Facebook Page
2. Mama Bear Childcare Website
3. Promotional Flyers/Brochures

SUNSCREEN AND BUG REPELLANT

CIRCLE: I AGREE / DISAGREE to allow sunscreen & bug repellent to my child's exposed skin during outdoor play. Sunscreen must be provided by the family; we provide bug repellent.

All children over the age of six months will wear sunscreen while outside, during all months of the year. Sunscreen will be placed on all visible areas of skin including face, body, scalp, and ears.

Name of Child _____ DOB _____

Parent/Guardian Signature _____ Date _____

Mama Bear Childcare

An Early Childhood & Hybrid Preschool Program

Guidance and Discipline Policy

Children are expected to express and show emotions just as adults do. Staff are trained to help children regulate emotions using a method called Conscious Discipline. This consists of 7 steps in helping children regulate emotions. The seven skills are Composure, Encouragement, Assertiveness, Choices, Empathy, Positive Intent and Consequences. Children are often redirected to a “calm down” area which is a safe place for them to self soothe and regulate emotions. They will never be forced to sit in “calm down” or forced to stay for a certain amount of time. They will always be able to return to play when calm and ready.

Prevention Strategies:

- Investigating needs and feelings
- Consistency in routine
- Praising positive behavior
- Preparing a structured environment
- Use redirection
- Set clear limits

If a conflict or incident arises:

- Verbal response – “Please use your feet for walking” “Hands are not for hitting”
- Approach the situation calmly
- Acknowledge feelings
- Gather information about conflict or incident
- Utilize the calm down area

Name of Child _____ DOB _____

Parent/Guardian Signature _____ Date _____

Mama Bear Childcare

An Early Childhood & Hybrid Preschool Program Behavior and Development

Children may have undesired behaviors during learning and growth. We do our best to redirect these behaviors and lead them to choose a better way to express emotions and frustration.

When we have taken all steps in preventing conflicts or incidents, and we see little to no improvement, we will suggest seeking information and help from a therapy group. First steps is located in Columbus, In and evaluates children for behavioral and physical needs. No doctor referral is needed, you simply call and get an evaluation set up for your child. If approved for therapy, including occupational, developmental, physical and speech, the therapist will be welcome to administer therapy at the childcare. If behaviors are not improving, termination of care may be necessary to protect the safety and wellbeing of staff and children enrolled.

Name of Child _____ DOB _____

Parent/Guardian Signature _____ Date _____

Mama Bear Childcare

An Early Childhood & Hybrid Preschool Program

Permission for Resting Alternative

Children under the age of 2 are required to sleep in a mini crib during rest times. Children over the age of 2 are required to sleep on a cot during rest times. We typically transition children from a mini crib to a cot as early as 12 months of age but need permission to do so. If you would like us to start the transition from a mini crib to a cot before the age of 2, please sign and agree.

Name of Child _____ DOB _____

Parent/Guardian Signature _____ Date _____

Mama Bear Childcare

An Early Childhood & Hybrid Preschool Program

Permission for Weighted Blanket/Sleep Sacks

With parent/guardian permission, our childcare program may offer the use of a weighted blanket (*for children who sleep on a cot*) & weighted sleep sacks (*for infants who sleep in a crib*) during rest time to help support a child's regulation and improve sleep. The weight of the blanket will always be appropriate for the child's size and age, following recommended safety guidelines. Weighted blankets will **never** be used as a form of punishment, restraint, or to restrict a child's movement in any way. Their use is solely intended to provide comfort and calming support. Parents may opt in or opt out at any time by notifying the program.

Name of Child _____ DOB _____

Parent/Guardian Signature _____ Date _____

Mama Bear Childcare

An Early Childhood & Hybrid Preschool Program

Contract for Outside Services

Mama Bear Childcare is responsible for providing care for children during our business hours of 7:30am – 5:30pm, Monday through Friday. If you choose to utilize one of our employees for childcare services in your home, we will not be responsible or liable for any issues or injuries that may occur. Our apps and programs used for childcare will not be available for employees to utilize. Any issues or concerns must be addressed and communicated with the employee hired.

Name of Child _____ DOB _____

Parent/Guardian Signature _____ Date _____

Mama Bear Childcare

An Early Childhood & Hybrid Preschool Program

Weapon, Drug, Alcohol Policy

Dangerous items including but not limited to knives, firearms, pepper spray, tobacco, vapes or alcohol products, are not permitted inside the childcare. Under no circumstance will an authorized person picking up or dropping off a child may be under the influence of drugs or alcohol. If we suspect the use of these the Columbus Police Department will be called for assistance. I acknowledge this policy and agree to all terms.

Name of Child _____ DOB _____

Parent/Guardian Signature _____ Date _____

Mama Bear Childcare

An Early Childhood & Hybrid Preschool Program

Tuition Policy and Agreement

Please Initial

___ I agree to the weekly tuition rate of _____.

___ I agree for tuition to be automatically withdrawn each Wednesday.

___ I agree to allow access for Procare to process tuition weekly.

___ I agree to pay \$30.00 if tuition payment declines.

___ I agree until the tuition payment is paid my child may be suspended from the program.

___ I agree to 52 tuition payments yearly regardless of attendance or closures.

___ I agree to provide 2 weeks' notice for vacations in order to receive the 5 free days.

___ I agree to provide 2 weeks' notice if I am removing my child from Mama Bear Childcare

___ I agree to late fees that will be added to your weekly tuition in the event you are late picking up your child.

___ I agree to the terms of the handbook and have thoroughly read and understand.

Name of Child _____ DOB _____

Parent/Guardian Signature _____ Date _____

Mama Bear Childcare

An Early Childhood & Hybrid Preschool Program

Emergency Contact

If parents or guardians cannot be reached, at least ONE alternative is needed. Individuals listed may be asked to pick up your child from the childcare if you cannot be reached. Please list contacts that live within 30 min driving distance from the childcare. Individuals will be required to provide identification.

1. Name _____ Relationship to Child _____

Phone # _____

2. Name _____ Relationship to Child _____

Phone # _____

3. Name _____ Relationship to Child _____

Phone # _____

4. Name _____ Relationship to Child _____

Phone # _____

Name of Child _____ DOB _____

Parent/Guardian Signature _____

Mama Bear Childcare

An Early Childhood & Hybrid Preschool Program

Emergency Medical Authorization Form

I give my consent in the event of a medical emergency providers will administer CPR, the Heimlich or any other lifesaving methods. I understand that if necessary 911 will be contacted, then parents/guardians. I understand that my child's primary physician may be notified. Should a child be transported by ambulance, a provider will accompany your child if you are not present. Parents/guardians are responsible for all emergency medical care costs.

Name of Child _____ DOB _____

ALLERGIES:

Last 4 of child's SSN _____

Child's Primary Physician _____ Phone # _____

Health Insurance Provider _____ Policy # _____

Policy Holder's Name _____ DOB _____

Policy Holder's Phone # _____

Please notify directors if insurance info needs revised

Parent/Guardian Signature _____ Date _____

Mama Bear Childcare

An Early Childhood & Hybrid Preschool Program

Authorization for Pick Up

Individuals authorized to pick up your child will be required to provide photo identification

1. Name _____ Relationship to Child _____

Phone # _____

2. Name _____ Relationship to Child _____

Phone # _____

3. Name _____ Relationship to Child _____

Phone # _____

4. Name _____ Relationship to Child _____

Phone # _____

Please make a copy of this form if more contacts are necessary

Name of Child _____ DOB _____

Parent/Guardian Signature _____ Date _____

Mama Bear Childcare

An Early Childhood & Hybrid Preschool Program

Allergy Form

Mama Bear Childcare accommodates allergies. If your child has an allergy or to medication, diaper rash cream, ointment, bugs, environmental, etc. A note signed by the Dr is required, listing all things your child has an allergy to, the reaction, and plan for action if a medical emergency occurs.

If your child has a food or drink allergy, the physician will need to fill out the required form “Medical Statement for children with special dietary needs” for us to turn into food program to stay compliant.

Below, list items your child has an allergy to, and the reaction that occurs:

- Allergy? _____ Reaction _____
- Allergy? _____ Reaction _____
- Allergy? _____ Reaction _____
- Allergy? _____ Reaction _____

DOES YOUR CHILD REQUIRE AN EPIPEN? _____

If your child has an allergy to milk, a substitute will be required, like lactose free milk, or water. If your child cannot have any food products with milk included, please inform staff.

If your child has an allergy to eggs, a protein substitute will be required. If your child cannot have any food products with eggs included, please inform staff.

If your child has an allergy to peanuts, all peanut products will be excluded from your child’s diet. Dr note must state the allergy and reaction and if an EpiPen is needed. If your child has a sensitivity to being around peanut products, please inform staff.

Name of Child _____ DOB _____

Parent/Guardian Signature _____ Date _____

Medical Statement for Children with Special Dietary Needs

GUIDANCE

Generally, children with food allergies or intolerances do not have a disability as defined under either Section 504 of the Rehabilitation Act or Part B of IDEA, and food service may, but is not required to, make food substitutions for them. However, when in the licensed physician's assessment, food allergies may result in severe, life-threatening (anaphylactic) reactions, the child's condition would meet the definition of "disability," and the substitutions prescribed by the licensed physician must be made.

Recognized medical authority: physicians, physician assistants, nurse practitioners

Child's name:		Birthday: / /	
Parent/Guardian/Authorized Representative name:			
Home Phone: ()		Work Phone: ()	
Address:			
City:		State:	
		Zip:	

Part 2. For Children with a DISABILITY-Licensed Physician must complete

Describe the patient's disability and the major life activities that are affected by the disability:

Foods to be omitted:

Substitutions:

Please list foods and information regarding any needed texture changes (chopped, ground, pureed, etc):

Please provide any other information regarding the diet:

Part 3. For Children with special dietary needs that are NOT A DISABILITY-Recognized Medical Authority must complete

Describe the medical or other special dietary need that restricts the child's diet:

Foods to be omitted:

Substitutions:

Please list foods and information regarding any needed texture changes (chopped, ground, pureed, etc):

Please provide any other information regarding the diet:

Physician/Medical Authority's signature

Date

Printed Name and Title

Telephone



LICENSED CHILD CARE CENTER / HOME CONSENT

State Form 50548 (R2 / 7-06) / BCC 0080

To: Parents of licensed child care programs in Indiana

Subject: Your child's birth certificate and licensed child care programs

Indiana Code 12-17.2-2-1(8) requires each child care center or child care home to record proof of a child's date of birth before accepting the child for care. A child's date of birth may be proven by the child's original birth certificate or other reliable proof of the child's date of birth, including a duly attested transcript of a birth certificate. Refusing to share this information may result in your child's exclusion from a licensed child care program. Sharing the birth certificate information is NOT optional; signing the below is your decision and does not impact your use of child care facilities.

tear here



LICENSED CHILD CARE CENTER / HOME CONSENT

State Form 50548 (R2 / 4-06) / BCC 0080

This portion is to be kept on file at the licensed child care program.

I give my permission for

Mama Bear Childcare

to report the name and date of birth

name of licensed child care program

of my child or children to the Division of Family Resources pursuant to IC 12-17.2-2-1.5.

Name of child	Date of birth (month, day, year)
Name of child	Date of birth (month, day, year)
Name of child	Date of birth (month, day, year)
Name of child	Date of birth (month, day, year)

Signature of parent, guardian, or custodian	Date signed (month, day, year)
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RECORD OF MEDICATION ORDER

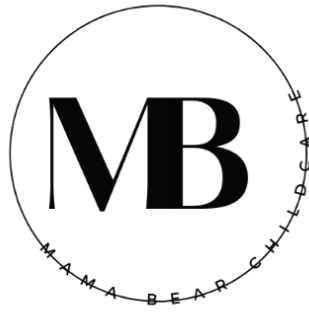
State Form 49968 (R4 / 7-19)

Reset Form

FSSA - MS02
402 WEST WASHINGTON STREET, RM W362
INDIANAPOLIS, IN 46204

All medications, medicinal products, physician's sample medications, and medicinal skin care products given or used at a child care center must include the exact name of medication, dosage to be given, time to be given and reason for use. *(If used for fever, the degree of temperature must be stated.)* A prescriber order is valid for one (1) year.

1. Name of child	Exact name of medication Aquaphor Healing Ointment
Dosage to be given dime sized	Time to be given (frequency) as needed
Reason for use: diaper rash, minor skin care needs; chapped cheeks, scratches, burns, lip moisturizer, cracked skin	
Parent Signature	
Signature of child's healthcare provider	
Date (month, day, year)	
2. Name of child	Exact name of medication Antibiotic Ointment
Dosage to be given dime sized	Time to be given (frequency) as needed
Reason for use: minor cuts and scrapes, burns, blisters, bug bites, hangnails	
Parent Signature	
Signature of child's healthcare provider	
Date (month, day, year)	
3. Name of child	Exact name of medication Boudreaux Butt Paste Max Strength (red)
Dosage to be given dime sized	Time to be given (frequency) as needed
Reason for use: diaper rash	
Parent Signature	
Signature of child's healthcare provider	
Date (month, day, year)	
4. Name of child	Exact name of medication Boudreaux Butt Paste Natural Aloe (green)
Dosage to be given dime sized	Time to be given (frequency) as needed
Reason for use: diaper rash	
Parent Signature	
Signature of child's healthcare provider	
Date (month, day, year)	
5. Name of child	Exact name of medication Hydrocortisone Cream 1%
Dosage to be given dime size	Time to be given (frequency) as needed
Reason for use: for itchy bug bites	
Parent Signature	
Signature of child's healthcare provider	
Date (month, day, year)	



Understanding Biting in Childcare

Biting is a behavior commonly seen in childcare settings. We find it important to bring more information about biting to families to let you know how we handle the situation.

The issue of children biting other children is a common and difficult behavior. Often it occurs without warning or provocation and brings about strong emotional response in the biter, child affected, and the families involved.

Why do Children Bite?

- Teething
- To explore their world
- Frustration
- Lacking communication skills to express emotions
- Self-defense
- Attention seeking behavior

Biting is typically a short phase that many children go through, and often disappears when the child gains more language and communication skills. In the meantime, it can be very frustrating.

How is Biting Handled?

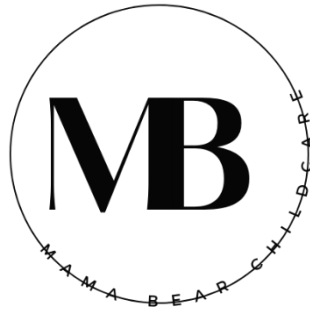
We are focused on ensuring the safety of all children we care for. We have several practices in place that are helpful in working with children who have been bitten or who are biting.

- Saying “OUCH, biting hurts!”
- Focusing on the injured child. Offering an ice pack, cuddles and calming words.
- Redirecting the child biting to something safe to chew on (teether or soft object).
- Placing the child biting in our calm down area to regulate emotions.
- Reading books on biting and how it hurts our friends.
- Saying “Please use your words not your teeth.”
- Showing the injury on the child to the child biting. It often helps the child understand that biting leaves a physical mark at times.

We will not let families know the name of the children involved. It is important to promote confidentiality in our childcare. If your child has been bitten, we will document the incident on Procare which will immediately notify you. If the bite mark is severe, we will send a message with a photo attached. If your child is biting, we will document the incident on Procare.

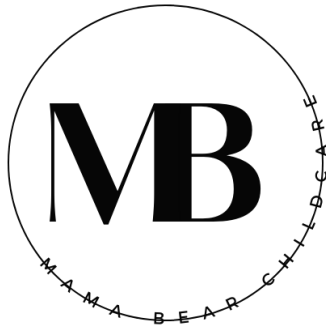
We understand the frustration and strong emotions that biting brings to families. We are committed to safety and will do everything we can to prevent biting. **If a biting incident occurs three times in one day, which includes biting and attempted biting, the child will be sent home and may return the following day.** If biting becomes a regular occurrence, after all resources have been exhausted, termination may be necessary. Thank you for your patience.

Parent/Guardian Signature _____ Date _____



Families receiving CCDF Vouchers or participating in the Vendor Program will be required to pay our full standard tuition rate per week until funding becomes active for Mama Bear Childcare. When funding becomes active, our weekly tuition rate will be revised to the appropriate tuition amount. If you remove your child from our program, a 2-week notice is required, as stated in our handbook (section 3.5). If a 2-week notice is not provided, the weekly tuition rate will be charged for the following 2 weeks. Failure to pay tuition will result in the state being notified, and possible loss of future funding entirely.

Parent/Guardian Signature _____ Date _____



Dear Preschool Families,

We're excited to kick off a fun and learning-filled school year with your little ones! This year, we will be introducing a yearly school supply list. We kindly ask that all supplies be brought to school by August 4th. The list will help us ensure each classroom is well-prepared and ready to go for the year ahead.

Each child will also be provided with a canvas bag and a plastic folder. These items will play an important part in your child's daily routine:

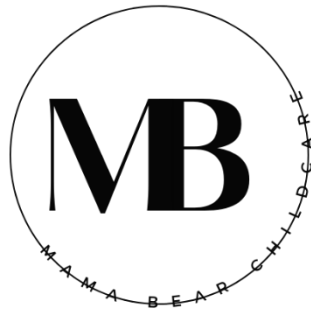
- Each morning, your child will bring their canvas bag to school, remove their folder, and place it in its designated spot (teachers will guide them through this process).
- At the end of the day, children will use their folder to take home any papers or important notes.

The folder should stay inside the canvas bag and be returned each school day.

When your child graduates from our program, you are welcome to keep the bag or return it!

Thank you for your support as we build routines that help foster responsibility and independence. We're looking forward to a fantastic year of growth, discovery, and fun in preschool!

Warmly, Mama Bear Childcare



Preschool Supply List

Please bring supplies August 4th or on your child's first day

- ☐ Crayons- 24 count box
- ☐ Washable Markers- 10 count box
- ☐ Construction Paper- 1 pack assorted colors
- ☐ Child-safe scissors- 1 pair, blunt tip, labeled with your child's name
- ☐ Jumbo glue sticks- 2-4
- ☐ Plastic Pencil Case- 1 box
- ☐ Dry erase markers- package of fine tip (black or colored)
- ☐ Box of tissues- 1 box
- ☐ Hand sanitizer- 1 small bottle
- ☐ Lysol spray- 1 can
- ☐ Water bottle- labeled, for outdoor play and snack time

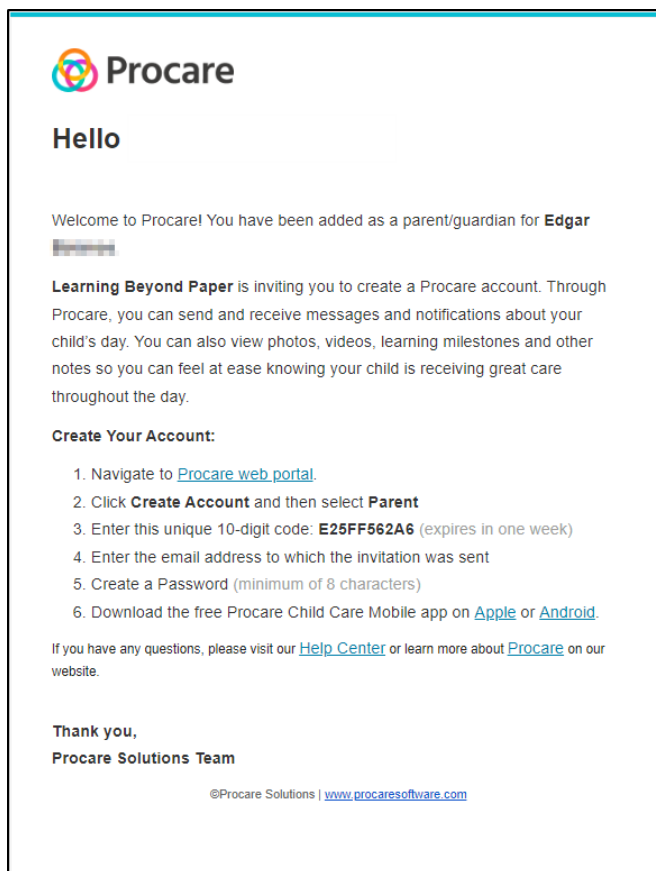
Note- construction paper, glue sticks, dry erase markers, tissues, hand sanitizer, and Lysol will be part of the shared classroom supplies, and not returned

Procare Instructions

How to Sign Up

The email invite you received from your school contains all the instructions you need to sign up for a Procare account.

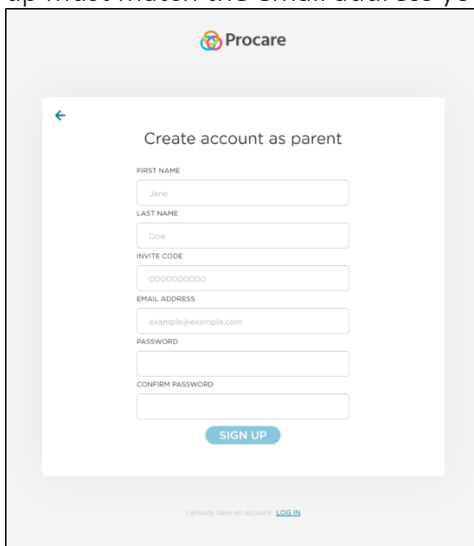
Important: If you already have a Procare account, navigate to the login screen and log in with your email and password or reset your password if needed. **Do not create an additional account.**



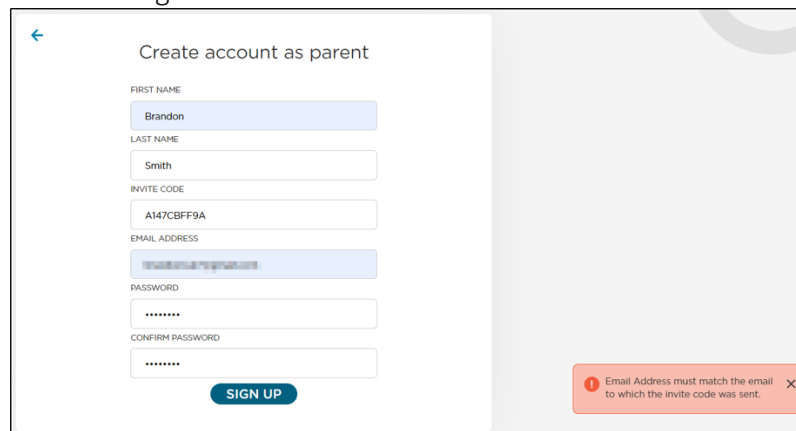
1. Click the Procure Web Portal link from step 1 in your welcome email, then select Parent.

The image shows the Procure login screen. At the top is the Procure logo. Below it, the text "Which describes you best?" is centered. Underneath, there are two light blue rounded rectangular buttons: "STAFF / TEACHER" on the left and "PARENT" on the right, separated by a vertical line with the word "OR" in the middle. At the bottom, there is a link that says "Already have an account? [LOG IN](#)".

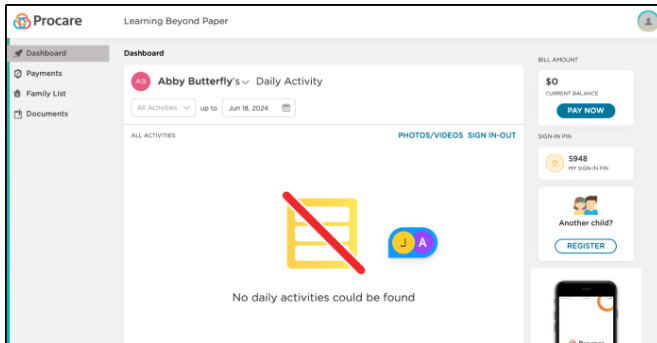
2. Complete the fields on the screen and click Sign Up. The email address used in the sign-up must match the email address your invite code was sent to.

The image shows the "Create account as parent" form. It has a back arrow in the top left. The title "Create account as parent" is at the top. Below it are several input fields: "FIRST NAME" (with "Jane" entered), "LAST NAME" (with "Doe" entered), "INVITE CODE" (with "0000000000" entered), "EMAIL ADDRESS" (with "example@example.com" entered), "PASSWORD", and "CONFIRM PASSWORD". A blue "SIGN UP" button is at the bottom. At the very bottom, there is a link that says "I already have an account? [LOG IN](#)".

- a. Important: If the email address on the sign-up form does not match the email address the invite code was sent to, the account creation will fail, and you will see the following error:

The image shows the "Create account as parent" form with an error message. The form fields are filled with: "FIRST NAME" (Brandon), "LAST NAME" (Smith), "INVITE CODE" (A147CBFF9A), "EMAIL ADDRESS" (brandon.smith@example.com), "PASSWORD" (*****), and "CONFIRM PASSWORD" (*****). A blue "SIGN UP" button is at the bottom. In the bottom right corner, there is a red error message box that says "Email Address must match the email to which the invite code was sent." with a close button (X).

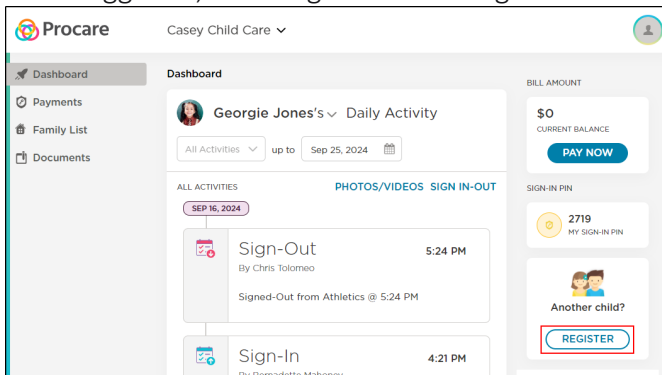
- b. Important: If you wish to use a different email address, please contact your school/center before completing the sign-up.
3. Once logged in, your child's name will display at the top of the Dashboard/Daily Activity Feed.



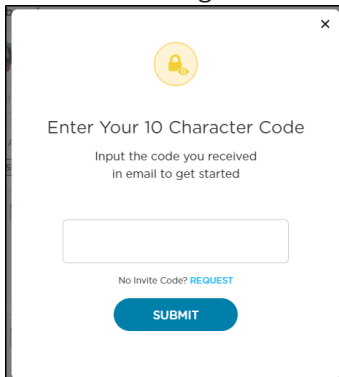
Add Additional Children

To add additional children to your account, follow the steps below:

1. Once logged in, click Register on the right side of the screen.

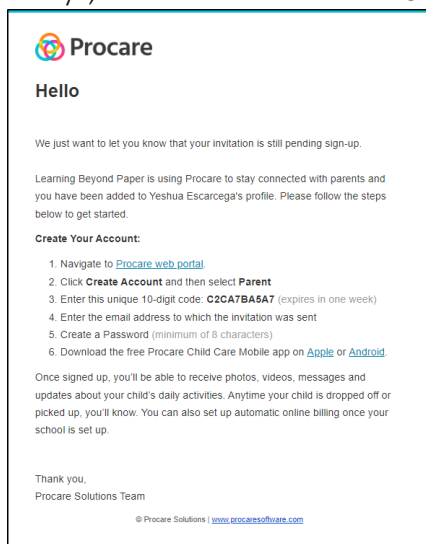


2. Enter the 10-digit code from your email invite and click Submit.



Important Invitation Code Information

- Invitation codes expire one week from the date they are received. A new code is needed if the invite code is not accepted within the week. Please request to be re-invited by your school.
- The invitation code is unique to you and should not be shared.
- Each email invite includes a single code. If each parent or guardian wishes to create an account, they will need a separate code. Note Procure Online automatically sends reminders notifying users about their pending invitations: the first reminder is sent after 3 days, and the second after 6 days.



Download the Procure Child Care Mobile App

Once your account has been created, follow the steps below to download the Procure Child Care Mobile app.

1. Search for and download the Procure Child Care Mobile app from the Apple (iOS) Store, Google Play (Android), and Amazon Store.
2. Login with the account information you created above.
3. Once logged in, your child's information will be displayed.

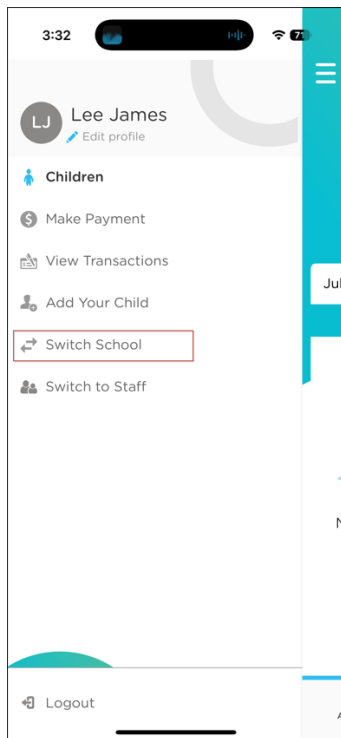
Navigate to the [Getting to Know your Procure App](#) article to learn more about the app and its features.

Easily Switch Between Schools

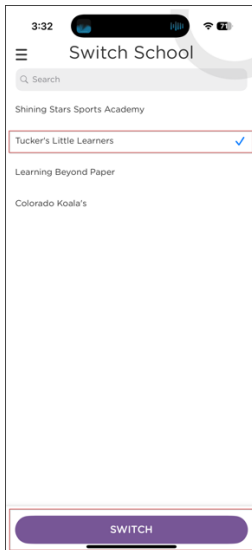
If you have children enrolled at more than one location or school and use the same email address for each account, you can quickly toggle between schools without needing to log in and out.

Switch School in the Mobile App

1. Tap the menu icon (≡) in the top corner
2. Select Switch School

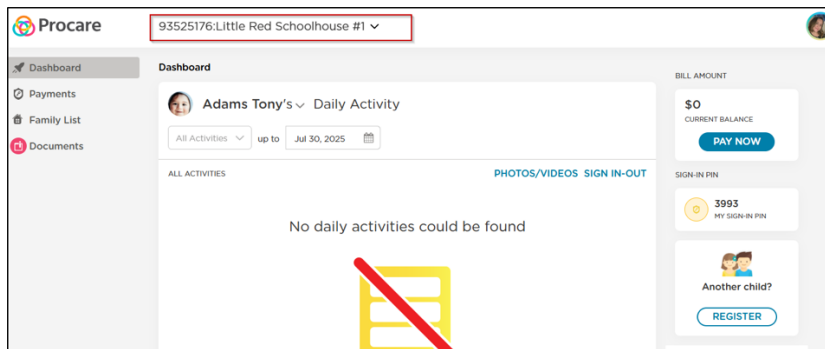


3. Choose the school from the list and tap switch



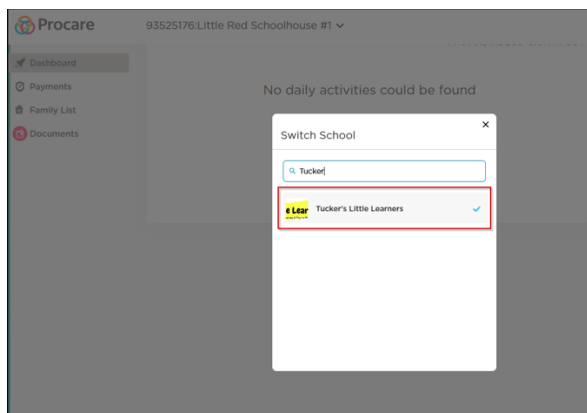
Switch School in the Web Portal

1. Click the school name at the top of the screen, then select the carrot icon (▼).



2. Choose a school from the list or use the search bar to narrow it down.

3. Click to switch.



Trouble Logging In?

Here are a couple of things you can check:

1. Ensure the email address you enter on the sign-up screen matches the email address your invite code was sent to. If the email address is different, the account creation will fail.
2. Attempting to log in to Procare with the invitation code as your password will not work. You will receive an error that your email is invalid. You must first create an account.
3. Ensure you are creating an account through the Procare web portal prior to signing in on the Procare Child Care Mobile app.

To enter your payment method:

Via the app: Click the menu icon → Make Payment → Set Up My Payment Method.

Via the website: Navigate to Payments → Make Payment → Set Up My Payment Method.

When a parent gets an error adding their payment method, here's what to check:

Common fixes:

- Have the family remove and re-add the card information
- If the error continues, wait 15 minutes before trying again
- If it still fails, remove and re-enter the payment method

Card classification issue:

The system verifies cards are correctly classified as debit or credit. If misclassified, they may need to accept a reclassification prompt.

Recent system issue:

There was a known issue in July 2025 affecting payment method saves. If this is still occurring, the parent should try the steps above.

FEES- Families are not charged the transaction fees for credit and debit card payments. The transaction fees are withdrawn from your school's account monthly on the 1st and detailed in your Merchant Statement. However, families may see surcharge fees applied to cover card processing costs, which would appear in their payment confirmation emails.

End of Year Tax Statements

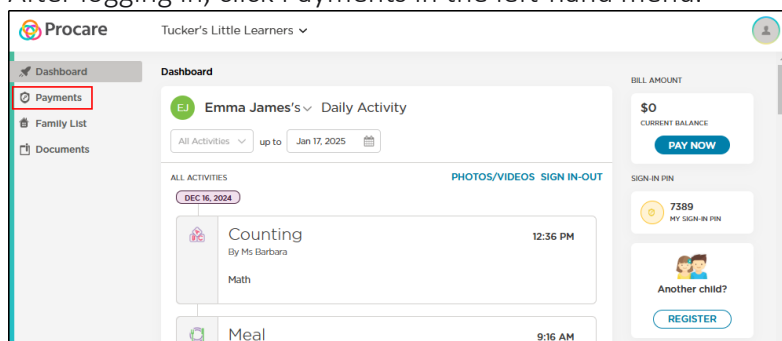
As a parent/guardian, you can easily view and print all transactions with your child care provider by logging into the Procare website or Procare Child Care Mobile app.

Important: The instructions below are for the Parent Procare Website, but can also be followed in the mobile app by navigating to the menu icon in the top left, then clicking View Transactions.

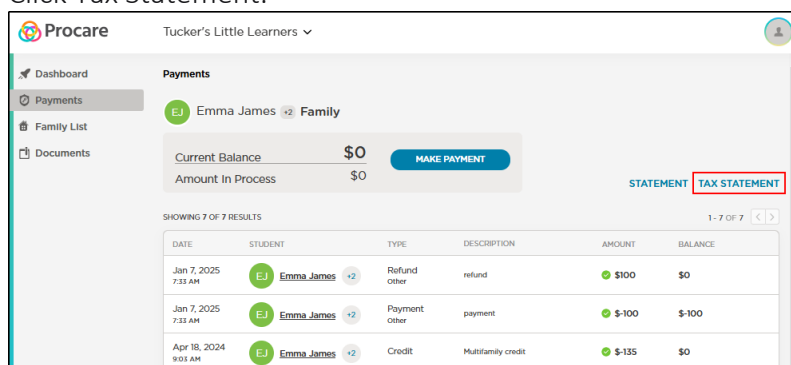
When printing statement information, there are two options: Statement and Tax Statement. See below for an example of each.

Tax Statement

1. After logging in, click Payments in the left-hand menu.

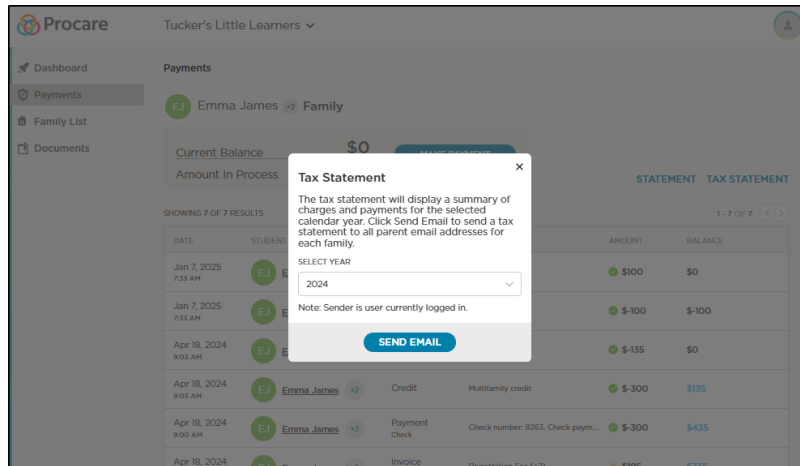


2. Click Tax Statement.



3. Use the drop-down to select the tax year, then click Send Email. Please Note: To check what email addresses are on file, click Family List from the left menu and all parent

accounts will be listed. If you cannot access to this menu option, please contact your center for assistance or use the Statement instructions below.

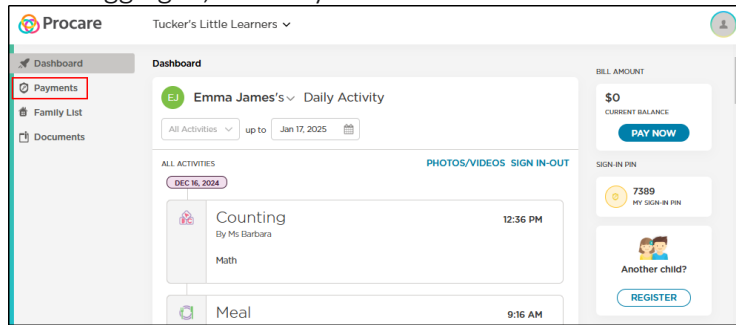


4. When the email has been sent to the parent email addresses on file, a confirmation message will display in the bottom right corner of the screen.
5. The email received will include a PDF statement containing a summary of charges, credits and payments for the year.

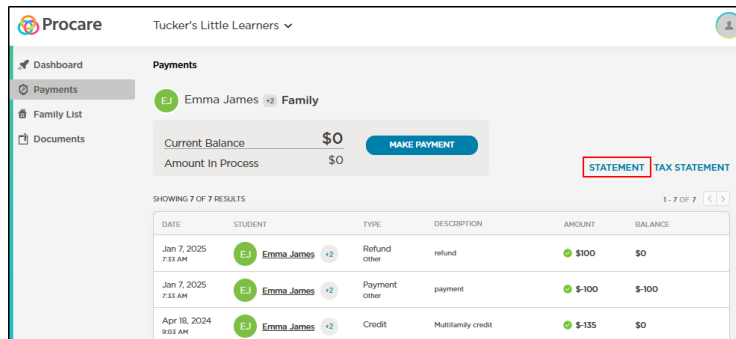
FAMILY INFO		CHILD NAME	DATE OF BIRTH
Jennifer James 556 S Main St, Lapeer, MI, 48273		Harry James Emma James Hannah James	
Tuition Charges		Amount	Total
(Tuition) Tuition		540.00	
		Total Tuition Charges	\$540.00
Other Charges		Amount	Total
(Preset) Registration Fee		195.00	
		Total Other Charges	\$195.00

Statement

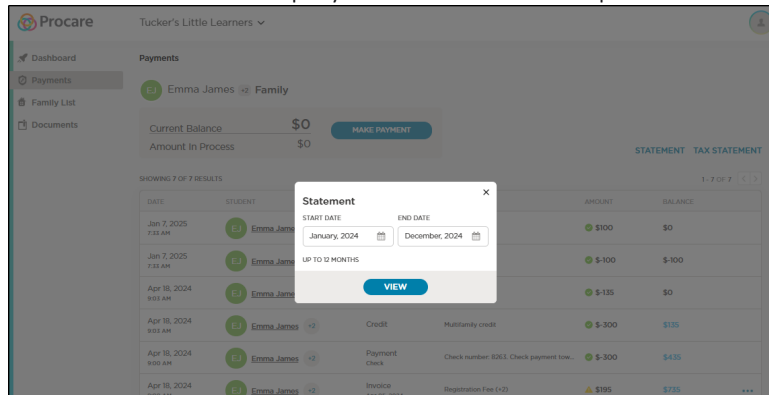
1. After logging in, click Payments in the left-hand menu.




2. Click Statement.




3. Select the dates to display on the statement up to 12 months, then click View.



4. A PDF will open containing a summary of charges, credits and payments for the dates selected.





Tucker's Little Learners
1125 17th Street, Denver, CO, 80202
Federal Tax ID: 12345678

Statement for Jan-2024 - Dec-2024

Harry James, Emma James, Hannah James
PARENT: Jennifer James

Date	Item	Description	Debit	Credit	Balance
Jan 01, 2024		Previous Balance			\$0
Apr 18, 2024	Invoice	(Hannah James) Tuition: \$180 (Harry James) Tuition: \$180 (Emma James) Tuition: \$180	\$540		\$540
Apr 18, 2024	Invoice	(Hannah James) Registration Fee: \$65 (Harry James) Registration Fee: \$65 (Emma James) Registration Fee: \$65	\$195		\$735
Apr 18, 2024	Payment	Check payment towards registration fee (check: 8263)		\$300	\$435
Apr 18, 2024	Credit	Multifamily credit		\$300	\$135
Apr 18, 2024	Credit	Multifamily credit		\$135	\$0
Total			\$735	\$735	
Statement Ending Balance					\$0

Frequently Asked Questions by Parents

We are excited to offer automatic payments through Tuition Express. With this service, it is no longer necessary for you to write a check for tuition and fees. Payments will be automatically deducted from a debit or credit card, or your bank account. All payments are secure and you can even choose to have a receipt emailed to you after each transaction. It's easy to sign up, just ask your child care provider.

When I pay my tuition automatically, how secure is my account information?

Very secure—more secure than when you write checks. The checks you write every day have your name, address, phone number and sometimes your driver's license number on them. With this information, criminals have all they need to access your account, or worse, steal your identity. Automatic payments greatly reduce this potential by limiting the amount of information available and the number of people who have access to it. Tuition Express also incorporates additional security procedures, utilizing 256-bit encryption.

What if my child care center and I disagree about a payment?

If you feel that a payment should not have been made, please contact your child care provider at your earliest convenience. They can work with you to help resolve the matter by adjusting your account or look at refund options for you.

How will I know when a payment is taken out of my account?

Your child care expenses will be taken out of your account on a schedule that you and the child care center agree upon. Your child care center has the ability to print statements for your records, prior to the withdrawal of any money. Payments made electronically will post to this statement with the Tuition Express label. Statements issued through your bank or credit card provider will display the name of your child care center for debited transactions.

When I sign up for Tuition Express, how will this help my child care provider?

Your child care provider has chosen to offer automatic payments for several reasons. First, it will give you the convenience of not having to write a check every time tuition and fees are due, enabling a touchless way to pay. Second, it allows regular scheduling of your payments. Third and most importantly, automatic payments reduce the amount of time your child care provider spends on administrative tasks, giving staff more time to spend with the children.



Where do I go if I have questions about a transaction on Tuition Express?

Should you have a question about a Tuition Express transaction that your child care provider has processed, it is important that you contact them directly to discuss your issue. Tuition Express cannot work directly with parents on transaction matters due to security and privacy policies. However your center can contact Tuition Express on your behalf and we will assist them with transaction questions and concerns. If the child care provider makes a mistake and takes out too much money, report the error immediately—it was likely an honest mistake. The child care provider will adjust your account accordingly.

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