

Parent handbook

[BackPR](#)

Replace everything in [brackets] with your program's details, delete sections that don't apply and have your board or a lawyer review the final version.

Welcome

Welcome to [Program name]! Our mission is [mission]. This handbook explains how our program works and what we ask of families. Please read it and keep it handy.

Program basics

- Ages served: [ages or grades]
- Location: [address]
- Hours: [days and times]
- Closed on: [holidays, school breaks and weather closures]
- Licensing: [license number and agency, if licensed]
- Staff-to-child ratio: [ratio for each age group]

Registration and enrollment

Your child is enrolled once registration is complete, including all forms and [the deposit or first payment]. Spaces are filled [first come, first served or by lottery], and we keep a waitlist when programs are full.

Fees and payments

Fees are [amount and schedule], due by [date]. If a payment is more than [number] days late, [late fee or next step]. Ask [contact] about scholarships and payment plans. See our refund and cancellation policy for refunds.

Drop-off and pickup

Please sign your child in and out each day. We release children only to parents, guardians and adults on their authorized pickup list, and staff will check photo ID for anyone they don't know. If a parent or legal guardian may not pick up a child, give us a copy of the court order. Without one, we generally can't refuse to release a child to a parent. If an adult seems impaired or unsafe to drive, we'll ask them to call another authorized adult, and we may call the police. Late pickup: [policy and fee].

Attendance and absences

Please tell us by [time] if your child will be absent. If your child is expected and doesn't arrive, and we haven't heard from you, we'll [call or text you right away].

Health and illness

Please keep your child home if they [have had a fever, vomiting or diarrhea in the last 24 hours, or have a contagious illness]. If your child gets sick here, we'll call you, and someone must pick them up within [time]. Tell us right away about any changes to allergies, medications or health conditions.

Medication

Staff give medicine only with a signed medication form, in its original labeled container [and with a doctor's instructions for prescriptions]. Children may carry their own inhaler or epinephrine auto-injector if [conditions].

Food and allergies

[We provide snacks, or families send lunch and snacks.] We are [nut-aware]: we ask families not to send food with nuts, but we can't guarantee that any food or space is nut-free. Please don't send food to share without checking with staff first.

Behavior

We use positive guidance: clear expectations, praise and redirection. We never use physical punishment, shaming or withholding food. If problems continue, we follow the steps in our code of conduct, which may include [a family meeting, suspension or removal].

Child protection

Staff aren't alone with a child out of sight of other adults. All staff [and regular volunteers] pass a background check before working with children and are trained to spot and report suspected abuse or neglect. Staff report concerns as [state] rules require.

Safety and emergencies

We practice [fire, severe weather and lockdown] drills. If we have to leave the site, we'll go to [reunification site] and contact you by [text, email or phone]. Please keep your phone numbers and emergency contacts up to date.

What to bring

[Basics list.] Please label everything. Leave [phones, toys and valuables] at home. [Phone and device rule.]

Communication

- Updates: [how and how often we share news]
- Program director: [name, phone and email]
- Questions or concerns: talk to [your child's group leader] first, then [the director]. We'll reply within [time].
- Languages: [languages staff can speak with families, or how to ask for help in another language]

Photos and privacy

We take photos for [uses]. We use your child's photo only as you allow on the photo and media release. We keep your family's information private and share it only with staff who need it, with emergency responders in an emergency or when the law requires it.

Weather and closures

We close when [conditions, such as when the local school district closes]. We'll tell families by [text, email or phone] by [time].

Including every child

We welcome children of all abilities and backgrounds. If your child needs support, talk with us before the program starts so we can plan together.

Acknowledgment

Please sign and return this page.

Child's name _____

Printed name _____

I have read and agree to the parent handbook. Parent or guardian signature

Date

Free to use and change, but not legal or medical advice. Check your state's licensing rules and your insurer's requirements, and have a lawyer review any consent or waiver language.

Template from BackPR · backpr.com