

Mary's S.K.Y Club

Serving Kool Youth

Out of School Care Program

A division of Mary's Little Lambs Preschool



A Place where children learn, laugh, & are loved!

PARENT HANDBOOK

2025-2026

**506 SE Moberly Lane
Bentonville, AR 72712
(479) 273-1011**

Email: mllp2006@gmail.com

Visit our website at www.mllpreschool.com

Our Core Values:

1. Children Come First
2. Respect One Another
3. Be Compassionate & Understanding
4. Serve with Integrity

“Whatever you do, work at it with all your heart as working for the Lord” Colossians 3:23

Our Vision:

Mary’s Little Lambs Preschool is a licensed private early education program dedicated to serve our community and provide quality care and education for children of all ethnic, religious, social, and developmental backgrounds. We offer early learning experiences in a safe, inspiring, and nurturing environment that will encourage children to reach their fullest potential.

Our Mission:

Teach children to be actively involved in their own learning through play and discovery while preparing them for individual success.

Our Administrative Team:

Dr. Rose Mary Pham
Executive Director

Terry Young
Director

Courtney Jordan
Curriculum/Assistant Director

Enrollment Eligibility & School sites we service:

Students who are in kindergarten until summer after the 4th grade completion are considered for enrollment in the program. Transporting service will pick up students in elementary schools through 4th grade only; other school-aged students may be dropped off by a responsible party at the facility.

Should you need transporting, Mary’s SKY Club vehicle will pick up your child at these current locations: Apple Glen Elementary, Sugar Creek Elementary, Thomas Jefferson Elementary, R.E. Baker Elementary. Due to limited transportation, we will not be able to service all elementary schools in the area.

Our center requires the following documents on file:

- A complete Student Enrollment application, including Special Nutrition Program application
- Copy of Medical Insurance card
- Copy of court order documents (if applicable)

FACILITY OPERATION:

Hours of Operation: We operate Monday to Friday 2:30p.m to 6:00p.m. during regular school season out-of-school care program. For full days out and summer breaks, our hours are 7:00a.m. to 6:00p.m.

Open-door Policy: We welcome family members and extended family members to visit our center at any time during hours of operation. Families are encouraged to participate in their child’s class activities to help support their daily learning.

Tuition Fees:

REGISTRATION FEE SCHOOL YEAR ANNUALLY	SUPPLY FEE ANNUALLY	NON-TRANSPORTING (We DO NOT pick up your child)	TRANSPORTING (We pick up your child at designated school site)	FULL WEEK OUT/ HOLIDAY BREAKS/ SUMMER CAMP	EARLY DISMISSAL DAYS	FULL DAY DISMISSALS
\$100.00 1st child; \$75.00 for each additional child	\$50.00 1 st child; \$40.00 for each additional child	\$115.00 per week base rate	\$140.00 per week base rate	\$200.00 per week base rate	\$30.00 per day additional to base rate	\$35.00 per day additional to base rate

****MLL Preschool & SKY Club programs reserve the right to increase tuition annually when deemed necessary.**

We provide transporting or non-transporting options for the following Bentonville Schools upon available space: **R.E. Baker, Apple Glen, Sugar Creek, Thomas Jefferson**

Other financial responsibilities:

- If your child does not attend, you must pay the base rate of **\$115.00 (non-transport) or \$140.00 (Transport)** to hold the spot during holiday breaks or intercessions.
- **Return Insufficient Funds:** There will be a charge of **\$20.00** for insufficient funds or chargebacks
- **Attendance:** Please notify the center if your child will NOT be attending the Out of School Care Program or will NOT need to be picked up at the school site. **There will be a \$10.00 charge for no notification by 1:00 p.m. on the day of service.** This is a vital responsibility by the parents because it affects transporting service times for other children waiting at other school sites.

Discounts: There will be a 10% discount for the oldest sibling if you have more than one child attending either Mary’s Little Lambs Preschool or Mary’s SKY Club program. The discount does not apply to SRA participants or special services (ex: drop in, part time).

Payments: Fees are due on Friday before the week of service at the end of the business day. Tuition payments may be made weekly or bi-weekly by ACH Debits (automatic drafts) or credit card. Parents are expected to pay fees whether their child is in attendance or not. This includes our Holiday Closings and Inclement Weather closings.

Late Payment Fees: There will be a late charge of **\$15.00** for payments made after Monday for that week of service. An additional **\$15.00** late payment fee will be added each week thereafter if your account still has an open balance from previous weeks.

Late Pick-up Fees: There will be late pick-up charges of **\$10.00 per child for every five-minute increment after 6:00 p.m. according to our facility clock.** If your child has not been picked up by 6:30 p.m. and a parent or emergency contact has not been found, the Bentonville Police Department may be contacted for assistance. Please consider that our staff members have families as well and would like to leave the center on time or have training courses to attend right after closing hours. Excessive late pick-up is abusing our policy and may be subject to dismissal of enrollment. Excessive is considered more than 3 late pick-ups in a month’s period.

School Readiness Assistance Participants (SRA): MLLP accepts payments by SRA through the AR Department of Education (ADE). Parents are responsible for applying for SRA through ADE and following all requirements to maintain their arrangement with ADE. Parents are responsible for any tuition fees incurred that

the SRA program does not cover and for any payment balances that are due if their arrangement is terminated by ADE. The registration & supply fee is *not* covered by the agency and must be paid by the parent (if applicable).

There will be a tuition co-pay charge that parents will be financially responsible for. Our center charges the cap difference of SRA rates and current center rates for certain agency programs. This is determined by what type of assistance you are approved for. Tuition co-pay will be due on Friday before each week of service. Late Payment policy applies thereafter.

ADE will only pay for a certain number of absent days. Please check your agreement for the maximum number of days you are allotted each quarter. *You will be financially responsible for the excessive absences beyond the allotted days allowed.* Tuition will not exceed the amount of current center rates.

Sign In and Out: You are required by Arkansas State Licensing to sign your child in and out each day. Should the electronic device be out of service, inform a staff member to manually sign your child in/out. We will only honor the time indicated by the facility clock. We encourage all families to download the PROCARE app for your convenience. ProCare Software is the platform used for most communications.

Non-Discrimination Policy: No person shall, based on race, color, religious belief, national origin, or gender, be denied the benefits of or the activities of Mary's Little Lambs Preschool & SKY Club.

Special Needs: Mary's SKY Club will accept any child whose needs can be met in the childcare setting, if space is available in the program and proper available staffing. In all cases, the child must be able to participate to some degree and substantially benefit from the program without risk to himself/herself or to the other children and this must be accomplished without fundamentally altering the nature of the program or resulting in an undue financial and administrative burden. Permission for a copy of your child's IEP may be requested as advised by the Department of Education Licensing Specialist to better serve your child's specific needs.

Licensing Compliance Forms: The facility compliance forms are available for review upon request.

Holiday Closings: We will be **closed** for the following Federal Holidays: MLK Day, President's Day, Good Friday, Memorial Day, Juneteenth, 4th of July, Labor Day, Columbus Day, Day before Thanksgiving at 3:00 p.m., Thanksgiving Day, Friday after Thanksgiving, *one week* Winter Break during Christmas (exact dates will vary each calendar year), New Year's Eve at 3:00 p.m. and New Year's Day. *In the event the holiday falls on a Saturday, we will be closed on Friday, and if it falls on a Sunday, we will be closed on Monday.* Late pick-up charges will be assessed after 3:00 p.m. the day before Thanksgiving & New Years Eve hours. **We do not prorate or refund any closings. Full tuition must still be paid for the week.**

Vacation Credit: If your child has been enrolled in our SKY Club program for one full year (12 consecutive months) from the date of enrollment, you are eligible for a one-week credited vacation per year. Your child may not attend during vacation week. A drop-in daily fee will apply if attending during a scheduled vacation. Vacation days must be used in one full week and may not be carried over to the next year. If vacation is not used during your child's eligibility year, it will be considered voluntary forfeited. Vacation week may NOT be used towards a two-week notice cancellation.

Dismissal or Suspension: Mary's Little Lambs Preschool/ SKY Club may consider termination of a child's enrollment if it is determined that continuation is not in the best interest of the child. Appropriate steps will be made prior to possible termination (ex: parent conferences, TA assistance). Termination may occur on a case-to-case basis when the following occurs:

- Parents fail to pay fees.

- Parents use offensive language or harassing staff.
- Abuse of the policies and procedures.
- Abuse of late pick-up policy.
- Continued enrollment of the child becomes hazardous to the health and safety of his/her self or other children.

Voluntary Withdrawals: Should a parent decide to cancel your enrollment agreement voluntarily, you must notify the Director in writing 2 weeks prior to removing your child from our center. If 2 weeks’ notice is not provided, parents may still be financially responsible for 2 weeks of tuition. If payment is not made for the withdrawal, it will automatically be turned into a collection agency.

Inclement Weather: In the event of bad weather and possible school closing, the facility will be closed if Bentonville Schools announce closing. If Bentonville Schools close for the second full day or more, please continue to watch TV 40/29 or KNWA and Facebook for our operational announcement. The time we open, or close may be modified depending on the severity of the weather. Parents will receive closing notification via ProCare app. Visit www.4029tv.com or www.nwahomepage.com for all school closings. **We do not pro-rate or refund for any closings. Full tuition must still be paid for the week.**

HEALTH POLICIES & REQUIREMENTS: If your child is sick from elementary school, your child may not attend Mary’s SKY Club. Please be sure to call our center.

Disease or Health Condition	Health Requirement as Outlined by Dept. of Human Services	When Can My Child Return?
Fever	101 or greater; or 100 degrees with obvious illness	Must be fever free for 24 hours (24 hours from start of being fever free) or a doctor’s note stating the condition is NOT contagious
Diarrhea	2 or more watery stools in a 24-hour period; or extreme diarrhea	Must be diarrhea free for 24 hours (24 hours from last diarrhea) or a doctor’s note stating the condition is NOT contagious
Vomiting	2 or more occasions within the past 24-hour period; or extreme vomit with obvious illness	Must be free from vomiting for 24 hours (24 hours from last vomit) or a doctor’s note stating the condition is NOT contagious
Rash	Body rashes, not obviously associated with diapering, heat or allergic reactions to medications	Rash must be completely gone before returning or a doctor’s note stating the condition is NOT contagious
Sore Throat	If associated with fever or swollen glands in the neck	Must be free from symptoms for 24 hours or a doctor’s note stating the condition is NOT contagious
Severe Coughing	Episodes of coughing which may lead to repeated gagging, vomiting or difficulty breathing	Conditions must be minimized significantly and a doctor’s note stating the condition is NOT contagious or completely free of symptoms
Pink Eye	Pink or red eye(s) which may be swollen with white or yellow discharge	Must be on antibiotics for a minimum of 24 hours

Scabies, Head Lice, Nits	Tiny insects that live on human scalps and nits (eggs) are found on the hair shaft	May return after treatment and removal of ALL bugs and nits
Mouth sores	Multiple sores in mouth with drooling	Health care provider determines the condition is non-infectious
Ring Worm	A fungal infection of the scalp or skin	After treatment by a health care provider has begun
Impetigo	Skin infection mostly seen on face—bumps or large patchy areas	May return 24 hours after treatment has been initiated
Other	Any contagious disease, illness or health condition	May return based on a doctor's recommendation

***We reserve the right to decline a student from returning to the center after an illness even with a physician's note to return. This will be a case-to-case basis.**

If a **doctor's note** is required, please make sure your doctor includes the following:

1. Child's Name
2. Date the child may return to the center.
3. Statement that the child is no longer contagious.
4. If a rash is not contagious but is still visible, have the doctor notate the expected length of time it will be present.

Other health procedures:

- Mary's Little Lambs Preschool & Mary's SKY Club reserves the right to refuse administering any medications for your child at any time.
- We do not administer Over the Counter (OTC) medications to your child. You may come to administer OTC at any time if it is needed.
- We will only administer prescribed medication at one time that requires 3 or more dosages per day. Medications or treatments must be written authorization from parents. Prescriptions must have the child's name and dosage requirements on the label.
- Medications will only be administered by members of management.
- Arrangements to pick up a sick child must be made within **1 hour** of the time we notify you or your Emergency Contact.
- Parents must inform the Director or staff of any visible or non-visible injury on their child if something happened while away from our facility. Physical bruises and/or cuts on your child will be documented.

Injuries: Parents are responsible for all medical costs for any injuries incurred on the premises of Mary's Little Lambs Preschool & Mary's SKY Club. In case of a minor injury, it will be cared for by a staff member. An accident report will be entered into the ProCare portal to inform you. If a serious injury is involved, you will be notified at once, and if necessary, we will call the designated physician or emergency services. We take every precaution to keep our students safe; however, accidents do happen during play that may not be prevented.

Outdoor Play: The children will go out every day unless prevented by rain or extreme heat or cold. The amount of time spent outside will be adjusted to the temperature. Please dress your child according to the weather or bring extra clothes for possible daily weather changes. It is a licensing policy that children be taken outside for a period every day, unless prevented by weather. Please do not request to keep your child inside if you are concerned about illness. If your child cannot be outside, then your child should stay at home.

Nutrition Mealtime: MLLP IS A NUT-FREE CENTER. Our center participates in the USDA Child Nutrition Program to ensure your child receives the proper nutrition while in our care. We combine a wide variety of freshly prepared meals with reduced sodium, sugars and fats. Students will be served a light snack upon arrival at the center. On full days, they will be served breakfast & lunch according to Mary's Little Lambs Preschool lunch menu & schedule. A sack lunch will be acceptable if it meets nutritional guidelines.

Our center respects religious or cultural meal substitutions (i.e. vegetarian meals). Please notate your child's needs on the enrollment application.

Food Allergy: If your child has a food allergy, it must be accompanied by a doctor's note with an Action Plan in place at our facility. A meal preference unrelated to religious or cultural reasons is not a food allergy.

USDA And Justice for All: In accordance with Federal law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, disability, and reprisal or retaliation for prior civil rights activity. (Not all prohibited bases apply to all programs.) Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotope, and American Sign Language) should contact the responsible State or local Agency that administers the program or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339. To file a program discrimination complaint, a complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form, which can be obtained online, at www.usda.gov/sites/default/files/documents/usda-programdiscrimination-complaint-form.pdf, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to USDA by: mail: U.S. Department of Agriculture Office of the Assistant Secretary for Civil Rights 1400 Independence Avenue, SW Washington, D.C. 20250-9410; or fax: (833) 256-1665 or (202) 690-7442; email: program.intake@usda.gov. This institution is an equal opportunity provider.

Items from home: Students are not allowed to bring toys or any form of games to the center, etc... We will not be responsible for any missing or broken items or replacing or reimbursements for items brought from home. Exceptions include special times such as share-and-tell or theme weeks. Teachers will inform you of these types of events.

Behavior Policy: Discipline will be individualized and consistent for each student and appropriate to each child's level of understanding. Staff will use positive re-direction and teach acceptable behavior and self-control. Discipline will not be physical punishment or associated with food or toileting.

Our expectations for SKY Club students:

- All students must be restrained in safety seat belts & sit on booster seats if under the legal weight of 60lbs.
- Respect yourself
- Respect your teachers & other classmates
- Use inside voice
- Keep hands, feet, and other objects to yourself
- Never interfere with learning by following rules & instructions that keeps you safe

Consequences for abusing the rules may apply:

- Verbal warning

- Time out (stop & think time about the behavior up to the age of individual child)
- Remove from group
- Missing a field trip (if applicable)
- Speaking to parents or parent meeting
- Suspension (for continuous inappropriate behavior)
- Dismissal from program (in cases of severe & inappropriate behavior after several interventions)

Bullying: Respect for the dignity of others is a cornerstone of civil society. Bullying creates an atmosphere of fear and intimidation, robs a person of their dignity, detracts from the safe environment necessary to promote student psychological and emotional safety, and will not be tolerated. Students who bully another person shall be held accountable for their actions whether they occur on the center grounds; off center grounds at a center-sponsored or approved function, activity, or event; or going to or from center or a center activity.

Definition: Bullying is any pattern of behavior by a student, or a group of students, that is intended to harass, intimidate, ridicule, humiliate, or instill fear in another child or group of children. Bullying behavior can be a threat of, or actual, physical harm or it can be verbal abuse of the child. Bullying is a series of recurring actions committed over a period directed toward one student, or successive, separate actions directed against multiple students.

Examples of "Bullying" may include but are not limited to a pattern of behavior involving one or more of the following:

1. Sarcastic "compliments" on another student's personal appearance,
2. Pointed questions intended to embarrass or humiliate,
3. Mocking, taunting or belittling,
4. Non-verbal threats and/or intimidation such as "fronting" or "chesting" a person,
5. Demeaning humor relating to a student's race, gender, ethnicity or personal characteristics,
6. Blackmail, extortion, demands for protection money or other involuntary donations or loans,
7. Blocking access to center property or facilities,
8. Deliberate physical contact or injury to person or property,
9. Stealing or hiding books or belongings, and/or
10. Threats of harm to students(s), possessions, or others.

Students are encouraged to report behavior they consider to be bullying; including a single action which if allowed to continue, would constitute bullying, to their group teacher or the site supervisor. The report may be made anonymously. Teachers and other staff members who have witnessed, or are reliably informed that, as a student has been a victim of behavior they consider to be bullying, including a single action which if allowed to continue would constitute bullying, shall report the incident(s) to the site supervisor. Parents or legal guardians may submit written reports of incidents they feel constitute bullying, or if allowed to continue would constitute bullying, to the site supervisor. The director shall be responsible for investigating the incident(s) to determine if disciplinary action is warranted.

Students found to be in violation of this policy shall be subject to disciplinary action up to and including disenrollment from the program. In determining the appropriate disciplinary action, consideration may be given to other violations of the discipline policy which may have simultaneously occurred.