

Important policy change



To: U-GRO parents

March 7, 2011

From: Greg Holsinger

Re: Summer attendance & fall registration policy

For as long as I can remember, U-GRO has tried hard to be responsive to the scheduling needs of families during the summer months. For example, if a family needs fall enrollment but can do without summer care, our policies have permitted parents to withdraw for the summer while guaranteeing their child's spot for their return in the fall.

This procedure has gone from difficult to not viable as we try to maintain program consistency and quality for all families. As reluctant as we have been to adopt a new summer enrollment policy, it has become necessary for us to develop for a solution that will support both our family's needs and our programming needs.

In developing that solution, we already knew that many childcare centers around the state and nationally require parents to maintain full enrollment (or a holding fee equal to) for the summer regardless of attendance. While this policy would support program consistency, we all felt that this method was not responsive to the special scheduling needs of young families. And so we settled on a much less drastic approach.

Therefore, effective immediately U-GRO will require that families who wish to have guaranteed enrollment for their children must remain enrolled in the program, even if at a reduced level. A minimum enrollment equivalent to two (2) days per week will be required to guarantee any child's position at U-GRO. A family may choose to withdraw, but they will forfeit their guaranteed position and be placed on our waiting list.

Please understand that everyone at U-GRO takes great pride in providing superior service and we are committed to meeting the needs of all of our families. We will continue to work with you as we implement this new policy. Please see your director if you have any questions or concerns. I know that working together we can continue to provide the highest quality consistent educational experience for your children.

Thank you for your understanding and cooperation with this new policy.