**UO Moss Street Children’s Center** – Enrollment and Billing Procedural Information

***Please, Read the Following Before Filling Out an Application for Care.***

This is a summary of some of our operating procedures and practices. Each prospective and currently enrolled parent is expected to review and be familiar with the content of our Parent Handbook, which provides complete explanations and expectations. It is available online at: moss.uoregon.edu.

**Admission**

UO students have first priority for vacancies, followed by UO employees, and lastly, community families. The information you provide on the application form will be used to determine your child’s placement priority. A new application is needed for each academic term for both new and returning children.

Once a family has been admitted, those initial hours confirmed will be offered for the rest of that academic year. The academic year runs fall through spring terms. You will also be able to submit a summer-only application, if you so choose. Then to start a new, up-coming academic year, in September of each year, all child care spaces will again be opened-up to first be offered to UO students, then UO employees and then to community families.

There is a $10.00 application fee per family, and a $15 supply fee per child, each term. Returning families will be billed for these fees. For new families, the application fee is due when you hand in the application, the supply fee will be billed to your account if/when you are confirmed for care.

New Families will need to make a $75.00 confirmation deposit. This initial confirmation deposit is due at the time of confirmation of your child's scheduled hours. This fee will hold that scheduled space in our program until your child starts care. While it is not refundable, it will be applied to your first month's bill.

**Scheduling**

Moss Street is open Monday through Friday from 7:30a - 5:45p. The daily scheduling options that are available in block times for Littles, Middles, and Preschool rooms all year and for School age rooms during summer and break weeks are: 7:30-12:30, 7:30-3:00, 7:30-5:45 and 12:45-5:45. Care for Kindergarten through 5th grade children can be scheduled around public school schedules on school days for which the time blocks are: 2:30-5:45, and on early release days, 1:15-5:45. On 4j elementary, no-school days, the block times available will be: 7:30-5:45, 7:30-12:30 and/or 12:45-5:45. The block times mentioned above are how we schedule our staff. Thus, whether you use the entire block time or not, you will be billed for those blocks during the term that you sign up for and accept on your child’s application form.

**Schedule Changes**

Prior to the beginning of each term there is a set date by which any schedule changes must be received. Such requests must be made in writing and must be submitted prior to the following dates for each term: Fall Term Changes- by Aug 15th for Preschool/Middles/Littles; by Sept 20th for School-age only. Winter Term Changes- by Dec 15th; Spring Term Changes- by Mar 15th; Summer Term Changes- by June 1st. After these deadline dates, reductions in scheduled hours will not be approved. If you want to add hours after these dates, it will be based on space still available. If you want to cancel all care after a term’s schedule change deadline has passed, that will become effective one month from submission of that written request.

**Deadlines**

Please note the deadlines listed on each term's application! Applications are due in the program for returning families and in the office for new applications, by the date noted. Remember a new application is needed each academic term for every returning and new child.

**The Moss Street Year**

Moss Street operates on a schedule based on the University of Oregon calendar. Therefore, only limited care is available during university between-term breaks. In addition, Moss Street is closed December and Spring Break weeks, many public holidays, and one week in late August/early September for staff in-service and fall prep days.

**Billing**

There are three monthly bills for each term enrolled. At the beginning of each month you pay ahead for the next four weeks of care scheduled and any drop-in/meals accrued for the previous 4 weeks of care. This is different than most child cares! So, please note that you are paying ahead for the next four weeks of the set, weekly schedule you agreed to and for which you were confirmed for a given academic term. Meals are billed after they occur and are bundled together as a line
item on the following month’s billing statement. Billing dates for both weekly set schedules and previously served meals are indicated on each statement.

Cash and check can be used to pay your bill directly at Moss Street, as we do not currently take debit/credit cards. Also, UO affiliated families can choose to have their monthly bill transferred to their main UO account, where online payments are possible. If you want this option, then we need the request in writing, and you are still committed to paying each transferred amount within the same timeline as if you were paying directly at Moss Street.

By the 1st of each month, billing statements are placed in parent mailboxes, located at the entrance to each classroom, and labeled by child’s full name. You are asked to pay upon receipt and at the latest by the end of the first week of the month.

If a family does not keep their account current, they will not be able to continue care into the next month, nor will they be confirmed for care for any future terms. Charges are still in effect for days a child is absent (i.e., due to illness, family vacation, relatives visiting…) and will not be reversed. The block times that you are offered and you agree to for a given term are yours to use as you choose, that space is reserved for your family. You are charged for the entire block scheduling times you are offered, that is how we can always have adequate staff in the classroom to maintain our low child-teacher ratios. Thus, once child care schedules are set for the term, our staff costs remain the same, and thus the cost of care to you also remains the same.

**The USDA Food Program**

Our on-site cook plans, buys our food, and prepares the meals that your child will eat while in our care. Whenever financially feasible, organic food is purchased, however, many of the items we use are not organic. Breakfast is served about 8:45 a.m., Lunch about 11:45 p.m. and afternoon Snack about 3:00 p.m. Our menu rotates every week and printed menus are posted in classrooms and on parent bulletin boards. There is a charge for meals served to your child. The charge is either fully paid by the parent, partially paid by the parent (and the remainder by the USDA food program) or free to the parent (with USDA paying the full meal price). One of the enrollment forms asks about your income, which determines what price, if any, you will pay per meal. There is an additional form for those needing a dairy/milk substitute, such as soy. If applicable to your family, ask for this medical food substitution form at the office.

**Nondiscrimination Statement/ Addressing Your Concerns**

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at: [http://www.ascr.usda.gov/complaint_filing_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html), and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

1. mail: U.S. Department of Agriculture
   Office of the Assistant Secretary for Civil Rights
   1400 Independence Avenue, SW
   Washington, D.C. 20250-9410;

2. fax: (202) 690-7442; or
3. email: program.intake@usda.gov

This institution is an equal opportunity provider.

The staff in the best position to address your concerns varies with the nature of the issue. All general program concerns over classroom administrative procedures can be presented to the Child Care Director, who can be reached at 541-346-4384. Billing concerns should be directed to Robynn Medew, Account Technician, in the main office. Problems unique to one classroom are best directed initially to the Lead Teacher.