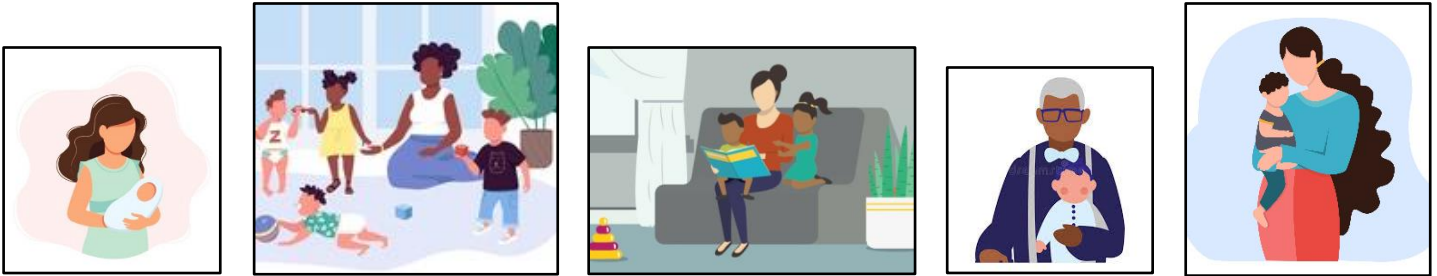


In-Home Child Care Services

Provided by Piedmont Global Preschool and Child Care LLC

Today's parents have unique and dynamic schedules as they balance children, careers, and the pursuit of advanced degrees. Finding trusted care providers can be challenging. Piedmont Global Preschool and Child Care (PGPCC) is a 5 Star child care facility that has been highly rated by Triad parents for over a decade. We are pleased to expand our services in Spring 2022! Our in-home services can now supply children with an early childhood or school-age Teacher for half days or full days, scheduled in advance. **Our exceptional Teachers provide skilled child care at your own home, including an age-appropriate learning activity, care details, photographs, and videos of your child(ren)!**



GENERAL GUIDELINES

The regular hours of operation for PGP In-Home Services are 7:30am – 6:15pm, Monday through Friday, year-round.

Children will be cared for at their residence, or at the home where at least one of the children in care resides. Children may not be cared for at the Teacher's place of residence. No more than four children are permitted to be in the care of one Teacher. Children between the ages of 6 weeks and 12 years old may be supervised by the Teacher. A special Travel Waiver is required if the Teacher is to provide transportation from your home to an outing or activity. Teachers are not permitted to provide transportation to or from any preschool or childcare facility.

After completing our easy membership process, Client Families may request and "book" our Teachers using the phone app provided. A key benefit of our organization is that although you must book the daytime services of early childhood Teachers directly through Piedmont Global Preschool and Child Care, you may also utilize these same provider contacts on your own after hours, including weekdays after 6:15pm, weekends, and holidays!

ONBOARDING PROCESS

1. Client Family completes the Application for In-Home Services and remits the \$100 Application Fee. The application includes a color copy of a photo ID for all persons living in the home age 16 and up.
2. PGPCC Representative completes an on-site home visit.
3. Client Family is approved for receiving teacher placements by PGPCC Administrators.
4. Client Family remits the Policy & Fees Agreement and the \$365 In-Home Services Annual Membership Fee.
5. Client Family may begin requesting Teacher "bookings" using the app or website provided.

Piedmont Global Preschool and Child Care

3907 W. Market St. Suite B

Greensboro, NC 27407

(336) 814-3931

Email for in-home services: PGpreschool123@bellsouth.net

FEES AND PAYMENT POLICIES FOR PGPCC IN-HOME SERVICES

Start-up Costs

In Home Services Application Fee: \$100.00 per family (one-time fee)

In-Home Services Annual Membership Fee: \$365.00 per family. The Membership Fee is due at the time of initial membership AND again each succeeding year on Sept 1st.

Rates for PGP In-Home Child Care Services Effective March 1, 2022						
Number Children	Half Day AM 7:30am - 12:15pm <i>(time frame is sometimes firm)</i>	Half Day PM 1:30pm - 6:15pm <i>(time frame is sometimes firm)</i>	Full Day 7:30am - 5:30pm <i>(10-hour time frame is flexible)</i>	Last Minute Bookings <i>(under 48 hours)</i>	Special Care	Teacher Sharing Discount
	4 hrs and 45 mins	4 hrs and 45 mins	10 hrs	Urgency Fee	Sick/Injured Child	
1	\$95	\$95	\$190	+ \$30	Call for info	25% discount
2	\$120	\$120	\$240	+ \$30	Call for info	25% discount
3	\$140	\$140	\$280	+ \$30	Call for info	25% discount
4	\$160	\$160	\$320	+ \$30	Call for info	25% discount

PAYMENTS FOR CHILD CARE SERVICES ARE DUE DAILY

Client Families shall make payments for all services rendered between the hours of 7:00am – 6:15pm directly to Piedmont Global Preschool and Child Care through the app or software provided, or as directed by an administrator. The full amount due shall be paid electronically using the app or software provided, on the day of service, no later than 6:30pm. A Client Family may elect to combine daily payments or make payments in advance, however no refund for overpayment or advance payment will be given. Clients may apply an overpayment or account credit toward future services. **Teachers must be booked directly through PGPCC whenever they provide services during the Preschool's operating hours.**

TIPPING

Client Families are not permitted to tip Teachers with cash, checks, or electronic transfer of funds. Non-monetary gifts may be given as a token of appreciation.

LATE PAYMENT FEES

Client Families shall remit a late payment fee of ten dollars (\$10) per day for payments due, but not paid by 6:30pm on the day of service. After more than one instance of late payment, PGPCC may elect to spontaneously end this agreement without refunding any fees or charges.

LATE RETURN FEE

Client Families shall remit \$1.00 per minute for any late returns beyond the allocated service time.

TEACHER-CHILD RATIO

- Up to 4 children, who are all related, are permitted be in the care of one Teacher.
- In the instance of Teacher-sharing, one teacher may care for a maximum of 2 children at once.

TEACHER-SHARING

Teacher-sharing may be achieved by families working together where each participating Client Family has completed the PGPCC membership process, or the Teacher brings her/his own child(ren) when providing services to the Client Family. Teacher-sharing is encouraged because it promotes socialization among children as well as conscious use of quality child care Teachers, which are a limited resource. Any and all Teacher-sharing arrangements must be approved by PGCC administration in advance. When children from more than one household are present, each Client Family will be charged for their respective number of children present and a 25% discount will be applied to each family's daily charge. Client families are free to choose whether they wish to participate in Teacher-sharing.

LAST MINUTE SERVICES

When a Client Family requires services with less than 48 hours of advance notice given, and PGCC is able to provide the Client Family with a Teacher, the Client Family shall pay an additional Urgency Fee of \$30.00.



SICK CHILDREN

In some cases, we may be able to provide care for a sick or injured child. For example, a COVID positive child that is mildly ill can potentially be cared for by a Teacher that is vaccinated, boosted, and recovered. Please call to discuss your situation with an administrator.

NIGHTS, WEEKENDS, and HOLIDAYS

Client Families may secure the services of PGCC Teachers on their own, without issue, ONLY outside of business hours which includes evenings no earlier than 6:15pm, weekends, and holidays while PGCC is closed. Holidays include but are not limited to New Year's Eve, New Year's Day, Martin Luther King Jr Day, Good Friday, Easter Monday, Memorial Day, Juneteenth, Fourth of July, the day after the Fourth of July, Labor Day, Thanksgiving Day, the day after Thanksgiving and Christmas Eve, and Christmas Day, the two days after Christmas.

FREE PRESCHOOL APPLICATION & ENROLLMENT PRIORITY

Client Families that have fully completed the Membership process for PGCC In-Home Child Care Services may also apply for enrollment at any of our early childhood programs, and the application fee is waived. A separate application must be completed for each child seeking placement in a preschool classroom. Member families will be given priority for classroom placement at Piedmont Global Preschool and/or Wishview Children's Center.

CONFLICT-OF-INTEREST AND NON-COMPETE POLICY

In consideration of the Teacher placement services that are potentially provided by Piedmont Global Preschool and Child Care as described above, the Client Family may only employ PGCC's Teachers directly through PGCC. The Client Family may only refer others to PGCC administration, -never to a Teacher directly. This strict policy is in effect from the time of paid membership until completion of the five-year period following the Client Family's last use of PGCC services.

If the Client Family does employ any PGCC Teacher directly (instead of through our organization), either during business hours, or outside of business hours a.k.a. "after hours", whilst they are not an active, fully paid member in good standing, the Client Family will be charged and shall owe to PGCC the Teacher Replacement Fee of \$6,000.00 (six thousand dollars) as well as all attorney charges, court costs, and legal fees accrued to resolve the issue.

REVISIONS OF FEES AND POLICIES

PGCC may revise the Fee and Policy Schedule from time to time with a 30-day notice provided to Client Families.

PROCEDURES & AGREEMENTS FOR IN-HOME SERVICES

Provided by Piedmont Global Preschool and Child Care LLC ("PGPCC")

PGPCC In-Home Services Administration will:

1. Maintain a confidential file for each Client Family.
2. Provide an initial Home Visit.
3. Work to match the family with an available Teacher at least forty-eight (48) hours in advance on a first come, first served basis for children ages 0-12.
4. When possible, match a Substitute Teacher if the original Teacher should become ill or unavailable.
5. Compensate the Teacher and collect payment for services provided.
6. Provide software to facilitate communication between Client Families, Teachers, and PGPCC Admin staff.
7. Share each Teacher's qualifications and training background upon request. Offer training and assess the Teacher's work performance.

Teachers Employed by PGPCC In-Home Services will:

1. Have their own transportation and be willing to travel to Client Families in/near Guilford County, NC.
2. Have completed the NC DHHS Child Care Criminal Background Check Qualification which includes fingerprinting, state and federal criminal history screening, sex offender screening, and motor vehicle screening.
3. Have completed training which may or may not include CPR & First Aid, Red Cross Babysitting, Recognizing and Responding to Child Maltreatment, Managing Allergic Reactions, and SIDS.
4. Maintain confidentiality about all information and materials related to Client Families.
5. Share their immunization history and COVID-19 vaccination status upon request.

The Client Family will:

1. Arrange a Home Visit with a PGPCC Administrator to discuss the following topics at minimum: Tour of Home, Child Allergies, Feeding Schedule, Sleep Schedule, Pets, Special Safety Notes, Weapons, Screen Time, and any Play Restrictions.
2. Accept liability for any injuries, damages, or death that occur at your home, or whilst the Teacher and children are engaged in outings wherein your home is the departure site.
3. Employ PGPCC's Teachers only through PGPCC, and never directly through the individual during business hours between the hours of 7:30am and 6:15pm.
4. Not ever offer employment or otherwise hire or retain any of PGPCCs teachers.
5. Employ Teachers on their own, for services *after hours*, only while they are a member that is actively utilizing PGPCC services and has used PGPCC services within the last 90 days.
6. Never share a teacher's contact information while actively using PGPCC services or during the five-year period following the termination of use of PGPCC services. Refer others and potential new families only to PGPCC administration and not ever directly to a Teacher.
7. Remit on-time payment according to the rate schedule for application, annual membership, child care services, and any applicable late fees. PGPCC rates and policies for in-home services are subject to be revised with notice.
8. Pay 50% of the scheduled balance due for any allocated services cancelled in under 48 hours, for any reason. One, no-cost cancellation, is allowed per membership year.
9. Provide PGPCC with correct information for/related to Teachers and/or time worked as requested.
10. Provide PGPCC with a written notice if they wish to stop or terminate services.

PARTICIPATION RELEASE AND AGREEMENT

This Participation Release and Agreement (the "Agreement") executed on this ____ day of _____, 20____, by the parent(s) or guardian (the "Guardian") having legal custody and/or the legal guardianship of _____, a minor child (the "Child") agrees to the following terms in accordance with their participation and use of Piedmont Global Preschool and Child Care LLC's services.

In consideration of services provided by Piedmont Global Preschool and Child Care LLC (PGPCC), as the Guardian, on behalf of myself, and on behalf of my Child, and further including my spouse, partner, family members, agents, estate, assigns, and any other persons acting or purporting to act on my or my Child's behalf (collectively the "Client Family"), do hereby expressly and voluntarily release and forever discharge and hold harmless PGPCC and its successors and assigns from any and all liability, claims, and demands of whatever kind or nature, either in law or in equity, which arise or may hereafter arise out of or in connection with the child care services operated by PGPCC.

The Client Family agrees that its use of PGPCC's services is at the Client Family's own risk. Notwithstanding the foregoing, it is understood and agreed that PGPCC employees remain individually liable and responsible for claims arising from conduct outside of the PGPCC employee's scope of work.

Further, it is understood and agreed that, except as expressly stated in this Agreement, PGPCC assumes no liability or responsibility for, and makes no express or implied guarantees, representations or warranties about any information, material, services, referrals, employees, or potential employees provided to Client Family.

Additionally, the Client Family agrees to indemnify, defend, and hold PGPCC, harmless against any damages or liability whatsoever arising out of or in any way in connection with the Client Family's conduct, negligence, omission, or misconduct.

If the Client Family employs or hires a Teacher, or any other PGPCC employee outside of the terms of this Agreement, the Client Family shall be liable to PGPCC for the full value of the Teacher replacement cost of \$6,000.00 (six thousand dollars), plus the cost of training the individual. If the Client Family provides Teacher information to any other party, or otherwise refers or engages a teacher during or after business hours, resulting in employment of the Teacher by another individual or agency, the Client Family will be responsible for paying to PGPCC the full Teacher replacement cost of at least \$6,000.00.

Further, PGPCC's aggregate liability for damages of any kind under this Agreement shall be limited to the amount of the fees received by or owed to from the Client Family, excluding the Client Family's financial responsibilities for previously allocated services. If any waiver, exclusion, or limitation of damages is not permitted by law, PGPCC's liability is limited to the maximum extent that the organization is insured.

The Client Family is responsible for all costs, attorney fees, legal fees, and interests related to collections as referenced in the most current Fees & Payment Policies document. This agreement shall be effective as of the date below and shall continue until services are terminated by either PGPCC or the Client Family by providing written notice of the termination to the other party. The conflict-of-interest and non-compete Teacher stipulations remain effective until 5 (five) years after termination of services.

The following Parents or Guardians agree and approve of the policies and procedures herein:

Printed name _____ Date _____ Signature _____
Relationship to Child(ren) _____

Printed name _____ Date _____ Signature _____
Relationship to Child(ren) _____