



## TOLCA FREQUENTLY ASKED QUESTIONS (FAQS)

**What are your hours of operation?** We're open year-round Monday through Friday from 6:00 a.m. to 7:30 p.m.

**What days are you closed?** The daycare closes for most statutory holidays. We're also closed between Christmas and New Year. (Calendars will be provided of Academy closures).

**Do you host Open House?** Yes, we host Open House so that parents can tour our facility and see what their children have been doing. Please contact us to find out when we'll be holding the next one.

**When my child graduates from one program to another (i.e. Toddler to Pre-school), do I need to re-register?** No. We automatically register your child in the next program, guaranteeing a space and continuing care for as long as you need it.

**Is parking available at your facilities?** Yes, we have ample parking at our locations, making it easy for you to do drop-offs and pick-ups each day.

**Do you have an "Active Shooter Plan?"**

Yes, we have an action shooter, fire; and inclement weather plans.

**Is your daycare nut free? And what about other food allergies?**

Yes, we operate an entirely nut free environment. For other food allergies, our cook will gladly prepare alternative meals for your child. All staff will be trained on the use of EpiPens.

**Do you provide transportation?** Yes, within a 5-mile radius (check with the office for extended routes).

**What meals do you provide:** Breakfast, Lunch, Snacks and Dinner (after 5:00 pm)?