



Monte Tavor Newsletter

Spring and Summer Events

The month of May has sneaked up on us unexpectedly. Our calendar is booked with Earth Day this Friday May 7, 2016 at 9:00 am, Toddlers performance on May 14, 2016 at 9:30 am, and Parent Conferences will be from May 16-20 ([schedule a time on line](#)) Before we know it June will be here with the visit from Wild Care, the Summer Picnic at Ardenwood, and the final event of this school year with Graduation and Preschool Dance Event. Graduates at that point will be moving on to their new phase of their lives with an entirely new set of adventures. Check our website for all these events listed on the Monte Tavor calendar or refer to the second page of this Newsletter.

Summer dances and practices have already begun. Younger toddlers do not seem to realize that they are practicing for a real performance. Toddlers' performances during rehearsals go very well. Unfortunately it does not always go as planned on the actual day. Stage fright is always a factor for children of this age group. Maybe it's a combination of the music being much louder than the rehearsals, all the commotion and excitement coming from the huge "crowd of strangers" cheering them on, or maybe it's when "mom" or "dad" doesn't just say "goodbye, see you later" at the front door, that they realize something "big" is going on. Toddler performances have been named the "crying stage of practice" for real performances in the near future. Young children either will freeze or cry during their entire first performance. After their first year however, every child consistently get more and more comfortable performing in front of a crowd each year, with their final performance before graduating always being the year where they truly show their acquired skills and have the opportunity to shine. Seeing as they have a few years of experience performing on stage, they become naturals. They find themselves being more relaxed, confident and coordinated. Their moves become more prominent and precise. Stage fright is the main reason we ask parents to drop off children earlier and to arrive 15-20 minutes later, giving the children the impression that it is a regular school day. Last year children were taken into our 5th area to get dressed and parents entered through the driveway

and walked into the third area. It seemed to work much better. The Toddler performance will start at 10:00 am promptly. Children should arrive between 9:30 and 9:45 in order to get into their outfits and begin the performance on time. Children participating will be birthdates (8/26/13-10/20/14), older children will participate in the preschool dance performance on July 16, 2016 at 10:00 am. (9/18/10-8/12/13). May, June and July will have the most opportunities for current and new families to experience Monte Tavor to the maximum. All that Staff members, providers and administrators can think of is enjoying the activities for the summer months and getting a relief from the long and arduous month of April in preparation for conferences. The water play, dramatic play themes such as the restaurant, the beach, the vacation, water painting, bubbles, and the sprinklers will be at the top of the list for summer free choice activities.

SmartCare and Billing System

While we are now used to the new signing in and out experience, we ask that if you forget one of the three options, (phone App, Key card or your 8 digit pin) to please tell the greeting teacher or provider to sign your child or children in or out or send us an e-mail to accurately input this information. The teacher or provider will do so as soon as a moment presents itself. But, if for any reason the teacher or provider does not accurately input the time they will not be held fully accountable for such error, although it is completely fixable. For this reason we ask that you always bring your phone App, key card or memorize your 8 digit pin code. April 4, 2016 was our official start date for SmartCare. Policies and procedures that are already part of the Monte Tavor Parent Agreement, such as late fees, have been provided to SmartCare and will be reflected on your billing summary account and statements. You are now able to view your billing account and statement along with other information in the SmartCare app or from any computer by clicking on the "Parent log in" at www.smartcare.com. We still were able to take payments during the first month, while still getting used to using the new system. This month we will no longer accept personal checks or online bill payments that are essentially a check received in the mail.

Payments continue to be due every Monday in advance, but families may choose to pay as many weeks in advance as desired. When doing this each week you will still receive a summary of your bill reflecting the remaining credit indicated by a negative balance. We will happily assist those requiring additional help. If there is an issue that our office isn't able to address we have a personal customer assistance manager who deals directly with Monte Tavor's SmartCare system; a faster alternative to SmartCare's customer service. Our old billing system and SmartCare are now two complete separate systems. If families were to continue to pay with us, it will offset your SmartCare account and look as if you have not made a payment simply because it will take a week or two to reflect current. Please indicate if not already done so which parent will be the main account holder receiving billing statements. Autopay is another feature that can be easily set up. 31% of families are paying with credit cards, 66% are on ACH transaction, 6% on autopay, 2% still paying with checks as of 5/2/16.

We have mailed many emails, but once again, if your phone app begins to not work properly simply log out from the setting tab and log completely back in. We have had several parents fix their minor app issues with this simple step. Families who may have started paying prior to April 4, 2016, may still reflect a credit on their account. This credit will be applied for the actual week(s) in March by this week.

Drop off and Pick up Information

As a precaution we ask parents to no longer allow children to play anywhere located between the exits and sidewalk. The front steps of 3520-3512 are very steep and the areas covered in woodchips are slippery as well as dangerous especially for young children of all ages. Please refrain from letting your child or children play in such unsafe areas. Lastly, a reminder about prohibited parking. Please refer to our previous email for additional information. Main points are as follows: Undivided attention and awareness while maneuvering through Laguna Avenue. No more obstructing any part of the sidewalk to park. No more parking IN ANY driveway. BLOCKING the driveway of 3520 Laguna will no longer be permitted. Parking (parallel to street) permitted ONLY as long as you are considerate to others (time-wise), when you drop off or pick up and if no other parking presents itself. We appreciate everyone's cooperation. Monte Tavor has always had a great relationship with neighbors in regards to parking and traffic and we would like to

Winter 2016

DAYS CLOSED and Events

- **May 7, 2016 Earth Day Parent Volunteer Day. Spend the morning in our gardens 9:00-10:00 am Join us!!**
- **May 14, 2016 Toddler Dance Event at 10:00 am Join us!! [RSVP](#)**
- **May 16-20 Parent Teacher Conferences. Schedule on line [Conferences](#)**
- **Closed May 30 Memorial Day**
- **Closed June 2-3 SPRING BREAK**
- **June 10, 2016 Wild Care Visit 9:00 am**
- **June 18, 2016 Ardenwood Farm Family Picnic and Pot Luck 10:00 am Join us!!**
- **CLOSED July 4 Independence Day**
- **July 16, 2016 Summer Dance/Graduation**
- **CLOSED July 25-30 Summer Break**

Monte Tavor's Contact information

You can always reach us 24 / 7 days a week at

hmontetavor@aol.com

During business hours 7:00-6:00 pm
(510) 967-2876 Cell Line

During non-business hours or leave messages
(510) 531-3328 General Line

Website www.montetavor.com

Thank You Families!

Thank You for allowing us to be part of your child's life and discovery years and we thank you for the continued support of our programs.