

PARENT HANDBOOK



Mount Pilot Child Enrichment Center
Providing a Brighter Future For Tomorrow's Children Today!

2009

www.mountpilotcec.com

Preface

Dear Parent:

Thank you for enrolling your child in Mount Pilot Child Enrichment Center. This manual serves as a guidebook to answer any questions you might have on the policies of the center. As new situations arise, or if a policy needs to be changed, we will provide a two week notice before the policy takes effect.

Thanks,
Administration

Admission Policy:

MPCEC accepts children 6 weeks to 12 years of age. Prior to submitting an application, parents are **required** to schedule and make a tour of the center with the administrator and meet all applicable staff. Please take this time to ask any questions you might have.

Applicants are required to submit a complete application. The application consists of the following forms:

1. Application
2. Feeding Schedule(children less than 15 months of age)
3. Medical Exam
4. Immunization Record
5. Discipline Policy
6. Permission for Play Outside Fenced Area
7. Documentation of Receipt of Policies
8. Documentation of Receipt of Summary of Child Care Law

Once a spot has been offered, the parents have two weeks to either accept or deny the offer. Upon a parent's acceptance of an offer, the \$25.00 enrollment fee will be due. All registration paperwork and payment for the first week of care must be turned in at least two business days before the child's start date.

Payment Agreement:

Parents will be required to sign an agreement indicating the method of payment they will use while their child is attending the Center. Tuition may be paid to the Center in advance of care on a weekly or monthly basis, with either a personal check or money order, or by cash. Payments are to be made on Monday mornings in advance each week or on the first day of the week that your child attends. There will be a late fee of \$20.00 for all payments that are not received in full by this time. If fees are not paid by Wednesday, we ask that you keep your child out of the Center until your financial situation has improved. If your child's tuition fee has not been received by Friday, or arrangements have not been made with the Director, it will then be necessary to re-enroll your child before returning them to our care. Your payments are designed to hold a spot for your child in the Center, and without your weekly fee, your child's spot cannot be saved. Enrollment fees are \$25.00 per child and are due at the time that you enroll your child. Registration fees are \$25.00 per child and are due every August 1st. These fees initially or annually are non-refundable. Parents who receive subsidy payments from any outside source will be responsible for all payments that are not paid for by the subsidy source. Ex. enrollment fees, co-payments, overage and cost that occur because of expired contracts. You will be charged a fee of \$35.00 for all checks that are returned due to insufficient funds. You will be responsible for making the payment for the amount the check was

written, the return check fee and the late payment fee in full and payable in cash. Future payments may also be subject to cash only payments.
"Ex. Amt. of Ck. +\$35.00 +\$20.00"

Vacation/Holidays:

Holidays

Holidays for which the center will be closed are considered paid holidays as outlined in the center calendar.

Vacation

After your child has been enrolled in MPCEC for one year, he/she will be entitled to one calendar week vacation each year without charge. A week notice would be preferred.

Items Supplied By Center:

- A selection of generic baby foods, formula and baby cereals
- Breakfast, lunch and afternoon snack based on state guidelines including whole milk to children and juice and water as indicated on menu.
- Sheets changed on cribs daily, on nap mats weekly
- Specific brands or particular items must be supplied by parents and labeled with child's name

Hours of Operation:

The Center is open Monday through Friday with exception to the days listed for holidays and staff development on the calendar. The Center opens at 6:45 A.M. and closes promptly at 6:00 P.M.

Communication:

We ask that you supply us with all contact information as it changes after receipt of your initial registration form. In addition to telephone numbers, we ask that you supply the Center with your e-mail address if you wish to receive information. If we do not have your e-mail address, you will find copies of necessary information posted on the parent bulletin board.

Items Supplied by Parents:

Diaper cream, sunscreen, or any medications or topical ointments must be supplied by parents and accompanied by a consent form (online). Parents are encouraged to dress their children in seasonally suitable play clothes that are appropriate for inside and outside play. Each child should have a complete change of clothes at the Center at all times. Children who are beginning toilet training must have 2 extra changes in their cubbies each day. Parents should check every day for soiled clothing to be taken home, and periodically to make sure that the clothes

still fit and are appropriate for the season. All clothing left at the Center must be labeled to help avoid loss.

Children may bring a special blanket and security toy. Parents should check with the staff for their child's group concerning policies for bringing other toys and/or items for sharing. Weapons and "fighting toys" may never be brought to the center. Parents and children should be aware that when toys and items for sharing are brought to the Center there is increased chance of breakage and/or loss. The Center cannot assume responsibility in the case of breakage or loss.

Donations:

Mount Pilot Child Enrichment Center wants to be affordable for all parents. It also wants to maintain good caregivers to provide for your family. MPCEC opens its doors to donations of toys, books, etc. All donations will be noted and appreciated.

Grouping and Staff:Child Ratios:

Children are grouped in the Center to comply with North Carolina State Licensing Codes. Children are enrolled so as not to exceed the following except during designated special events (movie watching, outside play):

- Infants (6 weeks – 12 months) 1:5
- Toddlers (12 months – 2 years) 1:6
- Two and Three Years 1:10
- Three and Four Years (3-4 years) 1:15
- Four and Five Years 1:20
- Five Years and Over 1:25

Curriculum:

We currently use High Scope as our curriculum in all classrooms. Please feel free to check their website, www.highscope.org, for more info.

Attendance Policies:

All parents are required to check in upon arrival at the Center and check out their children on their way out of the building to ensure compliance with North Carolina licensing codes. Additionally, parents must make verbal contact with a staff person upon arrival or and sign out at departure to assure that the transfer of responsibility for the child has taken place.

Attendance will be monitored to determine compliance with enrollment contracts. Full-time is defined as 5 days per week and no more than 11.25 hours on any given day. Rates for attendance after 11.25 hours will be billed at a rate approximately one-and-a-half times the usual rate: \$3.50 per hour.

Center Visitations:

The Center operates with an open door policy and custodial parents of enrolled children are welcome to visit anytime. If parents wish to participate in particular activities, however, it is important that staff be notified before making a visit, as activities vary from day to day.

Late Pick Up of Children:

The building should be cleared by 6:00 P.M. Any parent/guardian/authorized person who is not out of the Center by 6:00 P.M. will be considered late in picking up their child(ren). Whenever possible in cases of emergencies causing late pick-up the Center must be notified by phone. The fee charged for late pick-up will be \$1.00 per minute per child.

Late fees will also be incurred anytime a sick child is not picked up within one hour of a call or e-mail indication that a pick-up is needed. More than three occurrences of late pick-up in a 6-month period may result in loss of attendance of Center for 1 day to occur within 2 days of notification.

Snow or other Bad Weather Cancellations:

If the Director decides prior to opening hours not to open the facility, families will be notified by telephone, television broadcast on WXII 12 and via email. If the facility must close during operating hours because of snow or storm, the Director will notify families by telephone.

Emergency Policy In Case of Failure to Pick Up a Child:

In the event that a child is not picked up by 6:00 P.M., staff shall use all contact information in attempting to arrange for the earliest possible pick-up of any child remaining in the Center after closing. Staff shall attempt to contact the Director or Assistant Director in the event that parents are unreachable and an alternate pick-up might be arranged. If we have not had phone contact with a parent by 6:15 P.M., we will begin calling emergency contacts. If we release a child to one of the emergency contacts and staff then leaves for the evening, the information will be left on parent answering machines whenever possible and in a message on the Center's front door.

If a child has not been picked up by one hour after Center closing time or notification of emergency evacuation, and all attempts to reach parents/guardians have been unsuccessful, staff shall call the police for the jurisdiction in which the child lives and request that they assist in locating a responsible adult to pick up the child. Police may help by going to the child's residence and by performing any other appropriate investigation. The police should be requested to report their finding to the Center as soon as possible.

Authorized Pick Ups:

North Carolina State Codes require that the Center be provided with a list of those persons who are authorized to pick up a child, as well as any persons not permitted to pick up a child. A statement signed by the parent must be provided to the Center to authorize anyone other than those individuals listed on the enrollment form to pick up a child. Faxed, signed permission will be accepted, but phone authorization will not be accepted.

Emergency Communication and Contacts:

Parents are expected to provide the Center staff with any and all contact numbers we might need in order to reach you. This includes home, work, pager, and cell phone numbers as well as e-mail addresses. In addition, the Center should have names and numbers of co-workers who might be able to locate you if you are out of your office. We request parents to provide names, complete addresses, and phone numbers of at least 2 people from different households who could pick up their child in an emergency. Please be advised that Center staff are authorized to call your emergency contacts to pick up your child if we are unable to reach you in a reasonable amount of time depending on your child's condition. In the event of a need to evacuate the Center (weather emergency, for instance), our evacuation location will be announced on Channel 12 and the Center's website.

Holidays:

The Center will be closed on holidays as listed on the Center Calendar. Parents will be charged for all holidays that fall on a regularly scheduled day of attendance for their children, regardless of attendance.

Grievance Procedure:

Although the Center makes every attempt to offer the highest quality care to all children and families, there may be occasions when parents have concerns about particular events, situations, or staff. In this event, parents are encouraged to talk to their child's direct caregiver as a first point of contact. If they have tried this without satisfactory results, or if the concern is serious enough to warrant immediate administrative review, parents are encouraged to contact the Center Director. The Director will then schedule meetings as necessary with appropriate parties to gather relevant information before deciding on a course of action. Parents will be informed, as appropriate within confidentiality requirements, as to the result of the Director's inquiry and action taken. Again, our goal is quality child care and we encourage parents to bring their concerns to us so that we can work together to ensure that quality.

Withdrawal of a Child:

Any family planning to withdraw their child from the Center must do so by completing a Change Form available online or from the director. The form must be completed and returned at least two weeks prior to the last scheduled date of attendance. Parents are obligated to continue payment of fees to meet this requirement regardless of child's attendance.

Parent Involvement:

Periodic classroom and Center-wide events are held. There are many opportunities for parents to participate directly with children by volunteering in the classroom or helping with special activities. Parents can also provide support by doing things such as collecting materials or items requested by teaching staff, helping to construct needed equipment, repairing broken toys or torn books, making learning games for children to use, loaning educational materials, etc. All efforts benefit the children and are greatly appreciated by the staff.

Health Policies:

The Center attempts to maintain an environment as free of infectious agents as possible. Special housekeeping and staff procedures are key parts of this effort, but parents play a critical role in maintaining the health of the children at the Center. All parents should familiarize themselves with the following health policies so as to ensure that children receive proper immunizations and that sick children do not expose others to illness.

Prior to enrollment, parents must submit a North Carolina State Health Form, completed by a health care practitioner, including proof of recent physical examination and up-to-date immunization records, except in cases where there is parental objection on religious grounds.

For religious exemption from immunization a parent must submit a completed North Carolina Certification of Religious Exemption form that has been signed by a notary public and stamped with the notary seal. This form can be obtained at any health department, local school system, or social services department. Upon arrival at the Center, parents are asked to wash their children's hands with liquid soap and running water. The Health Department also recommends that children's hands be washed before leaving the Center at pick-up as well.

Parents are required to wait in the classroom at drop-off long enough for staff to greet the child, perform a Daily Health Check, and accept child into attendance for the day.

Parents are required to inform the Center within 24 hours if their child develops a communicable disease (see enclosed chart.)

Infants must accept formula or breast milk from a bottle prior to enrollment, in order to ensure that proper feeding can be provided by our staff.

Sanitation:

We follow all guidelines set forth by the North Carolina Department of Sanitation. All tables and chairs are washed and sanitized before and after every meal and again at the end of the day. Sinks are washed and sanitized at least at the end of every day or as needed. Each classroom has a weekly cleaning list. Each item is washed and sanitized by the employee at some point during the week. The schedule is as follows:

- Monday- Kitchen Center, Baskets, Table Legs and Chairs and Legs
- Tuesday-Reading Center, Cabinets, Shelves, Sinks and Backsplashes
- Wednesday-Manipulatives, Windows, Window Sills
- Thursday-Blocks, Door Handles, and Paper Towel Holders
- Friday-Cubbies, Cots, and Medicine Boxes

Each evening, we rotate people to complete a building checklist that includes sweeping and mopping all tile floors, cleaning, disinfecting, and sanitizing all toilets, sinks, and water fountains with bleach solution. In addition, all carpeted areas are vacuumed daily, playground is checked and cleaned if necessary, and all trash cans are emptied daily.

The cook also has weekly cleaning duties that include wipe down handrails, stalls, and other surfaces in bathrooms, dust entry tables and clean front doors, sweep and mop supply closets, wash all step stools, and wash all trash cans. She also has a daily cleaning list that involves sanitizing all hard surfaces and cooking implements as well as refrigeration and cooking equipment.

Sheets are washed by director. Crib sheets are rotated daily and cot/mat sheets are washed weekly.

Carpeted areas are steamed cleaned at least every six months.

Air filters are changed monthly or as needed.

Daily Health Screening:

The parent or guardian must bring the child into the Center and stay until the staff has welcomed the child. This is to permit a daily health screening to be performed and to ensure that staff are aware of any current health issues or concerns on the part of the parents.

Administering Medications:

Both over-the-counter and prescription medications can be administered to recovering, non-contagious children by a Center staff member trained in medication administration, with written authorization and specific instructions from the parent. No consent is effective for longer than 10 working days except with written authorization from the child's physician. Any medications left at the Center more than 14 days after authorization expires will be discarded in compliance with North

Carolina Licensing regulations. All medications must be in the original container and labeled with the child's name, the medication name, dosage, time for administering the medication, and other such information as required to assure the safety of the child receiving the medication. Children for whom emergency medications have been prescribed shall be in the care of a child care provider trained in administration of medication. A copy of staff health policies and procedures may be reviewed upon request.

Criteria for Excluding Sick Children and Terms of Exclusion:
Your child will be temporarily excluded from the classroom, or sent home as soon as possible if one or more of the following conditions exist. If parents are called to pick up sick children, arrangements must be made to pick the child up within one hour. After one hour, late fees will accrue at the same rate as after 6:00 pick up.

Conditions requiring exclusion from the classroom:

1. The illness prevents your child from participating comfortably in activities as determined by the child care provider;
2. The illness results in a greater need for care than the child care classroom staff can provide without compromising the health and safety of other children as determined by the child care provider;
3. Your child has any of the following conditions:
 - Fever over 100 degrees
 - Symptoms and signs of possible severe illness until medical professional evaluation finds the child able to be included at the Child Care Center. Symptoms and signs of severe illness shall include
 - Lethargy that is more than expected tiredness
 - Uncontrolled coughing
 - Inexplicable irritability or persistent crying
 - Wheezing or difficulty breathing
 - Other signs unusual for the child
 - Diarrhea, defined by more watery stools, decrease form of stool that is not associated with change in diet and increased frequency of passing stool, that is not contained by the child's ability to use the toilet. Children whose diarrhea is found to be caused by organisms such as Salmonella, or Shigella will be excluded from the Child Care Center until they meet requirements set by the Health Department. Children are excluded from the classroom until they have resumed eating and no longer have diarrhea
 - Blood in stools not explainable by dietary change, medication or hard stools
 - Vomiting illness (two or more episode of vomiting in the previous 24 hours). Children are excluded from classrooms until they have resumed eating and are no longer vomiting

- Persistent abdominal pain (continues more than 2 hours) or intermittent pain associated with fever or other symptoms
- Mouth sores with drooling until a physician determines the child is noninfectious
- Rash with fever or behavioral changes until a physician determines that these symptoms do not indicate a communicable disease
- Purulent conjunctivitis (pink eye) defined as pink or red conjunctiva with white or yellow eye discharge), until a full 24 hours of antibiotic treatment has been completed
- Pediculosis (Head Lice) until child is nit free
- Scabies, excluded until after treatment has been completed
- Tuberculosis, until cleared by the Health Department to return to the Child Care Center
- Impetigo, until 24 hours after treatment has been initiated
- Strep throat or other streptococcal infections, until 24 hours after initial treatment has been completed
- Chickenpox until all sores are dried and crusted, usually 6 days. Get Well Care does not have negative pressure rooms so children cannot be in Get Well Care with chickenpox
- Pertussis, until Health Department recommendations on returning to child care are met
- Mumps, until 9 days after onset of parotid gland swelling
- Hepatitis A virus, until physician advises return (written release required)
- Measles, until 4 days after onset of rash
- Rubella, until 7 days after onset of rash
- Any diagnosis of a communicable disease not previously referred to

Sources:

Caring For Our Children National Health and Safety Performance Standards: Guideline for Out-of-Home Child Care Programs (second addition)

First Aide/CPR Training:

Staff are trained in compliance with North Carolina State licensing codes in proper first aid and CPR practices. Staff will follow policies which comply with North Carolina codes and are available for viewing upon request.

Nutrition:

We are on the Child and Adult Food Program (CACFP). This program is sponsored by the USDA. The Program regulates the types of food to be served to each age group and the portion sizes for each group. We serve only healthy, non-fried foods. Breakfast consists of fruit, whole

milk, and bread/bread alternative. Lunch consists of fruit, vegetable, meat/meat alternative, and whole milk. Snack consists of 100% fruit juice and bread/bread alternative. Any special diets must be catered by parents. All unused portions of that diet will either be discarded or returned to the parents, depending on prior arrangement made between the Center and the family. If the child's special food is unavailable, the Center will provide an emergency substitute such as is possible from its on-hand supplies and/or contact the parent to obtain needed items. In case of food allergies, we will make a comparable substitution. Any further information regarding specific requirements may be obtained by visiting the CACFP's website at www.nutritionnc.com

Menus are posted in the Center with copies available upon request. Children will be monitored to assure that they are not exposed to foods that are known to cause individuals to have allergic reactions. The Center has a strict "No Nuts" policy that applies to menu items as well as food brought in by parents or staff.

Infants on formula or breast milk are fed on according to the feeding schedule you submit at application. As the child ages and progresses, the chart can be modified to accommodate growth patterns.

Food to share with other children in a group may be brought to the Center for a celebration (i.e., birthdays, holidays, etc.). Staff shall be consulted prior to such occasions. Except as noted above, no food from home will be allowed into the Center.

Please be aware that we do not believe in requiring children to eat particular foods if they decline, nor do we believe in withholding food as a punishment.

Transitioning of Children between Groups:

Children are transitioned between groups in the Center to ensure that individual developmental needs are met and NOT strictly according to chronological age. The classroom placement of children is determined by administration, based on a number of factors, one of which is parent input regarding their child's needs. Conferences are scheduled prior to all transitions to discuss the child's readiness for transitioning and to familiarize the parents with day-to-day routines in the child's new group. On occasion, staff may recommend that outside assessments be made to obtain a clearer description of the child's development and appropriate program content to meet the child's particular needs. Such assessments will only be done with parental consent. Assessment reports will be shared with parents, but otherwise will be kept confidential. If an assessment is done at parent initiative, the Center requests a copy so that we can better meet the child's needs.

Conferences:

Orientation meetings are held prior to a child entering a new classroom. After that point, parent/teacher conferences are held as needed to assure on-going communication. Conferences will always occur prior to the transitioning of a child to a new group. Parents are encouraged to request a conference whenever they would like to discuss something at length with staff. Staff will do the same. Daily communications are encouraged to discuss routines and incidental matters.

Discipline:

The primary goal of discipline at the Center is to help the child develop self-control and assume responsibility for his/her actions. It is crucial to this effort that parents and staff maintain an on-going dialogue about all aspects of the child's development and behavior.

Positive reinforcement and redirection are two important tools to be utilized in encouraging acceptable behaviors. Negative behaviors will be handled in a developmentally appropriate manner. Neither corporal punishment nor verbal abuse is tolerated in the Center. Respect for children is central to our discipline philosophy. We believe in "Time Out." By definition, "Time Out" is the removal of a child for a short period of time (3 to 5 minutes) from a situation in which the child is misbehaving and has not responded to other discipline techniques. The Time-Out space, usually a chair, is located away from classroom activity, but within the teacher's sight. During Time-Out, the child has a chance to think about the misbehavior which led to his/her removal from the group. After a brief interval of no more than 5 minutes, the teacher discusses the incident and appropriate behavior with the child. When the child returns to the group, the incident is over and the child is treated with the same affection and respect shown the other children. Parents will be kept aware on an on-going basis of unusual behaviors or behavior patterns (both positive and negative) that develop and, as warranted, conferences shall be scheduled. Parents are encouraged to bring any questions or concerns that they have to staff's attention.

Toilet Training:

Toilet training for an individual occurs over a period of time that can range from a few weeks to several months and include several stages of development. Regressions are not unusual during the process, particularly if the child is affected by such things as illness, a move to a new home or child care center, or a new baby in the family. Accidents are to be expected and never met with disapproval. Daytime control may occur earlier than nighttime control. Girls tend to develop complete control of the elimination process earlier than boys. Children rarely have the physical control, understanding of the process and the emotional maturity to successfully and consistently use the toilet prior to reaching

18 months of age, and on average, not until the child is 2½ to 3½ years old.

Because of the complexity of a child's learning to successfully and consistently use the toilet and the intense emotional relationship between the parents and the child about the process, the Center will not initiate toilet learning. Staff will, however, keep parents informed of any signs of readiness observed at the Center. Parents should keep Center staff aware of child's movement through the developmental stages at home (see below) and may request a formal conference at such time the switch from diapers to pants is to be attempted. This will help ensure that staff are supportive and consistent with parental efforts with the child.

The stages of toilet training are:

1. Becoming aware of the process, i.e., developing a vocabulary for the process, seeing others use the toilet, talking about being wet or having had a bowel movement, imitating others by sitting on the toilet or potty chair, role playing with dolls about the process.
2. Communication, i.e. says, "I'm wet," "Change my diaper," or "I need to use the potty."
3. Develops sphincter muscle control as evidenced by 2-3 hours of dryness.
4. The child wants to use the toilet.

Center staff will be supportive of parental efforts to assist the child with toilet training and will never show disapproval when accidents occur. Success will be met with encouragement. After the switch from diapers is agreed upon between staff and parents, parents are responsible for always maintaining at least 2 pairs of underpants and changes of clothes in the child's cubby. Clothing should be easily removable, such as elastic waist pants, to help eliminate frustration when the child attempts to use the toilet without help. Because accidents will occur and regression is possible, patience is necessary as the child learns to use the toilet.

Transportation Policy:

Children will be transported to and from the Center or on field trips pending approval for each trip. Parents are required by state law to sign a field trip authorization form prior to any trips by the center. With the exception of school age summer camp, we will take very few if any trips for younger classes.

Playground Play Rules:

Playgrounds are used according to daily schedules for all classrooms except Infants and Transitions. Schedules are designed for two outdoor play periods each day, weather permitting. Daily schedules vary

somewhat during summer and winter to minimize exposure to extreme weather. When weather does not permit outdoor play, the multi-purpose room is available for large motor play.

Equipment for large muscle play is located both indoors and outdoors. Play times are planned for each classroom group and are part of the daily activities schedule. The Center posts a list of playground rules developed for each classroom. Parents are asked to help enforce these rules when present with their children during playtime. Copies of these rules are available from each classroom teacher. Special procedures or precautions for individual children should be written on the appropriate forms and presented to the classroom teacher.

Child Abuse Policy:

All Center staff are mandated child abuse reporters in accordance with State Law.

Established Lines of Authority for Center Staff:

In general, Center staff fall into the broad categories of Teachers, Assistant Teachers, Floaters, volunteers, and Administration. The Administration (Director and Assistant Director) report to the North Carolina Division of Child Development, and are responsible for the daily operation of the Center and supervision of the staff. Assistant Teachers and Floaters report to the Teachers in their classroom. Teachers and volunteers report to Administration.

Telephones:

Main: 336-368-1020

(Call this number to be transferred to classrooms.)

Director: Wendi Bennett

Owner: Les Bennett

When an emergency plan is activated, the Center cell phone will be utilized: 336-710-0780.

Please note! This phone will only be used for emergency purposes.