

# First Baptist Church of Clayton Child Development Center



## Family Handbook

Revised March 2026

“Let the Little Children Come to Me”

Matthew 19:13-15

## First Baptist Church of Clayton Child Development Center

### **Our Mission and Goals**

At First Baptist Church of Clayton Child Development Center, we recognize that children are a gift from God, and we seek to nurture them with the love of Jesus Christ and create from them a Christ-centered educational environment where each child can grow and learn.

To accomplish this mission, we have set forth these goals:

1. To help children grow in awareness of and experience God's love for them through loving relationships with adults and other children.
2. To strengthen Christian values and faith through modeling, Bible stories, prayer and Scripture thoughts.
3. To encourage children to feel good about themselves and help them to develop a healthy self-esteem.
4. To assist children in the growth of trust, independence, confidence and initiative.
5. To demonstrate that school and church are safe, happy environments.
6. To lead children into the exploration of the world around them discovering science, nature, weather, the passing of seasons, space, animals and more.
7. To stimulate the development of small muscle groups through art, puzzles, blocks, and other learning activities.
8. To stimulate the development of large muscle groups through movement activities both indoor and outdoor.
9. To facilitate the enjoyment of creative expression through music and rhythm, arts and crafts and role play.
10. To develop language skills through interaction with other children, teachers, and literature.
11. To prepare children to enter kindergarten.

Most importantly, it is our goal to be an open demonstration of God's love as we assist the children and their families any way we can.

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## Program Information

### Operation

The Center is open Monday through Friday 6:30 AM to 5:45 PM except for holidays, teacher workdays, and inclement weather. The center will be closed the two days prior to the official beginning of each school year and the holidays designated below. Part-time care is offered on a first come, first served basis. Part-time options are either Monday, Wednesday, Friday or Tuesday, Thursday. Two part-time children will be paired to fill one slot in the classroom. At this time the Center does not offer any transportation services and is not licensed to care for school-age children.

### Holidays/Teacher Workdays Observed

Labor Day

Thanksgiving (Wed., Thurs. and Fri.)

Christmas (Christmas Eve, Christmas Day, one additional day before or after Christmas)

Closing at 2:00 on Dec. 31<sup>st</sup> (New Year's Eve)

New Year's Day

Good Friday

Easter Monday (Teacher Workday)

Memorial Day

July 4<sup>th</sup>

Two Teacher Workdays prior to the new school year

\*If the holiday falls on a Saturday, the CDC will be closed on Friday and if the holiday falls on a Sunday, the CDC will be closed on Monday.

### License Status

Our program meets all state licensing requirements for a church preschool. We are licensed by the State of North Carolina through the Division of Child Development with a G.S.-110 Certification. Our license is renewed each year after announced and unannounced observations by our state consultant from the NCDCEE and the Department of Health and Human Services who conducts audits of administrative files and an inspection of the Center.

### Safety Requirements

"Children shall be in a smoke free and tobacco free environment. Smoking and the use of any product containing, made or derived from tobacco, including e-cigarettes, cigars, little cigars, smokeless tobacco, and hookah, shall not be permitted **on the premises of the childcare center**, in vehicles used to transport children, or during any off-premise activities." *Child Care Rules NCAC 09 .0604 (h)*

This law also restricts smoking in personal vehicles parked on the childcare premises.

### Staff

As Christian teachers and directors, we take seriously the trust parents place in us to care for their children. All teachers are chosen not only for their experience and education, but also for their loving and caring attitudes toward children. We recognize that children are gifts from God,

who belong to Him, and who should be cared for as our own. Staff members are required to receive a specific number of training hours per year, complete CPR and First Aid training, and the staff in our Infant room receive additional SIDS training.

### Class Make-up and Ratios

The Center serves children ages 6 weeks to 5 years. Class placement is based on the age of the child as of August 31. All children will “move up” in August at the beginning of the new school year. The Center admits children of any race, color, national or ethnic origin, to all rights, privileges, programs, and activities made available to children here.

<u>Teacher: Child Ratios</u>		<u>Room Maximum</u>
Infants	1:5	2:10
1's	1:6	2:12
2's	1:10	2:14
3's	1:15	2:16
4's	1:20	2:16

### Security System

The Center has a security system which uses a swipe card for entry. Each family will be provided with cards for the child's parent(s). Parents are required to sign a “Keyless Security User Agreement.” The agreement states that the parent(s) agree not to share their assigned card with anyone and if lost, there will be a \$25 fee for an additional card. We want to ensure that all children and staff have a safe environment to work, learn, and play.

### Curriculum

Our primary goal at the Center is to nurture children with the love of Jesus Christ and create for them a Christ-centered educational environment where each child can grow and learn. The curriculums utilized by the center are ABC Jesus Loves Me and Creative Curriculum. Preschool children will learn concepts and skills in literacy, math, science, social studies, and the arts through the study of various topics guided by these curriculum and utilizing supplemental materials. Care for our youngest children, infants through age two, includes meeting their physical, social, and emotional needs, on a daily basis, in addition to utilizing the curriculum to support their academic growth. Our teachers use daily routines to incorporate engaging learning experiences for all children. All children will receive assessments throughout the school year and learning opportunities will be tailored to meet individual needs. Children enrolled in the 1,2,3, and 4 year-old rooms also participate in weekly Chapel services.

### Enrollment Procedure

Registration for the upcoming school year will begin in March. Registration for current students is done first, followed by siblings and church members, and then the public. Returning students will be charged a \$75 supply fee at the beginning of each new school year.

Students who are offered the opportunity to enroll for the upcoming school year may reserve a class slot by completing the application and paying the initial registration fee of \$100. The fee is non-refundable if the family chooses not to enroll the child.

If a family decides to delay entry into the program, a monthly fee will be charged to hold the slot. The fee is set at 50% of the monthly tuition rate. This fee is billable beginning in September and will continue until the child is enrolled. Failure to pay this fee will result in the slot being opened to another student.

In the case of a family enrolling after the beginning of the school year should a slot become available, the same procedure and fee structure will apply, but the fee to hold a slot (if requested) would begin immediately.

If the infant is a sibling of a currently enrolled student, the sibling discount would not be applied to the enrolled student until the infant is attending in the classroom.

Forms listed below must be maintained on file for each child:

- Application for Child Care
- Emergency Medical Care Information
- Children's Medical Report (within 30 days of enrollment)
- Current Immunization Record (within 30 days of enrollment)
- Infant Feeding Schedule (children under 15 mos. only)
- Signed Safe Sleep Policy (infants only)
- Signed Statement Acknowledging Receipt of: Parent Handbook, State Laws, Discipline Policy, and Prevention of Shaken Baby Syndrome/AHT Policy
- Tuition Payment Agreement
- Accounts Receivable Policy Receipt
- Parental Permission for Pictures
- Keyless User Security Agreement (within 5 days of enrollment)

#### Waiting List Policy

At any time during the year a family can request that a child be placed on the waiting list for a slot in a classroom. There is a \$25 wait list fee. As slots become available, they will be filled from the waiting list on a first come first served basis. A family is also given the option to secure a slot in the preferred room by completing an application and paying the non-refundable registration fee of \$100. If the slot becomes available and the parents choose not to accept it, the fee is forfeited by the family, and the slot is filled from the next family on the waiting list.

## Financial Policies

### 2025-2026 Tuition Rates

Class	Full Time		MWF		T / Th	
	Monthly	Weekly	Monthly	Weekly	Monthly	Weekly
Infants	\$1,278	\$298	\$938	\$219	\$736	\$172
One's	\$1,218	\$284	\$904	\$211	\$710	\$166
Two's	\$1,196	\$279	\$887	\$207	\$702	\$164
Three's	\$1,132	\$264	\$848	\$198	\$684	\$160
Four's	\$1,089	\$254	\$818	\$191	\$663	\$155

Starting September 1, 2025

Families with siblings in the program will receive a 10% discount. The discount will be taken from the child with the lowest tuition rate. Permanent full-time center staff will receive a 50% discount on their child's tuition. First Baptist Church of Clayton staff will receive a 25% discount. If your child is absent from the Center for three consecutive weeks without payment and notification to the director as to the reason for the absence, you forfeit your child's place at the Center.

#### Enrollment

The procedure for enrollment or re-enrollment requires parents or guardians of the student to enter into a contract "Payment Agreement" with the CDC for the payment of fees. Parents and guardians are required to sign this contract and acknowledge that all parties signing the fee contract are jointly and severally liable. It is the practice of the CDC to have **both** parents/guardians sign the fee contract where possible. Should special arrangements be required for the payment of school fees, a formal request should be made to the CDC director for consideration by the CDC Oversight Committee.

#### Summer Enrollment

Due to staff and budget constraints, any family that decides to pull their child out for the summer months is not guaranteed a class slot for the following school year. The Center will have to fill the slot with someone from the waiting list.

If a family pulls their child for the summer, they are still required to pay full tuition and follow their Tuition Payment Agreement in order to maintain enrollment. A family may request to change their enrollment status to part-time, but their full-time position may not be available for the next school year.

### Accounts

Tuition accounts will be set up at the beginning of each school year based on the signed Payment Agreement. Parents are expected to make timely payments in accordance with the signed agreement.

It is standard policy not to print invoices for either monthly or weekly payment options; however, a parent may request a billing statement at any time. If a parent feels there is a discrepancy, they should inform the director or the assistant director immediately. Payments are to be made weekly or monthly as determined by the signed Payment Agreement. **Any payment changes need to be formalized by completing a new Payment Agreement prior to the change.**

**Monthly Payment Arrangement:** Payments are due on the **1<sup>st</sup> of the month**. If the due date falls on the weekend or holiday, the due date moves to the next CDC business day.

**Weekly Payment Arrangement:** Payments are due on **Monday** of every week. If the CDC is closed on Monday, the due date moves to the next CDC business day.

### Procedures for Payment

Checks should be placed in the locked mailbox outside the director's office. The child's name and the applicable payment dates should be written in the memo line. Checks are deposited weekly on Wednesday. If the parent wishes to pay by cash, the parent should locate the director or assistant director. Cash will be counted in the presence of the parent and a receipt will be written for the amount. Both the Center staff and the parent will sign the receipt. The receipt will be given to the parent and a copy will be kept for the Center records. **Under no circumstances should a parent place cash in the mailbox.** Online payments are also accepted; instructions for setting up those payments are provided at enrollment or upon request. Payments made by parents are applied to any interest or penalties first, then to earliest unpaid fees.

### Overdue Accounts

It is not the mission of the Center to make a profit; however, it does rely on timely payments by parents to meet its financial obligations. When parents do not meet their financial commitment, their non-payment places a financial burden on the Center. If fees are not paid in accordance with the Payment Agreement and alternative payment arrangements have not been made with the director and approved by the Oversight Committee, an overdue statement and/or letter will be issued requesting fees be paid within a specified time. If the family is not able to pay the past due amount immediately, a repayment plan may be set up. This plan would allow the overdue amount to be spread out over no more than three payment periods; three months for monthly payers or three weeks for weekly payers. The overdue amount would be added to the regular monthly or weekly fee payment. Parents wishing to set up repayment options outside those described in this policy must make their request in writing. The director will forward that request to the Oversight Committee for approval. Parents failing to make payments on the agreed upon payment plan could result in terminating the child's enrollment at the Center.

Parents will be given a grace period and will not be issued a late fee until the end of business the third day after tuition is due. Any account that is issued a past due invoice will be charged a fee; \$40 for monthly payers and \$10 for weekly payers to cover administrative costs.

#### NSF Checks or ACH

Checks or ACH that are returned by the bank for insufficient funds (NSF) are considered past due amounts and must be satisfied as indicated above. In addition to the original payment amount an additional amount of \$25 will be added to the amount due for administrative costs incurred by the NSF. All past due amounts may be subject to any and all possible legal collection remedies. After three returned checks, tuition payments must be paid in cash.

#### Supply Fees

Returning students will be billed a yearly supply fee of \$75.00; 50% will be billed with September's tuition, and 50% with October's tuition. As of November 1, any unpaid supply fees will be treated as past due amounts and collection efforts outlined above in "Overdue Accounts" will be pursued.

#### Proration of Fees

When children begin or end their time with the CDC it might be necessary to prorate the child's fees. For monthly accounts, weekly fees will be used when possible and then the daily rate will be applied to complete the calculation. Weekly accounts will use the daily rate to complete the calculation. The daily rate for children 3 and 4 years old \$40 per day, for children birth – 2 years old \$45.

**If at any time your family experiences circumstances that affect your ability to meet payment deadlines, please do not hesitate to contact the Director or Assistant Director to discuss your situation.**

## General Policies and Procedures

### Check-in and Check-out Procedures

In accordance with state licensing requirements, all children must be signed in and out each day. Every child is given an ID # that is to be entered into the computer at the check in desk at drop off and pick up. A sign-in/sign-out sheet is provided as well in the event that the computer program is down or the ID # is not known by the person dropping off or picking up the child. We ask that all children are here by 10am. If a child has a Dr appointment, please let office staff know.

### Pick-up by Persons Other than Designated Pick-up

Any person picking up a child from the Center other than the designated person will not be allowed to take the child unless:

- \*His/her name is on the release list
- \*There is a written note from the parent or guardian
- \*He/she shows photo identification

NOTE: No person designated or otherwise will be allowed to leave the Center with a child if they are obviously, visibly impaired by alcohol or drugs. The director or designee reserves the right to contact a parent or the other parent to make them aware of the situation and receive their opinion.

The Center wants to ensure every child's safety while they are with us.

### Late Pick-up

Parents who pick their children up after 5:45PM will be charged \$1.00 per child for each minute after 5:45PM. Fees will be due with your next tuition payment.

### Biting and Young Children

Biting in infant, ones, and twos classrooms is not desirable, but can be a developmental stage that some young children go through. This behavior can happen for the following reasons:

- \*As a form of communication
- \*When their personal space is invaded
- \*Testing out cause and effect (what happens if)
- \*Overuse of an object they perceived possession or ownership of
- \*When they are not feeling well, teething, tired, hungry, or do not feel safe
- \*When they are feeling frustrated or anxious
- \*When they lack the language needed for the situation
- \*For sensory stimulation
- \*When trying to show affection (kiss someone)

*\*Young children also love to copy games they do at home with family. For this reason, please do not play games that involve "play biting/I'm going to "eat you up" with the children at home. These games can confuse a young child when they are distinguishing what is acceptable at home and what is not acceptable at school.*

The child that was bitten will always be comforted for and cared for first. The child that was the biter will be addressed with developmentally appropriate guidance. Staff will then prepare a Biting Report to communicate with families of both the child bitten and the child who was biter. The identities of both children will always be kept confidential.

**The First Baptist Church of Clayton Child Development Center expects families with children who are frequently biting to attend a Director/Teacher/Family Conference where an Individualized Action Plan will be developed. Families will provide any necessary screening reports or assessments and will follow their part of the Individualized Action Plan.**

**Note: Biting is an expected developmental stage for infants and toddlers. Biting in preschoolers is not developmentally appropriate and will not be tolerated.**

### Sick Children

Children must be excluded from care if they exhibit any of the following symptoms:

- Fever of 100.4<sup>0</sup> or higher within the last 24 hours
- Nausea/Vomiting within the last 24 hours
- Diarrhea
- Continuous and/or hacking cough
- Runny nose that does not run clear
- Sore throat
- Lice or scabies
- Pink eye or other contagious eye infection
- Undiagnosed or contagious rash or skin irritation
- Any symptoms of contagious diseases

If a child is not well enough to play outside and participate fully in all activities, he/she should not come to school.

When a child runs a temperature of 100.4<sup>0</sup> or higher while at the Center or exhibits any of the symptoms listed above the following steps will be taken:

1. A parent/guardian will be called by the Director or Assistant Director. If a parent cannot be reached, a person from the emergency list will be contacted. It is imperative that parents make arrangements for a sick child to be picked up **within an hour after receiving notification of a sick child.**
2. The child will be removed from the classroom and supervised in the office.
3. Re-admission to school will not be allowed until the symptoms have disappeared for a full 24 hours and/or after taking antibiotics for 24 hours. The child must be able to participate fully in all activities before returning.
4. Children must be without fever **and** fever-reducing medicines (Tylenol, Ibuprofen) for 24 hours before returning to the Center.
5. When a child contracts a communicable disease he/she will not be permitted to attend class again without written approval from the child's physician.
6. When a communicable disease is contracted by a child at the Center, employees are to post a warning of possible contagion for other parents.

Center staff will ONLY take a child's temperature under the arm and/or with our touchless thermometer. A degree will be added to determine the child's temperature.

We try to strictly adhere to our sick policy for the well-being of all children in the Center. We understand that at times it is difficult to take time off work, but we must limit the exposure of the other children to help control the spread of illness.

### Prescription Medication Administration

It is the Policy of the Center to discourage administering prescription medications to students during the school day. If medication must be administered, the guidelines below will be followed.

- A Medication Administration Permission and Record form must be completed and signed by a parent and filed in the office. **This permission is only valid for the duration of the prescription.**
- Medication must be brought in its original container with the pharmacist's label listing the child's name, dosage instructions, and the doctor's name and phone number. The parent should go over dispensing instructions with the director or assistant director if possible, or the teacher if an administrator is not available. (If at all possible, please have the pharmacist separate the medication into two bottles, so that one can be left at the Center for the duration of the prescription.)
- Medication will be administered by the director, assistant director, or a designated staff member.
- Instructions for administration:
  - Check for signed permission.
  - Remove medication from locked storage.
  - Double-check dosage and instructions.
  - Give exact dosage listed on the container.
  - Return medication to locked storage.
  - Record time medication was given and sign the medication log.

### Asthma and Allergy Medications

Parents of children with conditions that require emergency medications be kept on-site (Inhalers, Benadryl, Epi- Pen, etc.) must complete a Permission to Administer Medication for Chronic Medical Conditions and Allergic Reactions form. These will be administered as directed and following the guidelines listed above. **This permission is valid for 6 months.**

### Topical Treatments

Parents may give permission for teachers to administer topical treatments such as diaper creams, teething pain relief such as Orajel, and sunscreen by completing the Permission to Administer Topical Ointment/Lotion/Powder form. This form is kept on file in the child's classroom and **the permission is valid for one year.**

### Nutrition

Tuition rates include a morning snack, a hot lunch, and an afternoon snack served each day. Milk will be served with morning snack and lunch; water or juice is served with afternoon snack. All meals and snacks meet nutrition guidelines as determined by the state. Each week the menu is posted at the entrance and in the main hallway on the bulletin board.

Parents of children with food allergies must provide this information to the office in writing. You may choose to send a replacement food item for that meal. If your child chooses not to eat what is offered on a given day, you may send a lunch from home. Meals brought from home MUST meet the same nutritional guidelines the Center is required to follow. It should include a meat/protein source, vegetable, fruit, and bread. There will be no reduction in tuition rates for days you choose to send a lunch from home. We cannot refrigerate food brought from home so if needed bring lunch in a lunch bag with an ice pack.

**Due to children with allergies we choose to be a NUT FREE facility. Please DO NOT send any food from home that may include NUTS or NUT BUTTERS. These foods cannot be served, and the child will be served a lunch from the Center.**

Parents of infants will be required to provide formula, milk, cereal, and baby food needed for your child each day. All bottles must be prepared and labeled (lids as well) with the child's name and date. All food and bottles must be labeled with the date they are brought into the center and both tops and bottoms need to be labeled. The bottles will be refrigerated upon arrival and will be warmed before feeding. All food that is sent from home must be unopened, labeled with the child's name and date, and any leftovers can be sent home at the end of the day. All families must label with contents and child's name and date what food is in a container that is brought from home. In our Infant Room we ask that all new foods (including whole milk) should be given at home first to ensure no allergy to the new food. If your child has nutritional needs that are outside of these guidelines, please speak with the director or assistant director.

#### Discipline Policy

We desire to help children develop self-control, cooperation, and respect for self and others. Therefore, we do not view discipline as punishment, but correction, and we will give children the freedom to make mistakes and learn from them. Our teachers will set guidelines for each classroom that they will reinforce in a consistent and loving way. Teachers will use positive reinforcement to encourage desired behaviors. A child may be corrected for behavior such as:

- Actions that disrupt the class or interfere with the learning process of the child and/or the other children in the classroom,
- Actions which could cause physical or emotional harm to the child or others,
- Actions that directly violate school rules or class rules,
- Willful disrespect toward teachers, or
- Use of profane or unwholesome language.

When a child needs correction for an inappropriate behavior the following steps will be followed until the problem is resolved:

1. The teacher will use redirection from the inappropriate behavior or activity to a more constructive one.
2. The teacher will talk to the child and explain the infraction and the consequences for it (both to the child and others), thus giving the child the responsibility to choose for him/herself.

3. A time out procedure will be followed in which the child will sit away from the group until he/she is able to focus and regain self-control. The child will remain apart from the group 2 to 5 minutes (depending on their age), at which time the teacher will reinforce the expectation and the consequences.
4. The child will lose privilege from certain activities for the day. (Example: If a child continues to throw blocks after redirection and a time away, he will not be allowed to play with blocks the remainder of the day.) Parents will be notified at the end of the day.
5. The child will be sent to the director for an additional time away/time out. The director or assistant director will talk with the child to make sure he/she understands the incorrect action and reinforce the expectation for the child's behavior. Parents may be contacted to arrange a conference with the teacher and the director.
6. If the behaviors continue the child may be placed on the Aggressive Behavior Plan.

We implement the CSEFEL (Center on the Social and Emotional Foundations for Early Learning) Pyramid Model. The Pyramid Model helps adults create **loving relationships**, set up **supportive environments**, **teach social skills**, and give **extra help when needed**-all to help young children grow into kind, confident, and capable people.

This model approaches discipline by using **positive guidance**, not punishment. Here is what that means:

\*Discipline is about **teaching**, not punishing.

\*Adults focus on **preventing problems** by meeting children's needs and teaching them the right skills.

\*When challenging behavior happens, adults **stay calm**, look for the **cause** of the Behavior, and help the child learn a better way to respond.

#### Severe and/or Repeated Behavioral Problems—Aggressive Behavior Policy

If a child uses verbal (belittling, ridiculing, taunting, etc.) or physical (biting, scratching, kicking, etc.) behavior over a prolonged period of time, it will be viewed as aggressive behavior. When aggressive behavior has been dealt with according to our Discipline Policy for at least two weeks, these guidelines will be followed:

1. A meeting will be held with the parents, lead teacher, and an administrator to discuss the aggressive behavior and to develop a plan for dealing with the behaviors in the classroom.
2. If the behavior continues without improvement the child will be placed on an Aggressive Behavior Plan.
3. For incidents that occur after a child is placed on a Behavior Plan, the parents will be called to remove the child from the Center for the remainder of the day. If the actions occur after 3:00pm, the child will be asked not to return to the Center the next day.
4. If the child is sent home three times, he/she may be permanently removed from the care of the Center according to the discretion of the director.

We will use every available resource to assist the children and parents of our Center. We do not expect perfection but we do expect reasonable cooperation.

AT NO TIME will we use corporal or physical punishment, shaming, yelling, or anger to gain desired behavior. We will not place children in locked rooms or closets, withhold food, rest, or toilet privileges from them or allow one child to discipline another. Furthermore, we will not punish children for lapses in toilet training or accidents (spilling juice, bumping into someone unintentionally, etc.). It is our prayer that the discipline approach we use will build children up and never tear them down.

In addition, it is the Center's policy to ensure appropriate treatment of children at all times. As such, the staff will use appropriate techniques when handling children (hugging, holding, special handshake, and giving a child their space, rather than crowding, especially in times of aggression.) When picking up children, staff will always place their hands under the child's armpits to lift; and will use caution when holding them by the hand to not strain any joints (elbows, wrists, shoulders, etc.).

#### Inclement Weather

The Center will follow the lead of Johnston County Public Schools on the **first** day of inclement weather. Subsequent days will be determined by the Center director. Parents will be notified through the Brightwheel App of any closings or delayed openings.

#### Pandemics and Other Circumstances

We understand that our parents have jobs and being out of work is not always an option. The Directors and teachers at First Baptist Church of Clayton will do everything possible to provide care for our families. The Oversight Committee will always put the safety of our children and staff first. If they feel it is the best interest of the center to close, they will have a special meeting to make the decision to do so. At all times, our facility follows the rules of the NCDHHS. There may be times that changes will have to be made without a 30-day notice. When this happens, we will give as much notice as possible to everyone.

#### Emergency Procedures

The Center will conduct fire drills on a monthly basis. Severe weather drills will be conducted as designated by the state. During all drills, infants will be placed in evacuation cribs and moved to the safety area. An evacuation route is posted in each classroom.

In case of an emergency requiring the evacuation from the building and grounds, staff and children will assemble at the Hocutt-Ellington library.

#### Field Trips

The Center will not provide transportation for any activities or field trips. The three and four-year-old classes may take walking field trips to businesses in Clayton. The following safety procedures will be followed:

- Teacher/child ratios will be maintained at all times,
- Written parental permission will be obtained for each child,
- Teachers will have emergency contact information on each child and will carry a first aid kit,

- All children will hold on to a safety rope the entire walking trip. The teachers and children will practice walking with the rope before trips into Clayton are made.
- An invitation will be issued to any parents who would like to accompany their child on any walking trip.

### Parent Visitation

Parents are allowed unlimited access to the Center during operating hours in order to observe and participate. We invite parents to volunteer their time, talents, or materials to help enrich our program. If you know of a special way in which you would like to help, please let your child's teacher or the Director know. Parents are encouraged to wait at least one month after the start of the new school year to allow children time to adjust to the program. Parents are to check in at the front computer desk and sign the visitor's log upon arrival for a visit.

### Parent Participation

Parents may serve as volunteers for special occasions and class trips. Teachers may request help in the classroom from time to time. Parents are to sign up with their child's teacher in advance of helping with the class and are asked to follow these guidelines:

- Upon arrival check in at the front computer desk and sign the visitor's log.
- Be prepared to interact with the children in their activities – no sitting and observing.
- Follow all the teacher's directions and guidance in dealing with the children.
- Allow the teacher and assistant teacher to do all of the disciplining.
- Make other arrangements for siblings; do not bring them to class with you, our children need your undivided attention.
- Allow children the freedom to create individual art projects.
- Use good judgement in display of affection toward children other than your own.

### Parents as Substitutes

Parents may work as substitute teachers. They will need to complete an application, have a criminal background check, meet health requirements, and schedule a brief interview.

- Substitute teachers may not bring siblings into the classroom.
- Substitute teachers will not work in the same room with their child unless there is no other option.
- Substitute teachers will be compensated monetarily for their time.

### Procedures for Reporting Child Abuse and/or Neglect

As childcare providers, we are required by law to report any and all suspicions of child abuse or neglect. Possible signs of abuse include: unexplained and/or repeated occurrence of bruises, welts, abrasions, cuts, burns or fractures; fear of physical contact; withdrawal or hesitancy to talk or participate; excessive timidity or clinging behavior; fear of parents or going home; excessive demand for affection; aggressiveness or self-destructive behavior; extreme anti-social behavior; cruelty to other children or pets; neglected appearance, unusual sleeping problems and nightmares; sexual knowledge beyond appropriate age; and, pain or difficulty in walking or sitting.

### NC Summary of Child Care Rules on Child Abuse, Neglect, or Maltreatment

Every citizen has a responsibility to report suspected child abuse, neglect or maltreatment. This occurs when a parent or caregiver injures or allows another to injure a child physically or emotionally. It may also occur when a parent or caregiver puts a child at risk of serious injury or allows another to put a child at risk of serious injury. It also occurs when a child does not receive proper care, supervision, appropriate discipline, or when a child is not in a safe environment. North Carolina law requires any person who suspects child maltreatment at a child care facility to report the situation to the Intake Unit at Division of Child Development and Early Education at 919-814-6300 or 1-800-859-0829. Reports can be made anonymously. A person cannot be held liable for a report made in good faith. North Carolina law requires any person who suspects child abuse or neglect in a family to report that to the county department of social services.

[https://ncchildcare.ncdhhs.gov/Portals/0/documents/pdf/S/Summarynorthcarolinachildcarelaw\\_center\\_poster.pdf?ver=DGnicjbGnHC1I9PK9CisaA%3D%3D](https://ncchildcare.ncdhhs.gov/Portals/0/documents/pdf/S/Summarynorthcarolinachildcarelaw_center_poster.pdf?ver=DGnicjbGnHC1I9PK9CisaA%3D%3D)

### Grievance Procedures

We believe that open communication between families and staff is essential to providing high-quality care for your child. When a parent has a grievance, he/she should follow these steps:

1. Go directly to the included parties. For example, if a problem exists with the classroom or teacher, the parent should go directly to the teacher. Problems with the overall Center or program should be taken to the Director. Teachers should document any conversations with a parent for the child's file and inform the Director.
2. If you have a concern that has not resolved through partnership and working with the classroom teachers and staff, we want to hear from you, and are committed to resolving it with professionalism, respect, and care. To help us respond promptly and effectively the parent should contact the Director through email, or a formal written note handed into the center, or a scheduled in-person meeting. Please refrain from using informal channels like social media, text messages, pick-ups/drop-offs and even Brightwheel for serious concerns. Depending on the nature of the concern, we may speak with staff, review documentation, or observe classroom interactions.
3. When an issue cannot be resolved with the teacher and/or the Director, a parent should submit a written complaint to the First Baptist Church of Clayton Child Development Center Oversight Committee for their review.

We are committed to working with you toward a solution. We understand that concerns can be emotional. We ask that all communication remain respectful. We do not tolerate aggressive, threatening, or abusive behavior towards staff, children or other families.

### Termination of Care

We hope it will never be necessary to remove a child from our program. Nevertheless, the Center reserves the right to remove a child from the program should we see fit. Removal from the program may be necessary if any one of the following occurs:

- Failure of a parent to pay tuition,
- Failure of a parent to complete required forms,
- Consistent failure of parents to pick up their child on time,
- Failure of a parent to abide by the policies set forth in this handbook,

- Failure to keep immunizations current,
- Failure of a child to adjust to the program after a reasonable amount of time,
- Consistent biting or other discipline and behavioral problems,
- The Center determines it cannot meet the needs of the child,
- The Center determines it is not in the best interest of the child and/or the program to continue care.

The director, under the advisement of the Oversight Committee, will decide termination of care. Should care be terminated because of a failure on the part of the parent or a discipline problem of the child, no money will be refunded for lost tuition.

We want you to know we care about you, your child, and your family and we want to work with you when problems and concerns arise. We hope to have an open dialogue with you about your needs and concerns. We promise to be honest with you and we hope you will be honest with us. Furthermore, we pledge our assistance to you and desire to help you in any way possible. We take seriously the responsibility God has given us to care for you and your family.

If a parent chooses to remove their child from the program, a notice of at least two weeks should be given to the office in writing. Payment is due for the two weeks whether or not your child continues to attend.

## Daily Routines

### Dress Code

Children should be dressed in appropriate clothes for weather conditions, including coats, hats, and mittens for cold weather.

We also ask that children be dressed in comfortable, washable PLAY CLOTHES which will allow children to play outside, do arts and crafts, play on the floor, and move around freely without being anxious about getting dirty clothes. Girls wearing dresses must wear shorts underneath.

For safety reasons, TENNIS SHOES are strongly encouraged to be worn to the Center. Children should wear closed-toe shoes that stay securely on their feet. A child that wears boots, sandals, crocs, flip flops, beach shoes, and dress shoes and staff find that the shoes are not staying on the child's feet or cause the child to not be safe on the playground, we will ask that the child has sneakers to wear at school. In addition, children should not wear jewelry that could become entangled on playground equipment.

### Outside Play

Children will play outside every day except when it is raining, the temperature dips below 32 degrees or rises above 100 degrees. Parents will be notified of any exceptions to this rule. Therefore, it is very important children have appropriate clothes for the weather conditions.

Children will play on one of two different playgrounds. One playground is for children under two and one playground is for children ages 2-4. Occasionally, there may be times when children play or have a class activity outside the fenced playgrounds; in these instances, appropriate adult supervision will be used.

### Rest Time

All classes will have a rest time in the afternoon. For rest time children need to bring one small blanket and optional pillow with removable cover. They may also bring one small stuffed friend if needed. The blanket can be left at the Center and will be laundered weekly. The Center will provide a cot, which will be assigned to a single student, regularly cleaned, and covered with a clean sheet. Babies will rest in cribs with clean linens laundered daily.

All children will be encouraged to sleep during rest time. Children two and older may be offered books, puzzles, and other quiet activities after resting quietly for one hour.

### Children's Birthdays

We know that a child's birthday is a very special event. We also feel that school is not a place for a full birthday party. You are welcome to bring cupcakes, cookies, and cake to school during the afternoon snack time. **These goodies must be store bought.** Please provide an ingredient list to the teacher the morning of the snack so it can be posted outside the door for the children with allergies. Please make arrangements with the teacher at least a week in advance. We cannot have balloons in the classroom.

### Infant Room Guidelines

We ask that **no street shoes be worn in the Infant room**. Please remove your shoes or cover them with the booties provided before entering the classroom. The children play on the floor during the day and we want to keep the carpet as clean as we can. We also ask that **siblings or other children accompanying during drop off and/or pick up please remain outside of the Infant room**. We want to ensure the safety of all the infants in our care. Infants will be transitioned onto a cot with discussion with teacher when the infant is over 12 months old.

### Diapering and Toilet Training Policy

Maintaining cleanliness in hygiene and encouragement in learning is important in the diapering and toilet training process. As children grow and develop, diapering and potty training will be approached with hygiene practices that honor state regulations and good practices for our children and staff. Additionally, staff will partner with families to address the individual diapering needs of your child, as well as come alongside of children and families when it is time for toilet training.

### Diapering Policy

Children should be brought in with clean and dry diapers daily. If a child is potty-trained, please ensure he/she has done so prior to entering the care of their teacher to ensure minimal disruptions to the classroom.

- Gather all necessary items.
- Lay the child on clean changing paper on a changing table. (No child is to be left unattended while on the changing table)
- Put on a new pair of disposable gloves for every diaper change.
- Remove wet/soiled diapers and use wipes or damp paper towels to clean the child. (Use only wipes provided by the parent or wipes labeled hypoallergenic.)
- Place wipes and diapers in a plastic bag or lined trash can with a lid. (All BM diapers should be put in a diaper plastic bag before putting them into the trash can.)
- Remove gloves by pulling the glove inside out from the wrist so that all residue remains inside the glove. Wipe the baby's hands with a clean wipe.
- Put on a clean diaper.
- Wash hands with soap and water after each diaper change. Wash and sanitize the changing station.
- Record changing time and indicate "BM, WET, DRY, POTTY or TRIED" on the child's Brightwheel account.
- Place the child in a secure situation following change.
- Send all babies home dry! (The same procedure applies to children who are wearing "Pull-Ups")

### Toilet Training

Toilet training is a process that will help children gradually master toileting as a self-help skill. Toilet training should be a non-stressful experience that is appropriate to each child's individual

development and involves the child, parents, and teachers. We will work with parents in toilet training their children as they show the signs of developmental readiness. When working with children in toilet training, staff will use encouraging language only. Children will be assisted by a staff member as needed with dressing and undressing, pull-up changes, and accident clean ups. Under no circumstances will children be expected to do these steps on their own when help is needed. For 3 and 4-year-old classrooms, if there is only one teacher in the classroom, all students must line up in the hallway for adequate supervision to allow the teacher the ability to assist the student who is in the bathroom OR a request needs to be made for a second teacher to help supervise and be available to assist students who are in the bathroom if a need arises. Gloves, available in the toilet areas, should be worn when assisting children with toilet training or clean-up followed up with handwashing.

Although it is not a requirement for placement in the 3-year-old class, we do encourage those children to be toilet trained. Our teachers will primarily focus on toilet training in the two-year-old room. A child must be toilet trained for placement in the four-year-old class.

#### Center and Parent Communication

Teachers will communicate with parents throughout the day using the center's designated communications tool, Brightwheel. Urgent or time-sensitive communication requiring immediate parent response will be handled by the Director or Assistant Director via phone call. Teachers are not expected to monitor or respond to personal text messages from parents during the day.

#### Personal Belongings

**Clothing:** A complete change of clothes for the current season including socks, underwear, and shoes should be placed in a labeled zip-lock bag and kept in a bag on your child's assigned hook outside the classroom. Soiled clothing will be sent home in a plastic bag and another set of spare clothing should be sent in the next day. Licensing rules require that the Center keep extra clothing and underwear (NEW) on hand in case of additional accidents. **If your child uses the Center's extra clothing please launder them and return them as soon as possible;** please DO NOT return underwear provided by the Center.

**Labeling:** Please label all items that are sent to school with your child.

**Before Entering the Classroom:** Please have your child place any objects brought from home (pacifiers, stuffed toys, other toys, "lovies", etc.) by their hook out in the hallway. These items will remain in the hall until naptime (if needed) or until your child goes home for the day. Pacifiers will be allowed as needed in the infant room and in the one year old room for naptime only. Pacifiers will not be used in classrooms for two year olds and older. Infants may bring in blankets and "lovies" once they are transitioned onto a cot.

**Other:** Teachers may occasionally allow children to bring items from home to enhance the classroom learning experience. At no time should children be allowed to bring characters that depict violent behavior, weapons, money, marbles, balloons, candy or gum, or valuable items.

The teacher will hold any inappropriate items that are brought and they will be returned to the parent at pick up.