



Family Handbook

Revised and effective July 1, 2018

**203 Singleton Rd.
 Mooresville, NC 28117
(704)799-1500 (phone)
(704)799-1553 (fax)**

TABLE OF CONTENTS

Goals.....	1
Philosophy.....	1
Guiding Principles of the Program.....	2
Parent Partnership.....	2
Release of Information.....	3
Operational Procedures.....	3
Duty to Report Suspected Child Abuse, Neglect or Maltreatment.....	5
Inclement Weather Procedures.....	5
Appropriate Clothing.....	5
Nutrition.....	6
Parent Pick Up and Transportation.....	6
Van and Bus Transportation Guidelines.....	6
Emergency Procedures & First Aid.....	7
Illness or Sickness.....	7
Withdrawing from the Program.....	8
Termination by Center.....	8
Questions or Concerns.....	8
Publicity.....	8
Change of Information.....	8
Parent Signatures.....	9
Discipline & Behavior Management Policy.....	10
Supervision of Children.....	11
Supervision Signatures.....	12
Meal Patterns for Children in Child Care.....	Attachment I

WELCOME

Thank you for choosing Smart Kids' Child Development Center. You have entrusted us with your child or children and we take that responsibility very seriously. We will do our best to provide a safe, caring, and positive learning environment for all children. This handbook gives an overview of the program and policies. Please review this information and if you have any questions please see your child's teacher or the center director.

GOALS

Smart Kids' Child Development provides an early childhood experience to ensure all children are nurtured, secure, and developmentally ready for their years of school and beyond. The goals of our developmentally appropriate curriculum are:

- To provide a child-centered, individualized program, consistent with current research related to how young children learn.
- To provide a program rich in literacy and language.
- To provide continuity in the curriculum through all ages.
- To provide a safe, warm, age and developmentally appropriate environment.
- To involve, inform, and partner with parents.

For our school-aged children, the Center provides support towards children's daily schoolwork, as well as, a summer program that is both enhancing to school curricula and recreational.

PHILOSOPHY

The Philosophy of the Center is to offer a balance of experiences that will address all areas of your child's growth, development, and learning. The areas to be highlighted involve – physical, social and emotional, language and literacy, cognitive development, along with the integration of the content areas, such as, mathematics, social studies, science, creative arts, as appropriate for the age of children. Preschool curricula will provide additional opportunities for children to develop the knowledge and skills necessary for school readiness.

GUIDING PRINCIPLES OF THE PROGRAM

- Cognitive, social, emotional, and physical development, are interrelated in young children, and all developmental areas must be addressed.
- Children learn through play and center-based activities.
- Children's play is essential for physical development and gross motor skills.
- Each child is unique with an individual pattern of timing, growth and development.
- Young children construct knowledge and understandings through their interactions with materials and the world around them. They do this within their environment and through their interactions with adults and other children.
- Children's learning moves from a concrete, personal understanding to conventional understandings through awareness, exploration, inquiry and utilization.
- Children have a need to make sense of their experiences and are motivated to learn by their interests and natural curiosity.

PARENT PARTNERSHIP

The Center encourages parent and family involvement. This begins even before your child attends their first day with a family tour of the center and an introduction to the staff. All parents will receive a monthly newsletter from their child's teacher and parent conferences are held every November and May. Also, the center will conduct parent workshops presenting fun and useful topics. Festivals and Holiday events are held throughout the year for the whole extended family. Parents are also invited to volunteer in the classrooms or to join us on fieldtrips.

Parents are permitted free and full access to his or her children without prior notice. This is only limited, if, there is a situation or concern limiting parental access. Classroom teachers will provide parents access to their child's activity schedule by having it posted in plain view within the classroom.

Parents are also asked to please share drop off and pickup information related to who has access to the child. No one under the age of 18 will be allowed drop-off or pick-up a child. Children will be released only to the parent(s) or other persons authorized by the parent as listed in the child's file. The designated person must show photo identification that matches the information on file in the Centers.

When bringing children to the Center in the morning parents **must walk children to the classroom and let the lead teacher know that the child is present. Please never leave your child in the classroom alone.** When picking up children, indoors and outdoors, make sure that the lead teacher is made aware that the child is leaving and the child is signed "out".

RELEASE OF INFORMATION

The Center safeguards the confidentiality of all records of all children. This includes names, addresses, and any other information about children or family that may and/or shall identify a child. The child's records and emergency information will be kept in a locked file cabinet in the director's office. The information that is kept will not be copied, or disclosed to unauthorized persons, without written permission from the child's parent. The records are only accessible to the child's teacher, the director, assistant director, director designee, the child's parent or legal guardian, and authorized employees of the Department of Social Services. All files will be kept locked when not in use.

OPERATIONAL PROCEDURES

Enrollment Procedures and Requirements:

A complete application is required for each child. An application can be received from the Director or the Assistant Director. Additional information is necessary for enrollment: Immunization (shot) records, medical exam report, and signed statements (media, parent access, release of information, emergency medical plan, discipline & behavior policy & acknowledgement of parent handbook).

Other documents, per North Carolina or South Carolina state laws and licensing are required. A one-time registration fee is required with a complete application.

Parents are required to keep current information on file at the center. For each child the same information that is on the application must be updated of any changes. This includes home, work and emergency phone numbers. It is the responsibility of parents to inform the Center of any changes.

Age range of children

The Center enrolls children between the ages of six (6) weeks and twelve (12) years of age.

Items to be provided by parents:

Infants & Toddlers:

Crib Sheets

Breast Milk (if breast feeding)

Formula

Bottles-Labeled with First Name, Last Name and Date

Diapers & Wipes

Blanket

Other Ages:

Blanket

Two (2) changes of clothing

NOTE: Please refrain from bringing in toys (unless show & share activity)

Days of Operation:

The Center will be in operation Monday through Friday on a year round basis with the exception of closing for ten (10) holidays.

The holidays are:

- New Year's Day
- Martin Luther King's
Birthday
- Good Friday
- Memorial Day
- Independence
Day
- Labor Day
- Thanksgiving
Day & Day
- Christmas Eve (or alternate)
- Christmas Day

NOTE: The weekly fees have these closings factored into the rates, so full payment is required for weeks that include these days.

Hours

6:30 am – 6:00 pm

Tuition Fees:

Smart Kids' CDC uses Procure's Tuition Express and accepts checks for tuition. There will be an additional \$5.00 fee applied for using Visa or Master Card. All tuition is paid in advance, and you have the option to pay weekly, semi-monthly (twice per month) or monthly. Weekly payments will be drafted on Monday for the week we are in, semi-monthly payments will be drafted on the 1st and 16th of the month and the monthly payments will be drafted on the 1st.

NOTE: Should your child miss attending the center due to a short term illness, vacation, or for any other reason, fees are still due the same as if the child were in attendance. This is necessary to reserve the child's place on the class roster.

Returned or Late Payments:

Any time an electronic payment is returned due to insufficient funds or other reasons, a charge of \$30 will be assessed. The error must be corrected within 48 hours, at which time your bank will receive the updated electronic billing which includes the tuition plus the \$30 fee.

If the issue with the electronic payment cannot be resolved within 48 hours, you will be required to bring in a certified check the next day. If certified checks are required more than two times, you may be asked to leave the program.

At no time can a tuition payment be outstanding when the next tuition payment becomes due.

Late Pick-up Fees

Parents who pick children up after the closing time will be charged a late pick-up fee of \$15.00 per every 15 minutes per child which will be added to your weekly tuition bill.

Smoke and Tobacco Free Environment

We are a tobacco free campus. By law tobacco of any kind is not allowed anywhere on campus or field trips. Including any building, in the parking lot, in an vehicle on center property or on field trips.

DUTY TO REPORT SUSPECTED 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, discipline, or when a child is abandoned. 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 Development and Early Education at 919-527-6335 or 1-800-859-0829. Reports can be made anonymously. A person cannot be held liable for a report made in good faith. The operator of the program must notify parents of children currently enrolled in writing of the issuance of any administrative action against the child care facility. North Carolina law requires any person who suspects child abuse or neglect in a family to report the case to the county department of social services.

INCLEMENT WEATHER PROCEDURES

The safety of your child is our major concern. In case of bad weather, here are some important things to remember.

- The decision to close the center or to delay opening will be made no later than 5:00a.m. If possible, the decision will be made the evening before.
- Tune into WSOC TV station for the announcement of the school's delays or closings.
- Check out our Facebook page and "Hi Mama" for information on closings & delays.
- If the school district dismisses early due to inclement weather, parents are responsible to pick-up their children at the public school. Smart Kids' will not operate our buses.

Please note, if the Center closes due to snow days/inclement weather or emergency, the weekly fees have these closings factored into the rates. Full payment is required for weeks that include these days.

APPROPRIATE CLOTHING

Please dress your child for play and according to weather. Non-slippery shoes are safer for play.

- Open toe sandals or shoes with elevated heels are not safe for young children, therefore are not allowed to be worn.
- Parents of children in the main building are required to send two (2) changes of clothing & afterschool children should also have one (1) change of clothing.
- The clothing is kept in the child's individual cubby to be used in case of accidental soiling or wetness. If a child has an accidental soiling or wetting and does not have a change of clothing parents will be called to pick-up the child at once.

NUTRITION

- A nutritious A.M. Snack, Lunch and P.M. Snack will be offered in the children's classroom.
- There is no additional charge for food.
- Menus will be posted on the Parent Information Board in the front lobby.
- The Center follows the Federal Food Program's guidelines for nutrition and quantity. The Meal Patterns for Children in Child Care is shown in Attachment I.
- Children who arrive before 8:30 am may bring in a healthy morning snack to eat.
- The Center is a peanut free environment. (Even on school trips)
- A.M. Snack is served between 8:45 am – 9:15 am. No A.M. Snack will be served after 9:15 am.

PARENT PICK UP - TRANSPORTATION

- Your child will be released only to the parent(s) or other persons authorized by the parent. The designated person must show identification that matches information on file in the Center.
- Identified biological parents will not be denied from picking up a child unless a court order prohibits them from doing so. In the event your child is picked up by someone who appears to be under the influence of drugs or alcohol, law enforcement will be called.
- If you have a need for transportation changes, it is the parent's responsibility to notify the directors in writing prior to pick-up or departure time.
- Children are not to be dropped off during naptime (12:30pm to 2:30 pm). All children need to arrive at the center by 9:30 am.

VAN OR BUS TRANSPORTATION GUIDELINES

- Transportation from schools may be provided for school-aged children at no additional charge. If the school is able to provide bus transportation we ask for your cooperation in

arranging schedules. No home transportation is provided.

- Field trips are provided for children four years of age and older. Pre-school aged children have limited trips but the older children are offered more frequent trips, especially during summer camp and holidays.
- Student Van\Bus Rules:
 - Wear van seatbelts at all times. Remain seated in assigned seats with head and hands inside the bus.
 - Obey the driver.
 - No eating or drinking on the vans or bus.
 - Positive behavior is expected.

EMERGENCY PROCEDURES AND FIRST AID

In the event that a medical emergency should occur at Smart Kid's Child Development Center the following steps will be taken:

1. Medical conditions such as, but not limited to, loss of consciousness, semi consciousness, breathing difficulties, severe bleeding, unequal pupils, seizure, neck or back injury, severe headache, stiff neck or neck pain when head is moved, hives that appear quickly, very sick child who seems to be getting worse quickly, repeated forceful vomiting, vomiting blood, severe abdominal pain that causes a child to double over, possible broken bones and shock would require immediate care by a health care professional.
2. 911 will be called immediately upon recognizing signs and symptoms that require immediate medical attention.
3. The child's parent/guardian will be notified immediately after calling 911 to inform them of the child's symptoms and where they will be transported for medical care.
4. The Center will call all the person(s) listed as emergency contact if parents cannot be reached.
5. CPR/First Aid will be provided by trained staff, as trained in an approved CPR/First Aid training course, until emergency personnel arrive.
6. The child will be transported by the director to **Lake Norman Regional Medical Center** if parents cannot be reached. Emergency information for the child will be taken with the director or assistant director, accompanying the child to the hospital or emergency room.
7. The director or assistant director of the Center will go with the child to the hospital and stay with the child until the parents arrive.
8. The Center's Emergency person, floaters, or any staff will remain at the Center and handle any issues that may arise
9. The Center will report to our licensing consultant within 24 hours any accident or injury involving any child occurring at the center requiring professional medical treatment as required by licensing regulations.

ILLNESS OR SICKNESS

Medication will only be administered to the child for whom it is prescribed and labeled. Prescribed special medical procedures ordered for a specific child also must be written, signed and dated by a physician or other legally authorized healthcare provider.

Medication:

No medication will be administered. Without a doctor's instructional note that states a twelve-hour medication is not available or is inappropriate for the child. The only exception is: Breathing machines, inhalers, and Epi Pen.

Allergies:

If a child has any food allergies, a doctor's note must be provided verifying this situation. The parent must provide an alternate food item for your child at meals and snacks. Please inform us of other allergies your child may have and the expected reactions.

Care for Mildly Ill Children:

- If a child becomes ill while in care, the Center will notify the parent or responsible party immediately.
The parent will be asked to take the child home or to a doctor. The parent or responsible party must pick up the Child from the center within one hour from the time they are contacted by a center administrator.
- If a child may have been exposed to a serious communicable disease that is spread through casual contact, the center shall notify parents about the nature of the illness and the potential exposure to the illness, and recommend consultation with the child's physician. (Example: chicken pox, measles, pink eye, impetigo, ringworm, pinworms, head lice, colds/flu).
- For most illnesses children can return to the Center after being symptom/and/or fever free for 24 hours. Some illnesses will need a release note from a doctor.

WITHDRAWING FROM THE PROGRAM

- If you are planning to withdraw, please inform the Directors in writing of your plans. Two weeks (2) written notice is required.

TERMINATION BY CENTER

- The Center has the right to terminate children. Some causes leading to termination may, include, but is not limited to; discipline problems, nonpayment of fees, and late pick-up at closing, and/or failure of child or parent/guardian to follow Center policies.

QUESTIONS OR CONCERNS

- If you have questions or concerns, please contact your child's teacher or contact the Directors for any additional assistance if necessary.

PUBLICITY

- From time to time, we are asked to present information about the Center to state and/or local agencies and/or news media. Pictures help to tell our story. For this reason, we ask parents for signed media permission to use pictures of their children.

CHANGE OF INFORMATION

If you change your address, phone number, or names of persons to whom your child can be released please send the information in writing to the child's teacher and to the office.

DISCIPLINE AND BEHAVIOR MANAGEMENT POLICY

All staff members will be very familiar with Smart Kids' Child Development Center's guidelines regarding discipline of children. All staff members will be expected to comply with the Center's policy:

No child shall be subjected to any form of corporal punishment by the owner, operator, director, teachers or staff, of any Smart Kids' Child Development Center. For purposes this rule, "staff" shall mean any regular teacher, assistant teacher, substitute caregiver, any volunteer, and any auxiliary personnel, such as cooks, secretaries, janitors, maids, vehicle drivers, etc.

1. No child shall be handled roughly in any way, including shaking, pushing, shoving, pinching, slapping, biting, kicking, or spanking.
2. No child shall ever be placed in a locked room, closet, or box or be left alone in a room separated from staff.
3. No discipline shall ever be delegated to another child.
4. Discipline shall in no way be related to food, rest, or toileting.
 - a) No food shall be withheld, or given, as a means of discipline.
 - b) No child shall ever be disciplined for lapses in toilet training.
 - c) No child shall ever be disciplined for not sleeping during rest period.
5. No child shall be disciplined by assigning chores that require contact with or use of hazardous materials, such as cleaning bathrooms or floors, or emptying diaper pails.
6. Discipline shall be age and developmentally appropriate.

All Staff members are expected to abide by the following:

- There should always be continuous and positive staff member interaction with children.
- All staff members shall praise, reward, and encourage positive behavior by children.
- When necessary, staff members shall re-direct and guide children towards acceptable positive behavior.

- Staff shall model appropriate alternatives that encourage children to use problem solving skills.
- Staff shall modify the classroom environment to provide greater supervision of all children in attempt to prevent problems before they occur.
- Approach an inappropriate behavior in a calm and respectful manner to ensure the focus is to understand the children's needs, desires, and feelings.
- Reason with children on their level when setting limits.
- Provide a non-threatening environment through gentle vocal tones when speaking to children; do not speak harshly to any child.
- Allow a child to get away from the situation briefly. This is not the same as time-out. It respects the fact that the child may be overly stimulated or upset and need an opportunity to be apart from the group.
- Ignore minor behavior slip ups, rather than responding when possible.
- Administrators and staff members should communicate with parents about difficulties a staff member is having with a child and enlist their cooperation and assistance.

SUPERVISION OF CHILDREN

Children's welfare and safety needs are our staff's first consideration. Supervising children at all times is very important to the welfare and safety of our children. In order to give the children adequate care, our staff will be expected to follow these procedures:

Attendance shall be checked in each classroom and outdoors throughout the day. Attendance shall be checked on arrival and departure of bus transportations, field trips included. An attendance check means that the staff member will check the attendance sheet and visually identify each child. Staff/child ratios will be posted in each classroom and staff members shall maintain the staff/child ratio for their age group at all times.

- An attendance sheet shall be checked and marked upon arrival and departure of each child.
- Staff will check attendance by visually identifying the children with the attendance sheet before, during, and after transition periods such as lunch, naptime, toileting, extracurricular activities, etc.
- Attendance will be checked before, during, and after outside activities. Attendance sheets will accompany staff anytime they go outside the building.
- Attendance will be checked anytime that children leave the classroom and return.
- In the morning and afternoon when groups might be combined, the primary caregiver for the children shall provide to the caregiver of the combined group his/her attendance sheet, which will show which children are joining the group by using the attendance sheet and visually identifying the children.

- Any time a child is moved to another class in order to maintain staff/child ratios, it will be noted by the date and name of the child on the attendance sheet of the class the child is leaving and the class the child is entering.
- Staff/child ratios and group sizes shall be maintained at all times in each classroom. Staff members may never walk out of rooms leaving the children alone or leaving one staff member where two are required.
- **Children are not allowed to leave the classroom without adult supervision.**
- **If the classroom staff member must leave the classroom, another qualified adult must be left in charge of the classroom.**

Outdoor Supervision

- ★ **Always: Count children using name to face recognition before going outside and count the children using name to face recognition before going into the building.**

PARENT SIGNATURES

Documentation of the Smart Kids' CDC Parent Handbook:

Name of Child(ren) _____

I, _____ have reviewed the parent handbook either online or received a hard copy. I understand that as a parent at this center, I shall acknowledge and respect all of the rules and standards noted in the handbook. I understand that in the event any changes are made to the existing policies, I will be notified in writing at least 30 days prior to the official adoption of the rules and standards by the center.

Parent/Guardian's Signature _____ Date: _____

Director's Signature _____ Date: _____

Pictures taken of my child may be used for purposes of publicity, such as in the newspaper, posters, or in picture presentations of the program's activities.

Parent/Guardian's Signature _____ Date: _____

Director's Signature _____ Date: _____

Payments will be expected whether or not there are changes of schedule due to: Family vacations, holidays, child absences, snow days, and any other inclement weather or emergencies.

Parent/Guardian's Signature _____ Date: _____

Director's Signature _____ Date: _____

ATTACHMENT I

Meal Patterns for Children in Child Care Programs

The Child Care Commission approved the use of the United States Department of Agriculture (USDA) meal patterns as the minimum amount of food which can be served to comply with the licensing standards for adequate nutrition. The Recommended Dietary Allowance is based on the age, sex, weight, and height of an individual.

	Child Meal Pattern		
	1-2 year olds	3-5 year olds	6-12 year olds
Breakfast			
Milk —must be fluid milk	1/2 cup	3/4 cup	1 cup
Vegetable or fruit or 100% fruit juice	1/4 cup	1/2 cup	1/2 cup
Grains/Breads —must be enriched or whole grain			
Bread	1/2 slice	1/2 slice	1 slice
OR, Cornbread or biscuit or roll or muffin	1/2 serving	1/2 serving	1 serving
OR, Cold dry cereal	1/4 cup	1/3 cup	3/4 cup
OR, Hot cooked cereal	1/4 cup	1/4 cup	1/2 cup
OR, Cooked pasta or noodles or grains	1/4 cup	1/4 cup	1/2 cup
Lunch or Supper			
Milk —must be fluid milk	1/2 cup	3/4 cup	1 cup
Meat/Meat alternate			
Lean meat, poultry, or fish without bone	1 oz	1 1/2 oz	2 oz
OR, Alternate protein product	1 oz	1 1/2 oz	2 oz
OR, Cheese	1 oz	1 1/2 oz	2 oz
OR, Egg (large)	1/2 egg	3/4 egg	1 egg
OR, Cooked dry beans or peas	1/4 cup	3/8 cup	1/2 cup
OR, Peanut butter or other nut or seed butters	2 tbsp	3 tbsp	4 tbsp
OR, Nuts and/or seeds	1/2 oz	3/4 oz	1 oz
OR, Yogurt, plain or sweetened	4 oz	6 oz	8 oz
Vegetable or fruit or 100% fruit juice —serve two different vegetables and/or fruits to equal	1/4 cup	1/2 cup	3/4 cup
Grains/Breads —must be enriched or whole grain			
Bread	1/2 slice	1/2 slice	1 slice
OR, Cornbread or biscuit or roll or muffin	1/2 serving	1/2 serving	1 serving
OR, Cold dry cereal	1/4 cup	1/3 cup	3/4 cup
OR, Hot cooked cereal	1/4 cup	1/4 cup	1/2 cup
OR, Cooked pasta or noodles or grains	1/4 cup	1/4 cup	1/2 cup
Snack —select 2 of the 4 components			
Milk —must be fluid milk	1/2 cup	1/2 cup	1 cup
Vegetable or fruit or 100% fruit juice	1/2 cup	1/2 cup	3/4 cup
Grains/Breads —must be enriched or whole grain			
Bread	1/2 slice	1/2 slice	1 slice
OR, Cornbread or biscuit or roll or muffin	1/2 serving	1/2 serving	1 serving
OR, Cold dry cereal	1/4 cup	1/3 cup	3/4 cup
OR, Hot cooked cereal	1/4 cup	1/4 cup	1/2 cup
OR, Pasta or noodles or grains	1/4 cup	1/4 cup	1/2 cup
Meat/Meat alternate			
Lean meat, poultry, or fish	1/2 oz	1/2 oz	1 oz
OR, Alternate protein product	1/2 oz	1/2 oz	1 oz
OR, Cheese	1/2 oz	1/2 oz	1 oz
OR, Egg	1/2 egg	1/2 egg	1/2 egg
OR, Cooked dry beans or peas	1/8 cup	1/8 cup	1/4 cup
OR, Peanut or other nut or seed butters	1 tbsp	1 tbsp	2 tbsp
OR, Nuts and/or seeds	1/2 oz	1/2 oz	1 oz
Or, Yogurt, plain or sweetened	2 oz	2 oz	4 oz

