

# **FAITH CHILD ENRICHMENT CENTER, INC.**



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## **PARENT HANDBOOK**

## **Policy & Procedures**

Revised September 1, 2023

**Statement of Philosophy and Goals**

It is the philosophy of Faith Child Enrichment Center to provide a loving and creative preschool environment in which your child can develop to his/her fullest potential.

Faith Child Enrichment Center has a four star rating. This means that we offer smaller child/staff ratios and more activities in our lesson plans than the state requires for a three star rated center.

Our goals are:

1. To encourage the development of positive self-concept, creativity, and curiosity, which will assist in the formation of a healthy personality?
2. To enhance the child's mental process and skills with special emphasis on conceptual and verbal skills.
3. To establish patterns of success for the child, we will encourage a climate of confidence for the child's present and future learning efforts and overall development.
4. To encourage good health habits and development of disabilities.
5. To endeavor to increase the ability of the child and his family to relate to each other in a loving and supporting manner.
6. To provide a learning environment in which the child is allowed to explore at his/her own pace and discover their world.

At Faith Child Enrichment Center we serve every child, regardless of race, culture, religion, and ability.

## **Children We Serve**

The age range of the children we serve at FCEC is 6 weeks through 12 years.

### **Our Operating Schedule**

We are open Monday through Friday, 6:30 am to 5:00 pm. The center is closed on the following holidays and will require you to make other arrangements for your child.

- New Year's Eve & Day
- Good Friday and Easter Monday
- A Week of or around the 4<sup>th</sup> of July
- Labor Day
- Thanksgiving Day and the following Friday
- The Week around Christmas
- Memorial Day
- Dr. Martin Luther King Jr's Birthday

#### **❖ Note**

Please watch channel 9 WSOC for information on delays and closings in case of severe weather. You may also refer to our Face Book page at Friends of Faith Child Enrichment.

### **Prior to Enrollment**

Parent/Guardian will be orientated by the director prior to start date. During orientation the parent will review the parent handbook, the child's application and tour the center. The parent will share information about their child(ren) regarding likes, fears, allergies, etc. An appointment is required!

### **Admission Requirement & Enrollment Procedures:**

A registration fee of \$25 is required prior to the child's start date.

- On the first day your child must have a completed application.
- A physical examination is mandatory within 30 days of enrollment.
- Child's immunization record.
- **Your child must be current in all immunizations!**
- A completed application must include your child's full name, address, birth date, any allergies, fears, and/or unique behavior.
- You must include emergency contact information and emergency medical information.
- A copy of your child's updated immunization records must be in his/her file at the center.
- A copy of the names of persons that your child can leave the center with.
- A copy of the written permission slip for field trips conducted off the premises.

## Fees

### **Individuals receiving subsidies.**

**Fees are due by the 20<sup>th</sup> day of the month.** Fees are set at a flat rate.

Fees do not fluctuate based on the child's attendance. Following the last day of the month where payment was not paid in full, the child may not return until payment is made. Failure to pay a late pick-up fee and delinquent fees will result in termination of services.

### **If you are Private Pay, payment is expected the first workday of the week.**

1. Fees not paid for that week of care by 5pm on Friday will result in a \$25.00 late fee. After 2 weeks of nonpayment, services will be terminated.
2. You must meet with the director (Yvette Gaither) to discuss payment during prolonged absences due to illness or other circumstances.

Note: We do not accept checks.

### **Late Pick Up Fees**

A late fee of \$5.00 is charged for the first 10 minutes and \$1.00 per minute.

# Services Provided at Faith Child Enrichment Center

## Meals and Snacks

Faith Child Enrichment Center is assisted by NC Department of Health and Human Services, Child and Adult Care Program. Parents are required to complete a child food program eligibility application in accordance with the Federal Law and U.S. Department of Agriculture.

Meals and snacks shall be planned according to the number of hours the child is in the center. Children that are in the center for more than 6 hours, but less than 10 hours, will receive two meals and one snack. Each infant will be held for bottle feeding until able to hold his/her own bottle. Meals shall be in compliance with the meal patterns meeting child care standards required of the state. **Meals are provided at no cost to the family.** The type of food, number and size of servings shall be appropriate for the ages and developmental levels of the children in Faith Child Enrichment Center. A variety of food shall be included and recorded on the menu. Any substitutions will be of comparable food value and will be recorded on the menu. Special diets or food allergies shall be posted in the food preparation area and in the child's eating area. **You must inform the director of any special diets or allergies which will be posted.**

**“We are an equal opportunity provider.”**

Note: You must consult with the director about what foods are permitted for special occasions, for example, birthdays.

Number of Meals Served  For Children attending first shift hours is two meals and a snack.  After school children will receive a pm snack.	Meals Served  Breakfast Lunch PM Snack
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### *Breast Feeding Policy*

Faith Child Enrichment Center, Inc. (FCEC) is committed to providing a breast feeding friendly environment for our enrolled children and staff. FCEC subscribes to the following policy:

Breast feeding mothers shall be provided a place to breast feed or express their milk. Breastfeeding mothers, including employees, shall be provided a private and sanitary place (other than a bathroom) to breast feed or express milk. This area has an electric outlet, comfortable chair, and access to running water.

A refrigerator will be made available for storage of expressed breast milk. Breast feeding mothers and employees may store their milk in the facility's refrigerator. Mothers should provide their own containers, clearly labeled with the child's name and the date.

Sensitivity will be shown to breast feeding mothers and their baby. The center is committed to providing ongoing support by providing an opportunity to mothers to breast feed in the morning and evening, and holding off giving a bottle, if possible, when mom is due to arrive. Infant formula and solid foods will not be provided unless requested by the mother. Babies will be held closely when feeding.

The center will provide information on breast feeding, including the names of area resources should questions or problems arise.

## **Illness Policy**

We understand that you have to work. However, when your child is sick, he/she needs to be at home. It is your responsibility to see that the center has proper emergency contact information. It is a good idea to develop quality resources, people who are allowed to pick up the child when they are sick. We require that you keep your child home or he/she will be sent home under the following conditions:

### **Signs of illness**

Keep your child out of childcare if he or she has any of the following signs:

- Seems very tired and needs bed rest (a common flu symptom)
- Throws up (vomits) more than 1 time.
- Has 2 or more loose, watery, unformed stools (diarrhea) in 24 hours, not caused by a change in diet or medicine; especially if it runs out of diapers or underwear.
- Cough that interrupts normal play or sleep.
- Shortness of breath or increased wheezing during normal activity
- Underarm temperature above 100°F, especially if there are other signs of illness
- Earache, headache, sore throat or recent injury that makes it hard to play or sleep normally
- White or yellow eye discharge with pink or red skin inside or around the eye or eyelid
- Rash with a fever or change in behavior
- Mouth sores and drooling, unless the doctor decides that the child is not contagious

***Your child should not go to childcare if the temperature is above 100°F.***

## **Fever**

Your child should not go to childcare if his underarm temperature is above 100°F. He may go back to school when it is below 100°F for at least 24 hours and he feels well enough to play as usual.

## **Contagious disease**

Germs are everywhere in the childcare setting. A contagious (catching) disease spreads by close contact with a sick person or contaminated object. **Many illnesses are contagious and can be spread 24 hours before your child shows signs of illness.** For this reason, keeping your child out of childcare may not always keep him from getting sick. Good handwashing and disinfecting toys and surfaces are the best ways to stop the spread of illness.

### **Children are required to stay away from childcare if they have:**

- Lice and scabies – no child care until after the first treatment
- Impetigo – no child care for 24 hours after treatment starts
- Strep throat or other strep infections – no child care until child has been taking antibiotics for 24 hours. Fever must be gone.
- Tuberculosis\*
- Chickenpox\*
- Pertussis – Whooping cough\* Or is Wheezing constantly
- Hepatitis A\*
- Measles, mumps or rubella\*
- Shingles\*

### **\*\*Covid 19**

- Salmonella, shigella, E. coli, Campylobacter, Giardia\*
- Neisseria Meningitis\*

\*These illnesses must be reported to the local Health Department. Your child's doctor will tell you when he or she may return to childcare.

If you have any questions or concerns, please contact your child's doctor or nurse.

**Your child must stay current on all immunizations!**

- 1. Infections should be treated with antibiotics, as prescribed by your child's physician.**
- 2. The state requires that children go outside daily, weather permitting. If you feel that your child is too sick to go outside, then it may be best that the child not attend school that day.**

## Covid 19 Preparedness Plan

- 1)** Communicate with the staff and/or emergency operations coordinator at the facility. Discuss emergency plans and procedures and how they will be implemented.
  - Review emergency plans we already have and update them if necessary.
  - Make a plan for what we will do if large numbers of employees are unable to attend work, due to their family members becoming sick. Identify key positions and cross-train staff to ensure all essential functions will be covered.
  - Employees who are at a higher risk for complications from COVID-19, including people over 65 and those with pre-existing medical conditions or a compromised immune system, will be put in positions that minimize contact with the public.
  - Alternative options to gathering large groups of people, such as streaming video or having patrons participate online are available for NCPK students.
  - We will stay informed about COVID-19 in our community daily.
- 2)** We will provide means of communication with clear messages with employees and patrons about prevention measures and social distancing practices.
  - All employees and patrons will be told to stay home if they are sick. We will post signs encouraging participants/patrons to not enter or leave immediately if they begin to show symptoms of illness.
  - We will encourage patrons who are at a higher risk for complications from COVID-19, including people over 65 and those

with pre-existing medical conditions, to stay home as much as possible.

- We will post signs with clear instructions of steps employees and patrons should take to maintain social distancing.
- Implementation of flexible sick leave policies for employees to be able to stay home from work when they are sick. Employees may discontinue isolation and return to normal activities when it has been at least 7 days since their first day of illness AND they have been without fever for three days (72 hours) and their other symptoms are improving, in consultation with their health care providers and state and local health departments.

**3)** • Encourage patrons and employees to wash hands frequently with soap and water for at least 20 seconds at a time, avoid touching their face with unwashed hands, and avoid close contact with people who are ill.

- Share other measures to prevent the spread of respiratory illness like covering our mouth and nose with a tissue when we cough or sneeze.
- Have sanitizing essentials available for employees and patrons, including soap, hand sanitizer containing at least 60% alcohol, tissues, and lined trash cans.
- Disinfect frequently-touched surfaces with a cleaning agent that is effective against coronaviruses throughout the day and at close of business.

**3)** Practice Social Distancing by maintaining at least six feet (or two arm lengths) between employees, between patrons, and between

employees and patrons to minimize the risk of spreading coronavirus infection. Individuals should remain six feet apart at all times except at the point of sale or purchase. Recognizing that this may be challenging, below are examples how we can encourage social distancing.

- Place chairs and tables at least six feet apart, organize workflow to restrict crowding or grouping, and limit the number of patrons and employees in a space at any given time.
- If we typically have people waiting in line, consider marking six-foot intervals on the floor for patrons to stand on.
- Have employees remain six feet apart from each other and patrons whenever possible.

**4) All gatherings of 10 or more people be postponed or cancelled, particularly for individuals at higher risk for severe illness.**

Participants at all gatherings should practice social distancing.

- Ensure we have up-to date contact information for these groups and create a plan for communicating with them in an emergency.
- If we determine that an event needs to be cancelled or postponed, immediately communicate this information to all stakeholders including participants, employees, and vendors. Include information about refunds and rescheduling, if applicable.

**5) If a patron or employee is diagnosed with COVID-19, the local health department may ask for contact information for anyone else who may have been exposed. If this occurs, people who had close contact with the COVID-19 patient will be asked to monitor themselves for symptoms for 14 days.**

**6) • If an employee or patron who was diagnosed with COVID-19, contact the local health department. Do not take any action to notify potential close contacts without consulting our local health department.**

- If an employee or patron is diagnosed with COVID-19, ensure that all areas of the venue or facility they visited have been thoroughly cleaned with an agent that is active against coronaviruses.**

**The center will need to be closed!**

## Administering Medications

We, Faith Child Enrichment Center Inc. will not give over the counter medication as currently stated in our policy. The medications now will include all medications with the exceptions of medicines provided for children with chronic health conditions like asthma, diabetes, sickle cell anemia, or seizure disorders. \*\*Teething gels and diaper creams we will use provided we have the documentation.

There is a medication sign in form that is available in your child's room. It must be filled out completely. Each medication goes on a separate line and you must provide complete information. The following rules must be followed when asking the center to give medicines:

1. Medication must be in the original container.
2. Children will not be given medication prescribed for another person.
3. No "Home-made" medications will be given.
4. All medications must be locked up and not left on counter.  
You must remember to ask for medication at the end of your child's day.
5. Medications that may be signed in for an extended period of time are teething gel and diaper cream.  
  
. **\*Paperwork must be completed by the parent before our staff will be permitted to use!**

Note: No medication, of any type, can be put into baby bottles or mixed with formula for the staff to administer.

## **Safe Drop Off and Pick-up Policy**

To ensure the safety of each child, we enforce very strict rules. During conflicts between parents, we will abide by the court order, by contacting the proper law enforcement agency if necessary. To guarantee fairness to all parties involved, we must have a copy of the court order. The court order must be given directly to the director, a copy of which will be placed in the child's file.

**\*Children should arrive by 9:00a unless a staff member is notified prior to 8:50a.**

We must insist that the following steps be taken when leaving or picking up your child:

1. Your child must be signed in and out, each morning and afternoon. The sign-in sheet is located on the parent table as you come in the door.
2. Parents or a designated adult must bring the child to his/her classroom. You must inform the teacher that your child is there.
3. Only an adult may send your child out of the center. We have the right not to release the child to any adult that appears to under the influence of any impairing substance.
4. Children will be released to only people listed on your child's application, unless we have been notified in advance. A legal form and/or identification will be required. If this is not available, the child will not be released.

# Discipline Policy

## ***No Corporal punishment is allowed!***

We encourage self discipline. Part of learning about self discipline includes helping your child accept the consequences for their actions. Our caregivers also try to redirect a child's attention to another play area or interest.

Praise and positive reinforcement are affective methods of the behavior management of children. When children receive positive, non-violent, and understanding interactions from adults and others, they develop good self-concepts, problem solving abilities, and self-discipline. Based on this belief of how children learn and develop values, this facility will practice the following Discipline and behavior management policy.

### We Do:

- Praise
- Redirect
- Encourage
- Model Appropriate Behavior
- Ignore certain behaviors when it does not risk harm to self or others.
- Modify classroom structure
- Listen to the child
- Provide natural and logical consequences of behavior.
- Respect the child
- Use effective behavior management techniques

### We Do Not:

- Shake, spank, bite, pinch, push, pull, slap or in any way physically punish a child
- Verbally abuse a child
- Shame a child when a bathroom accident occurs
- Deny food or rest as punishment
- Relate discipline to eating or rest
- Place children in a locked space
- Allow other children to discipline children
- Criticize the child or the child's family

# **Abuse & Neglect**

## **How to File a Complaint**

### **Mandatory Reporting Law General Statute 7B-301 § 7B-301. Duty to report abuse, neglect, dependency, or death due to maltreatment.**

Any person or institution who has cause to suspect that any juvenile is abused, neglected, or dependent, as defined by G.S. 7B-101, or has died as the result of maltreatment, shall report the case of that juvenile to the director of the department of social services in the county where the juvenile resides or is found. The report may be made orally, by telephone, or in writing. The report shall include information as is known to the person making it including the name and address of the juvenile; the name and address of the juvenile's parent, guardian, or caretaker; the age of the juvenile; the names and ages of other juveniles in the home; the present whereabouts of the juvenile if not at the home address; the nature and extent of any injury or condition resulting from abuse, neglect, or dependency; and any other information which the person making the report believes might be helpful in establishing the need for protective services or court intervention. If the report is made orally or by telephone, the person making the report shall give the person's name, address, and telephone number. Refusal of the person making the report to give a name shall not preclude the department's assessment of the alleged abuse, neglect, dependency, or death as a result of maltreatment. Upon receipt of any report of sexual abuse of the juvenile in a child care facility, the director shall notify the State Bureau of Investigation within 24 hours or on the next workday. If sexual abuse in a child care facility is not alleged in the initial report, but during the course of the

assessment there is reason to suspect that sexual abuse has occurred, the director shall immediately notify the State Bureau of Investigation. Upon notification that sexual abuse may have occurred in a child care facility, the State Bureau of Investigation may form a task force to investigate the report. (1979, c. 815, s. 1; 1991 (Reg. Sess., 1992), c. 923, s. 2; 1993, c. 516, s. 4; 1997-506, s. 32; 1998-202, s. 6; 1999-456, s. 60; 2005-55, s. 3.)

**\*Parents that feel that a situation has occurred that does not warrant contacting the Department of Social Services, should refer their concerns to the director or assistant director before or after expressing their concern with the teacher.**

Child Abuse or Neglect Abuse occurs when a parent or caregiver injures or allows another to injure a child physically or emotionally. Abuse 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. Neglect 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 abuse or neglect to report the case to the county department of social services. In addition, any person can call the Division of Child Development and Early Education at 919-527-6500 or 1-800-859-0829 and make a report of suspected child abuse or neglect in a child care operation. 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 substantiation of any abuse/neglect complaint or the issuance of any administrative action against the child care facility. *Revised March 2016*

## **Parent Involvement**

We request that each parent be involved with our center. Here are a few ways you can be involved:

Prior to enrollment, parents are required to attend an orientation to hear our procedures and policies as well as take a tour. This is also a great time to ask questions.\

- \* Read the bulletin boards on a regular basis.
- \*Attend parent meetings and workshops held by the center.
- \* Visit your child's room on a regular basis. You are welcome to come and eat breakfast or lunch with your child. We ask that you let us know the day before so that we have the chance to include you in the food count.
- \* Donate your time to the center by volunteering in the classroom or be sharing a talent.
- \*Parents are encouraged to meet with teachers to discuss their child's progress and any concerns you may have. We just ask that parents allow for the teacher to have at least a 24 hour notice so that the teacher may have coverage for the children.**

**Note\* No religious activities will occur during hours of operation.**

\*Your participation is important. At times, parents are requested to attend a parent/teacher conference. Failure to do so may result in a suspension of childcare services.

## **Other Important Notes (Please Read Each)**

\* Toys from Home: We ask that children's toys stay at home, unless they are brought in for a pre-arranged sharing at group time. Toys from home are difficult to share at other times, and we cannot be responsible if they become lost or broken. We realize that this is sometimes very hard --leaving a toy in the car during the day is a tactic that sometimes works if you can't leave the house without that special something. Comfort toys for nap are the only exception, and should be kept in the child's cubby, unless needed at "difficult" times.

\*Transportation It is the policy of Faith Child Enrichment Ctr. Inc. that staff does not transport children. If a medical emergency arises, children will be transported by ambulance unless in the reasonable judgment of the Center, providing transportation is medically necessary. The only person(s) allowed to transport children will be those noted on the child(ren)'s authorized pick-up list.

\*Parent Visits. You have the right to visit the center and your child's room at any time while your child is present. Children's Records. Information contained in a child's record is privileged and confidential. Program staff may not distribute or release information in a child's record to anyone not directly related to implementing the program plan for the child without your written consent. You must be notified if your child's record is subpoenaed.

\* Access to your child's record. You are entitled to have access to your child's record at reasonable times on request. You must have access to the record within two (2) business days of your request.

\*Reporting abuse or neglect: All center staff is mandated reporters. They are required by law to report suspected abuse and neglect to either the Department of Children or Families (DCF) or to the licensee's program administrator. The licensee must have written policies and procedures for reporting and must provide the written policy to you upon enrollment.

\*Notification of Injury The licensee must notify you immediately of any injury which requires emergency care. The licensee must also notify you, in writing, within 24 hours, if any first aid is administered to your child.

\*If a parent or guardian is verbally or physically abusive to a staff member or if the staff member feels threatened, the services provided to the family will be terminated.