

Haywood Community College

Regional Center for the Advancement of Children

Parent Handbook



Physical Address:

235 Freedlander Drive

Clyde, NC 28721

Mailing Address:

185 Freedlander Drive Clyde, NC 28721

828.565.4187

Greetings to you and your child! We welcome you to our program and hope you will find a warm and friendly place for your family here. We will do our best to meet your expectations in providing quality care for your child. In turn, we ask for your cooperation in meeting various state and college guidelines for our program. These include:

1. Safe Arrival and Departure

All children will be required to be at the center no later than 9:00am; NC Pre-K children should be in their classroom no later than 8:00am unless other arrangements have been made in advance with the parent, director, and classroom due to an appointment or if the child will be absent. We understand that things happen from time to time so if you were to be running late one morning you **MUST** call the front desk at 565-4050 before 9:00 so that a lunch can be ordered. We cannot accept a child that we are not prepared to feed. If the call is not answered you may leave a message to let us know that you will be bringing your child and we will order a lunch. If you call and a lunch is ordered and you do not attend you will be charged for the lunch. Please make every effort to have your child to the center on time. It is important for children to have structure and we appreciate your efforts on helping us provide that for your child.

Please sign your child into the center each day and leave a phone number where you can be reached. These sheets are located at the front desk. It is very important that you leave a good working number to be reached at that day. This is the number we will use to contact you if we were to have an emergency involving your child. Each child must be accompanied/and picked up by an adult age 18 or older unless they are the biological parent or guardian of the child. Children will not be released to anyone that is not listed on the form filled out on the application. If you need to make changes or update any information you may request to do so at any time. Without legal paperwork a biological parent/guardian cannot be refused to pick up the child so please make sure that the center has the most recent custody/visitation paperwork. If you have an emergency you can call and give permission over the phone for a new person to pick up and you will be asked to add them to the pick-up list the next time you are at the center.

For your child's protection, there will be no exceptions made to this policy.

Please greet and notify the staff in the classroom that your child is present. Many times staff are busy with children and activities and may not be aware that you have arrived if you do not enter the classroom and speak with the staff.

2. On Time Pick up

Our staff is hired to provide child care services for a specific number of hours each day. It is important that you share with the Center Director at enrollment what times you will need your child to be in the Center each day so that schedules can be worked out to provide your child with the best possible experience. Any changes to your schedule should be brought to our attention as soon as possible. Please try to maintain a regular schedule as much as possible so that your child can establish a routine and develop a sense of stability during their time with our staff. If, on occasion, you find you will be late or need to change your times for care, please let us know so

we can share with your child. **A fee will be assessed for late pickup in the amount of \$1.00 per minute per child.** If your child is left after hours and the center has not been notified, the Department of Social Services (DSS) will be notified.

3. Application and Registration

1. Parents must meet with the Center Director or Assistant Director for a pre-enrollment conference prior to attendance in the program.
2. Parents will be expected to complete:
 - Application Form
 - Children's Medical Report
 - Immunization History
 - Discipline & Behavior Management Policy
 - Child Release & Emergency Information Form
 - Summary of the North Carolina Child Care Law and Rules
 - Business Office Payment Form
 - Child Adult Care Food Program (CACFP) food forms
 - Volunteer Policy
 - Center fire and evacuation form
 - Operational Policy Receipt
 - Safety agreement
 - Parental Permission for Observations
 - Audio/Visual Surveillance

Parents of infants will have additional forms such as:

- Infant Feeding Schedule
- Child Food Program Provision of Breast milk or Infant Formula and Provision of Baby Food **and** Safe Sleep Policy

All forms must be completed and turned in to the Director or Assistant Director **prior** to enrollment in the program.

You will be required to update immunization and medical information throughout your child's enrollment at the Center.

4. Registration fees

A \$50.00 registration fee per child will be charged at the time of enrollment. If a child withdraws for any reason and then wishes to re-enroll a subsequent \$50.00 registration fee will be charged. An annual registration fee of \$50.00 will also be charged for every child in September

5. Fees

Fees will be charged on the current schedule approved by the Haywood Community College Board of Trustees. Fees are to be paid by the 5th working day of the month. Fees are assessed by enrollment not by attendance days.

A \$25.00 late fee will be assessed for fees not paid by the 5th working day of the month.

A two week notice is required for withdrawing children. Refunds are not given for early withdrawal or if the withdrawal is past the 15th of the month. The full month will be charged. All payments will be made at the Cashier's office in the Student Services building or on line.

6. Subsidized Care

Subsidized Child Care assists parents in helping pay for child care and is available for families who meet eligibility requirements. All parents who feel they may qualify for subsidized child care, or are having difficulty paying for their child care should contact their local subsidized child care social worker at (828)586-5561. Parents must verify proof of their family income. The fee is determined by the social worker and a Child Care Voucher/Action Notice will be completed. The parent fee will be printed on the Voucher/Action notice along with the date the fee begins and the times the child is eligible for care. Any changes should be reported to your social worker. **All fees that are more than 10 days past due will result in termination of care request being sent to subsidy and they will issue a termination of services.** To avoid loss of child care please pay your fees on time.

7. Returned Check Policy

If you pay with a check and it is returned for any reason, a \$25.00 returned check fee will be added to the amount owed and must be paid to the HCC Cashier's office. Cash only is accepted for a returned check. More than one returned check will require that all payments be in cash.

Current Fees -Please ask the Director or the Assistant Director for a copy of the current fee schedule.

8. Food

We employ sound nutritional practices in our program because of the recognized importance of nutrition in the growth and development of young children. We provide children with breakfast, lunch, and an afternoon snack. Our menus are based on what children like and meet the guidelines of the US Department of Agriculture food program. Children need to be present at the designated meal times to be served a meal or snack. Parents are not to bring additional food into the center unless it is a special event or holiday and it has been approved before that day. Special dietary considerations should be discussed in advance with the Center Director and or Assistant Director. For children that have allergies or dietary restrictions a Meal Modification Form is required and it must be signed by a Physician or a recognized Medical Authority. This is a requirement from the CACFP program. Our breakfast for all classrooms for children age one and over is 8:30 am to 9:00 am. If your child arrives after this time you will need to be sure that they have had breakfast before you drop them off at the center.

9. Feeding policy for infants

Infants will be held by the caregiver while the child is taking a bottle. Bottle propping by the caregiver is not allowed. Toddlers will not be allowed to carry their cup throughout the classroom. The child will sit at an appropriate chair or table to feed themselves or be assisted. Parents need to inform the staff of any change in eating habits as soon as possible so that the change can be noted on the feeding schedule posted in the classroom.

The Center will provide Parent's Choice with Iron formula. All children need bottles labeled with their name and the date daily. If your child requires a different formula you will need to provide it in bottles labeled with your child's name and the date. Bottles of breast milk shall be dated and labeled with the child's name. All breast milk shall be used only for the intended child.

Bottles that contain formula, milk, or juice shall be refrigerated until the child desires to be fed. All contents remaining after the feeding will be discarded. This is a sanitation regulation for all child care. You may want to bring more bottles with smaller amounts so that it will not be wasted.

Breast Feeding - We promote breastfeeding in our center. Moms you are welcome to come into the center and breastfeed your baby whenever and as often as you like.

10. Field Trips

There is a permission form in our application packet for your child to go out of the fenced areas of the playground. Our field trips consist of moving around the campus on nice or special days. Parents are always welcome to join us on these outings when they are planned in advance!

11. Clothing

Please send a complete set of extra clothes with your child's name on them for emergencies that will be kept at the center. Please keep in mind seasonal changes and send a sweater or jacket along for outdoor play. Please send your child in sneakers or other lace up shoes. Flip flops and open toed sandals are a real hazard on the playground and should not be worn to school. Boots will not be allowed due to injury to other children. If your child does not have a change of clothing you will be called to bring one or to pick up your child within 30 minutes.

When children do not make it to the restroom and have an accident in their clothing we are not allowed to wash or rinse out the clothing. We can only place the clothing in a bag and tie up to send home.

Remember... active children playing indoors and outdoors will get their clothes dirty. Be sure your child is dressed in comfortable, casual clothes so they can freely participate in fun, creative, and sometimes messy activities that promote valuable learning experiences.

12. Toys /Jewelry

We are adequately equipped with age appropriate toys and materials. We do not allow children to bring toys from home unless requested by the classroom due to very strict guidelines from licensing about the type of toys we can make available to the children (Show and Tell). Toys that depict violence are not allowed at any time. (Guns, knives, etc.)

If your child has an item for rest time it will be stored in the cubbies or sent home each day in a backpack. Rest time items should be small and soft. Please label these items with your child's name for easy identification.

If a child breaks or otherwise destroys furniture or other classroom items in a willful or purposeful way parents will be responsible for the cost of replacing the item.

Children are not allowed to wear any type of necklaces including teething necklaces.

13. Staff/Child Ratios

Please review our STAR Rated license located on the bulletin board in the lobby above the water fountain. Staff/Child ratios for each classroom are posted in the classroom and shows how many children can be cared for by the number of staff. At the beginning and end of the day classrooms may be combined and the staff/child ratio is always for the youngest child in the room. Staff is aware of the ratios and the procedure to follow if additional help is required.

14. Staff Professional Development

All staff members have or are completing Early Childhood Credentials if they are working in a classroom. All Lead Teachers have or are completing an AA Degree in Early Childhood Education. All staff members are required to have CPR and First Aid that must be kept current. To allow for staff to attend workshops or have training mandated by the Division of Child Development the Center will be closed from time to time for our staff to attend training sessions. Parents will be notified in advance of center closings so that they may arrange for other child care. Parent fees are not refundable for those days.

15. Creative Curriculum

As a center we have chosen to use the Creative Curriculum in all of our classrooms. It includes goals and objectives for children's learning in all areas of development: social/emotional, physical, cognitive, and language. The Creative Curriculum is a developmentally appropriate program and takes each child from where they are and allows them to progress at their own rate.

Children in the NC Pre-K classroom are screened using the Dial 3 and the results will be discussed with parents.

We do make referrals to Children's Developmental Services Agency for children under age three if we feel services are needed and also to Haywood County Schools for children age three and over. These referrals would be discussed with the parent and they would give permission.

16. Vacation and Holidays

A schedule of holidays observed by the center will be provided at enrollment and are posted in the lobby. The Centers budget expenses do not change depending upon missed days. Therefore, monthly tuition will remain the same during personal vacations and the scheduled holidays when the Center is closed. This also includes personal illnesses, emergency closings, teacher workdays, and inclement weather days.

Our NC Pre-K and Pre-K classroom will also have 5 Teacher Workdays that the classroom will be closed for **all** children in that class. These days will be posted and shared at the beginning of the school year. **There will not**

be any care provided for any child on these teacher workdays. Please be prepared to make other arrangements for your Pre-K child. No refunds will be given for the scheduled holidays or workdays.

17. Inclement Weather

Announcements regarding closures or delayed schedules, will be posted on the College's website and on WLOS television.

The College strongly recommends that all parents sign-up for alert messages through the HCC Emergency Notification System (ENS) at login.haywood.edu and www.wlos.com in order to receive College closings/delays directly to a telephone. The Center will not be listed separately. If Haywood Community College is closed, then the Center is closed. If Haywood Community College is on a two hour delay, then the Center will open at 9:30 to accept children.

The Centers budget expenses do not change depending upon missed days. Therefore, monthly tuition will remain the same during personal vacations and the scheduled holidays when the Center is closed. This also includes personal illnesses, emergency closings, teacher workdays, and inclement weather days.

18. Tobacco Free Policy

HCC is a tobacco free campus as of January 1, 2008. The use of tobacco products is prohibited on HCC property. This policy applies to all students, faculty, staff, and visitors. Campus security will issue citations for violations.

19. Campus Security

HCC patrols the campus at all times. If you need assistance please call 828-734-5410 or 828-593-8477.

20. Employment Policy

HCC is an affirmative action, equal employment opportunity employer that does not discriminate on the basis of race, color, religion, sex, age, disability, political affiliation, or national/ethnic origin.

21. Discipline Policy

The goal of effective discipline is to teach the child self-control. This is, to teach each child how to live usefully and happily with himself/herself and others. Good discipline results in a child who conducts themselves in an appropriate manner even when adults are not present. The benefits of respect, consistency, and positive reinforcement are more effective than corporal punishment.

The policy of the North Carolina Division of Child Development states that no corporal punishment may be used. Our full policy will be part of your enrollment information. At no time is corporal punishment allowed by staff and parents are not allowed to use corporal punishment while at the Center.

Biting is an issue that sometimes has to be dealt with – the center has procedures that will be shared at the time of enrollment.

You will be given a Discipline and Behavior Management Policy form in your parent packet that covers our complete discipline policy.

22. Behavior Action Policy

The purpose of the policy is to guide Center staff in managing children's behavior and to inform parents/guardians of the behavior management goals and techniques of the Center. The goal of all behavior management techniques used by staff is to promote the safety, well-being, comfort, and happiness of all children in the Center, and to create an environment that encourages the development of physical, emotional, cognitive, and social skills. Our behavior management techniques will be used to teach children acceptable behavior which is behavior that is safe and that shows respect for the rights, feelings, and property of self and others.

When a child is having a problem in the classroom we will do everything possible to work with the child and family in order to prevent the child from being removed from the program. We understand that children all respond in different ways and are not all alike, however when a child's behavior reach's the point where they are a danger to themselves or others (children and staff) or create a disruption to the point that others in the classroom are unable to function then action must be taken. **Physical abuse of other children or staff will not be tolerated.**

The Behavior Action policies and procedures are as follows:

1. Children will be presented with positive models of acceptable behavior.
2. Behavior guidance will be based on the developmental needs of the children in attendance.
3. Redirection and constructive techniques will be used by staff.
4. Emphasis will always be on the positive.
5. Children will be taught to use acceptable alternatives to problem behavior in an effort to reduce conflict.
6. All children and staff members will be protected and provided a safe and secure environment.

Behavior Action Plan

- Staff will redirect the child from the negative behavior.
- Staff will reassess classroom environment and make necessary changes.
- Staff will use positive methods and language when dealing with child.
- Staff will praise appropriate behaviors.
- Children will be reminded of the class rules and the consequences.

- Staff will consistently apply consequences for when rules are not followed.
- Child will be given verbal warnings and reminders.
- Child will be given time to regain control – for children three and older this may include time out or separation from the other children in the classroom but still in view and under the supervision of the classroom staff.
- If a child has to be removed from the classroom and taken to an administrative area Parents will be called to pick their child up for the remainder of the day – Children cannot be in areas not approved for child care and we are not staffed to provide one on one care for children.
- Child’s disruptive behavior will be documented and Parents will receive a verbal communication from the classroom staff to identify the problem and to discuss ways that home and school can reinforce the wanted behavior.
- A written note will be sent home detailing the behavior with a request for a parent conference that will involve the teacher, parent, and the Director and or Assistant Director.
- A referral will be made to the appropriate agency for support for parents and staff.

At any time parents may be asked to pick up their child for the remainder of the day and may also be asked to keep the child at home for a period of time (to be determined by the Director and or Assistant Director) until a parent conference can be held to discuss a plan of action.

If after the remedial actions above have been exhausted and have not been successful and the behavior continues to be a danger to themselves or others in the classroom or a disruption to the learning process and safe routine of the classroom the parents will be given in writing a date that the child will no longer be able to attend the program.

The Behavior Action Plan is intended to address concerns about a child’s behavior that make the classroom unsafe or an environment where learning cannot take place. It is our goal to help every child to learn the tools that they need to be successful in their future learning environments and in life. It is not the intent of this plan to label a child or not provide care for the child.

23. Biting

Whenever a child is bitten by another child both parents are notified that a bite happened. If the bite breaks the skin the parent of the child will be called immediately. If the bite does not break the skin then a note may be given at the end of the day.

- Staff immediately give their attention to the bitten child to comfort them and also wash the injured area thoroughly. This takes the attention off of the biter and does not reinforce or give positive attention to the biter and consoles the child that was injured.
- The child who bit will be redirected to another area and the teacher will speak with them about biting.

- Staff will watch to see if there is a pattern to the time of day, the activity, or a specific child to try and identify triggers. If a trigger is identified then staff will take steps to avoid another incident.
- Parents will be asked to give suggestions if this is behavior that occurs at home as well so it can be addressed in the same manner.
- If needed a referral to CDSA (Children’s Developmental Services Association) will be submitted for evaluation of any causes or factors relating to behavior.
- If behavior becomes continuous parents of the child that is biting, director or assistant director, and teacher will have a conference to discuss steps to prevent behavior.

24. Health and Safety Policies

We hope to meet your expectations for quality, consistent child care. We cannot however, care for sick children in our facility. **Please have a back-up plan in place if your child becomes ill.**

25. Infectious Disease Policy

Child Care centers are, unfortunately, places where children are frequently exposed to illnesses. In order to reduce the risk of spreading infection throughout the center, the following policy will apply:

Children may not attend when:

- Child does not feel well enough to participate in daily activities of the center. If your child is not well enough to go outside or to take part in all the activities of the classroom they should not attend. If your child becomes ill once at the center you will be called to pick up your child. We cannot restrict a child from participating in regular classroom events.
- Child has any of the following symptoms:
 1. Fever 100 degrees F. or greater
 2. Signs or symptoms of severe illness such as persistent crying, extreme irritability, uncontrolled coughing, difficulty breathing , wheezing, lethargy
 3. Diarrhea: change from child’s usual stool pattern. Such as increased frequency of stools. Looser or watery stools.
 4. Vomiting
 5. Mouth sores with drooling
 6. Unexplained Rash

If your child has been sent home due to illness they can return 24 hours after they no longer have symptoms. Example: You are called at 11:00am on Monday morning due to your child being sick. Your child breaks fever on their own with no Medication on Tuesday at 2:00pm. Your child would be able to return to school on Thursday morning.

- If your child has been diagnosed from a health care provider for any of the following they cannot return until 24 hours after treatment and /or no longer contagious
 1. Infectious conjunctivitis/Pink eye – 24 hours after treatment
 2. Scabies, head lice, other infestations – 24 hours after treatment and FREE OF ALL NITS
 3. Impetigo – until 24 hours after treatment started and all sores have crusted over
 4. Strep Throat, scarlet fever, or other strep infection – 24 hours after treatment and child is free of fever without medication such as Tylenol or Advil
 5. Pertussis – until 5 days after treatment started
 6. Tuberculosis (TB) – until a health care provider determines that the disease is not contagious
 7. Chicken Pox – until 6 days after start of rash or all sores have crusted over
 8. Mumps – until 9 days after start of symptoms
 9. Hepatitis A – until 7 days after start of symptoms
 10. Measles – until 6 days after start of rash
 11. Rubella (German measles) – until 6 days after start of rash
 12. Oral Herpes (if child is drooling) – until lesions are dry
 13. Shingles (If lesions cannot be covered) – until lesions have healed

This is a long but incomplete list of illnesses to which your child could possibly be exposed to while in group care. Please understand when the center staff asks you to keep your child at home; it is for the safety and well-being of the other children and staff, as well as your child.

If your child becomes ill or develops symptoms of a contagious or infectious illness while at the center, the parents will be notified immediately and will be required to pick up their child immediately so please update contact information as necessary.

If asked to bring a doctor's note for your child to return to the center the note must say your child is not contagious and when the child was seen in doctor's office. The note cannot just say the child was seen today. We do not have to have the doctor to name what the child may have (this would be a violation of HIPPA but we ask that parents please share with us if it is contagious so we can post in the classroom for other parents to be aware that their child may have been exposed the note will not include what child was sick or any unnecessary information).

The center staff will inform you if your child may have been exposed to a contagious or infectious disease while at the center if we have been informed of this. In return we would appreciate to be informed by the parents if your child has been exposed to a contagious or infectious disease while at home or away from the center.

26. Medications

If it is necessary for your child to have medicine administered while at the center the following regulations must be followed:

1. Prescription medication must be in the original container with the pharmacy label and contain the child's name, date the prescription was filled, physician's name, and directions for dosage.
2. NO medication can be administered at the center without written permission from the parent- a medication permission form must be filled out completely and signed by the parent.
3. Over the counter medications can be administered in the center but each case is discussed prior with the teachers, Assistant Director, and Director before being approved. If approved over the counter medications will be administered only as authorized in writing by the child's parent, not to exceed the amounts and dosage listed on the container. The medication must be appropriate for the age of the child or a doctor's note will be necessary. These medications also must be in original containers.
4. All medications can be kept at the center for the length of the prescribed course of treatment. No medications can be kept indefinitely or to be given" as needed".
 - A written statement from the parent may give blanket permission for up to 6 months to administer medication for asthma and allergic reactions.
 - A written statement for the parent may give blanket permission for up to one year for sunscreen and over the counter diapering creams.
5. All medications must be given directly to the center staff by an adult. **DO NOT** bring pre-measured medication in a syringe or bottle because we cannot administer it in that way. Medications cannot be given in Sippy cups or added to food. If you wish to give medication this way you will have to give it at home.
6. If only 2 doses are given in a 24 hour period, the parent must administer the medication before and after child care services are needed.

27. In case of an EMERGENCY

During the enrollment you will sign a Child Release and Emergency Information form and have it notarized. In case of emergency center staff will take appropriate action to notify 911, transport the child to get medical care and notify the parent/guardian immediately.

Emergency phone numbers are posted near all phones and all staff have been instructed on how to act appropriately to emergencies. A first aid kit and AED are located at the center and all staff are trained in CPR/ First Aid.

It is critical that we have telephone numbers where you may be reached in case of an emergency or illness. Please keep us informed of any changes and update contact information as often as needed,

If an emergency demands evacuation from the RCAC all children and staff will go across the parking lot to the back entrance of the Student Center/Auditorium. Security will assist if available to help during the evacuation process.

During an evacuation from the HCC campus the center follows the procedure below...

- RCAC and College staff load children into their vehicles / HCC vehicles

- Transports children to the Haywood Regional Health and Fitness Center gym
- Staff contacts' parents by phone as soon as possible

This procedure was approved by the NC Division of Child Development.

28. Reporting suspected Abuse or Neglect

North Carolina law states that anyone who cares for children are required to report any suspected cases of child abuse or neglect. We are required to follow this law accordingly and we will cooperate with officials as needed.

PARENT PARTICIPATION

1. Parent must be present during the enrollment process and are asked to visit the center with their child prior to the child's first day.
2. Provide current medical and immunization information.
3. Notify the staff of any changes with your contact information or changes to who can or cannot pick up your child.
4. Participate as you are able in various events planned throughout the year. We try to schedule events at different times so that all families will have a chance to participate.
5. Notify the Lead Teacher of any concern you have and also the Center Director or Assistant Director. We will work together to find a solution. We have information about community resources and can help determine if your child could benefit from them.

Parents are welcome in the center any time we are open. We want this to be a place where you and your child feel comfortable so do not hesitate to call, ask questions, or stop by.

Important phone numbers:

Mandy Mills, Director	565-4187
Deana Jordan, Assistant Director	565-4052
Front desk	565-4050
HCC Cashier's Office	565-4161
Armed Resource Officer	593-8477
Security	734-5410
Campus Safety & Security Services Officer	564-5113

