



MS. JO'S CHILDCARE

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**Parent Handbook  
Policies and Procedures**



### **Introduction**

We would like to take this opportunity to welcome you and your child to Ms. Jo's Childcare Center. Our center is a non-profit child development center with Christian values. It is our priority to make you and your family feels at home in our center. We child care as well as child development for children ages 6 weeks old to 12 yrs of age. The first years of your child's life are the most important for his/her development; therefore, we are honored that you have chosen us to participate in these precious early years. All of our rooms are equipped with age-appropriate toys and video security cameras. Daily activities include arts and crafts, math and science exploration, music appreciation, dramatic play, outside play, free play, and a defined curriculum. Our teachers are all first aid and CPR-certified and receive 20 hours of continuing education each year. We complete FBI fingerprinting and criminal background checks on all staff members before they join our team.

### **Objectives**

- To encourage your child's natural abilities and to promote his/her well-being. • To assist working parents with the daily separation from their children by providing a caring, fun and loving atmosphere. • To provide quality childcare at affordable prices • To provide a healthy and safe learning environment.

### **Lines of Authority**

The following lists the appropriate lines of authority if you are unable to resolve an issue with a caregiver or teacher.

Executive Director  
Director Assistant  
Director

## Director Designee Center Trainer Caregivers/ Teachers Admission

**We must have the following items before your child attends:** • Enrollment Application (with all authorizations signed)

- Physical & Federal Food (within 5 days of enrollment)
- Immunization form (updated each time your child receives shots)
- Parent Handbook signature form (policies and procedures)
- \$50 registration fee and first week's tuition (both non-refundable) • All needed supplies (diapers, wipes, change of clothes, etc.)

Calendar Monday through Friday

### **Holidays (center is closed):**

- New Year's Day
- Dr. King's Birthday
- Good Friday New Year's Eve and
- Memorial Day
- Independence Day.
- Labor Day
- Veteran's Day—Staff Training Day
- Thanksgiving Day and the Friday after
- Christmas BREAK The week after Christmas we will be closed until Jan 2.

Full weekly tuition is due during these holiday weeks. Our daily cutoff time is 9:30a.m.(curriculum activities begin at 8:30 a.m.). Children arriving after 9:30 a.m. will not be admitted in to the center. **Children who arrive late in the morning usually will not take a nap, and it is unfair to expect them to lie quietly for 2 hours.** The late arrivals usually wake up other children who require a nap to be successful in our afternoon program. The exceptions to this policy are documented medical appointments or 2<sup>nd</sup> shift schedules. However, please call the center and notify the staff if you are going to be late so that we have adequate staffing and enough lunch prepared. A ONE TIME \$50 registration/supply fee per child (Not to exceed \$150.00 per family) is required upon enrollment. The registration fee holds your child's slot in the center and covers the time and cost involved in the paperwork filing. Children who are not picked up by their approved time be charged \$1 per minute per child for the

first 20mins and then \$5.00 a minute for time after. This fee must be paid prior to the child's return the next day.

### **Payments**

Payments can be made to administrative staff at the front desk. For your convenience we accept checks, debit cards and money orders. Do not pay the teachers as they do not know tuition amounts and are not authorized to handle payments. Your check or debit card receipt will serve as your receipt. Please make checks or money orders payable to Ms. Jo's Childcare. If you pay with another method and would like a receipt, we will be happy to give you one. Payments are logged in a receipt book and you will be given an annual statement in January for tax purposes, if accounts are current. NSF check: A \$35 charge will apply to each returned check. One NSF check will result in a money order or certified check only policy.

### **Non-Payment**

All tuition payments are due in advance. All accounts must be paid in full upon withdrawal. Accounts not paid in full will be turned over to a collection agency. Any additional charges accrued when account is turned over to collection agency will be parent/guardian responsibility and added to total amount owed.

### **Vacation Time**

After 90 days of enrollment, each family will be eligible for one week's vacation from September 1– August 31. Parents are expected to pay one-half of the weekly tuition in order to reserve their child's spot. Vacation time must be requested two weeks in advance.

### **Annual Registration**

Per DCD regulations, we are required to update all enrollment information annually. You will receive annual registration packet to complete each September. The annual registration packet includes:

- Updated vaccination and child health assessment
- Updated emergency care information, including health insurance coverage, child's doctor, dentist, and eye doctor information.
- Emergency contact information, including updated information on persons to whom a child may be released

### **Vaccinations and Health Assessments**

We are required to maintain up-to-date health records for the children in attendance.

- You must submit evidence of up-to-date immunizations prior to your child's first day of attendance. Please bring a copy of the immunization record each time your child receives immunizations.
- If your child cannot receive immunizations due to a medical condition we must have documentation of this from your child's doctor. If your child cannot receive immunizations for religious purposes, you must complete the appropriate form to have on file at center. Your child will be excluded from care immediately if a vaccine preventable disease occurs in the center.
- You must submit a child medical report signed by your within the first 30 days of enrollment.
- If your child is behind on immunizations or health assessments as recommended by the American Academy of Pediatrics, you must provide evidence of an appointment for immunizations or health assessment in order to stay enrolled in the program.

### **Special Health Needs**

Please inform the center if your child has a special health need such as allergies or chronic illnesses (asthma, hearing or vision impairments, feeding needs, seizures, diabetes, etc).

- If your child has a chronic condition such as asthma, seizures, or diabetes, we have 5 an action plan that must be filled out and signed by your child's doctor. The action plan will be discussed with the teachers. The action plan must include symptoms to look for, procedures to follow, and medication needed.
- If your child has a food allergy, you must have the food allergy action plan and the meal modification plan signed by the doctor. The plan must included specific foods child is allergic to, possible reactions, symptoms to look for, and medications to use.
- All action plans and allergies will be posted in the classrooms and the kitchen.

### **Withdrawal Procedures**

Parents are required to give a written notice to administration at least 2 weeks prior to withdrawal. If your child drops without the appropriate notice, you will still be billed for 2 extra weeks. Most of the time we have waiting lists and need to let other parents know when we can accept their children. Ms. Jo's has the right to terminate enrollment of a child for non-payment for services; not showing

up for several days without calling; disregard to the center's policies; or verbal abuse by parents to teachers, other students, or other parents. If we are unable to meet your needs or your child's needs, we will also terminate their enrollment. We may also suspend a child for 1-5 days for continual misbehavior. Payment will still be due. If the suspension does not solve the problem, then the child may be withdrawn from the center at the director's discretion.

### **Discrimination**

Ms. Jo's Childcare prohibits discrimination against any person seeking entrance into the center on basis of race, creed, sex, national origin, disabilities and/or religious beliefs.

### **Curriculum**

Each day, our children will be provided with age-appropriate, hands-on activities that will lay a foundation of growth for the whole child. The teachers use Creative Curriculums as guides to plan the activities to help foster this growth. The activities will be child-directed through the use of learning centers. We will not provide worksheets or teacher-directed craft projects. Our preschool curriculum begins daily at 9am. Children in the preschool classes should arrive by 8:30am so they will not miss important instructional time or disrupt the teacher's class.

### **Arrival and Departure Procedures**

When arriving at the center you are to

- : ) Escort your child into the center.
- ) Assist your child to the appropriate room. Do not leave children at the front door.
- ) Wash your hands and assist your child in washing their hands upon entering the classroom.
- ) Assist your child in placing his/her belongings in the proper cubby. ) Notify a teacher of your child's arrival.
- ) Sign your child in. Read all messages.

The center is not responsible for any child who is not properly checked or who is not escorted to the correct room.

Parents, please limit your stay to 15 minutes due to the limited parking.

### **When checking your child out of the center, you are to**

- : ) Enter the center to pick up your child and sign your child out
- ) Check your child's cubby for daily reports or class work.



weather. Please check WTVD-ABC11, WRAL TV5, or check the center's phone messages.

### **Lock-Down Policy**

In the event that there is a threat to the children of our center, we may have a lock-down. This means we will lock all doors and place the children away from all windows. Examples of threats would be having an enraged parent or person who has threatened to come into the center, having an unauthorized person trying to pick up a child, or being advised by the local authorities that there is just cause for us to lock all doors. People may not enter or leave the building until local authorities tell us the situation is over.

### **Child Abuse**

If Ms. Jo's Childcare has suspicion or evidence of child abuse or neglect, a report will be made immediately to the North Carolina Department of Human Services in accordance with DCD policies.

### **Meals**

Our center participates in the Federal Food Program. All meals are routinely evaluated to meet the requirements of the USDA. All enrollees must complete the 8 USDA meal application before coming to the center. Breakfast, lunch, and an afternoon snack will be provided for all children in attendance.

All menus are planned in advance. We will not serve food that poses a choking hazard, such as hot dogs and grapes. Food will be cut in smaller sizes for children younger than three years to prevent choking. The weekly menu is posted by the front door.

Children will be served what is on the daily menu unless they have food allergies documented by a physician. You must inform the center if your child has any food allergies and provide doctor documentation. Because of children who have food allergies, no outside food or drinks may be brought into the center except for prearranged celebrations and food for infants. All food brought to the center for special celebration must be store-baked items and peanut free.

We provide Carnation Good Start Formula and Gerber Brand baby food. If you choose to provide your formula, it must be pre-mixed and labeled with the baby's name and the date. Baby cereal may not be mixed in a bottle of formula.

We encourage breast feeding for infants. We provide an area for mothers to breastfeed infants. Please inform caregivers if you are bringing breast milk for the infant to ensure we are properly storing and serving the milk.



We encourage all children to drink from cups as soon as developmentally able. All infants will be offered water and juice from a sippy cup as soon as they are able to hold the cup.

### **Personal Items**

The center discourages children from bringing toys from home except to present for show-and-tell. Bringing things from home usually instigates a fight among the children. If a child brings a toy, it will be placed in his/her cubby for the day. No action figures or any toys of a violent nature will be permitted. The center is not responsible for lost or stolen toys. Ms. Jo's Childcare has all of the latest age-appropriate toys that a child will need for playing and learning. If your child has toys he/she has outgrown and they are in good condition, the center will accept them as a donation.

### **Personal Needs**

Please bring the following on your child's first day at the center: — Small blanket for nap (at least 40 x 30 for infants) (no larger than 40 x 30 for Preschool).

— Baby wipes (if child is not completely potty-trained)

— Commercial Diapers or pull-ups (if child is not completely potty-trained). Cloth diapers can only be used if child has a medically documented condition by a doctor. Cloth diapers must have a disposable liner and a waterproof covering that can be changed as a unit.

— A complete change of clothes in a large Ziploc bag (all ages)

— Formula, baby food, bottles (all properly labeled with child's name) All items should be labeled with the child's name. Please use a permanent marker. We are not responsible for unmarked items.

### **Clothing**

NC state regulations require our children to go outside year-round, weather permitting. Please dress your child for outdoor play each day. In the winter, please dress your child in layers. Please provide a coat, hat, and gloves to keep your child warm. In the summer, please dress your child in cool clothing. Please provide a hat to help with sun exposure. We will apply sunscreen, if requested and provided with written authorization. Sturdy, closed-toed shoes must be worn at all times in the center (except infants) and on the playground.

Children will not be admitted if they do not have shoes on. We strongly encourage the children to wear play clothes and tennis shoes for comfort and for

safety. No open-toed sandals or flip-flops are allowed. If a child wears any shoe that prohibits them from participating in daily activities or interferes with their safety or the safety of others this will be addressed with each family on an individual basis.

Children should have an extra change of clothes in their cubbies at all times. One-piece outfits and overalls are not the best choice for children who are potty-training. Dirty clothes will be placed in plastic sacks in your child's cubby to be taken home. Staff members are not allowed to wash clothes or remove feces/urine from any personal item.

### **Insurance**

The center carries liability insurance and accident insurance for the protection of our children. All of the center vehicles are fully-insured.

### **Medicine**

All medications to be administered while at the center must be prescription medications in the original container with the child's name and directions on the bottle/box. Our facilities only administer prescription medication that is to be given three or more times a day. Our facilities only administer medication at noon. All Medicine must be in the original prescription box/ bottle with an appropriate dispenser or measuring cup and should be placed in a Ziploc bag with the child's name on it. Parents must fill out and sign the medication log at the sign-in area, or the medicine cannot be given under any circumstances. As much as possible, please administer medicines before coming to or after leaving the center. Please keep in mind that we are a large childcare center and cannot make any exceptions to this policy.

### **Outdoor**

**Play Policy** All children, infants through school age, will be given daily outdoor time, weather permitting. We use the Child Care Weather Watch Chart to determine if the weather conditions are too hot or too cold for outdoor play. Per DCD rules, "playing in gentle rain or snow is a learning experience and can be both educational and fun for children. Make sure children are dressed appropriately." If weather conditions do not permit outdoor play, we provide time for vigorous indoor activities. Note: Per DCD rules, all children must be taken outdoors each day, including infants and toddlers. Children that are too sick to go outdoors and/or are not able to participate in all daily activities, which include

outdoor play, will be excluded from care until they are well enough to participate in all daily activities.

### **Sun-Safe Policy**

We will apply sunscreen to your child at your request. You must provide the sunscreen for your child with the “permission to apply lotion/ointment” authorization from signed by the parent. Sunscreen will only be applied one time per day, right before afternoon outdoor play. Parent/guardian is responsible to apply sunscreen in the morning before arriving at Ms. Jo’s Childcare. Please provide a hat to help protect your child against sun exposure.

### **Insect Repellent Policy**

When public health authorities recommend use of insect repellants due to a high risk of insect borne disease, Ms. Jo’s Childcare will apply repellent supplied by the parent and with permission form completed. Only insect repellants containing DEET will be used. Insect repellent will only be applied to children 2 months of age and older. Insect repellent will only be applied in the afternoon before outdoor play. Parent/guardian is responsible for applying insect repellent in the morning before arriving at Ms. Jo’s Childcare.

### **Illness**

Ms. Jo’s Childcare has the responsibility to keep the spreading of illness to a minimum. We take the following steps to ensure this:

- We require staff and children to wash hands upon entering the center.
- Staff and children wash hands regularly throughout the day.
- We disinfect toys and equipment regularly.
- We disinfect the classrooms, bathrooms and kitchen area on a daily basis.
- We require documentation of immunizations prior to a child’s enrollment, with annual updates. It would be great if each family provided the office with updates as the immunizations occur.
- We strictly and consistently enforce our Health Policy.

### **Health Policy**

We feel these precautions will assist in safe-guarding your child from illness. We also require your help by keeping ill children at home and immediately picking up your child should he/she become ill.

### **Major Illnesses**

Any child found to be ill cannot receive care that day and the following day. For example, if your child is sent home at 12 :00 noon on Tuesday, they will be gone the rest of Tuesday and all of Wednesday. If they are better they can come back into the center on Thursday. The center requires you make arrangements to keep your child home when he/she has any of the following:

- Fever of 101 degrees or more—We take an auxiliary reading (under the arm) and add 1 degree. Thus if you have 100 degrees under the arm, you add 1 degree to get the 101 degree temperature. Teething rarely causes a temperature of over 101 degrees. This high of a temperature usually indicates more is happening in your child's body.
- Vomiting 11
- Undiagnosed rash—If your child has a rash, a doctor needs to be seen. The child can return to the center if the doctor determines it is not contagious. However, a doctor's note is needed. If they don't give the "all clear" then the child needs to stay out until the rash clears up.
- Draining of ears or open sores
- Any symptoms of possible infectious disease (such as red, matted eyes or green discharge from the nose).
- 2 bouts of diarrhea within one hour, 3 bouts in a 24 hour period, or 1 uncontained bout (will not stay in a diaper)

### **Minor Illnesses**

Rest of day exclusion: If your child is sent home with the following characteristics, they need to go home that day. They can come back the next day if these characteristics are not present :

- Misery with a cold, including matted, watery eyes, running nose, or other physical symptoms or a deep, chesty, croupy, constant cough, or wheezing.
- Inability to cope in group situation because of not feeling well or feeling "under the weather". Teething falls under this category. When children are miserable they should not be put into a group setting. Please put yourself in this situation. How would you feel if you were sick and you had to be with 15 very active people? It is a miserable situation to be put into.

### **Definition of fever**

Any child who has a fever of 100 degrees, taken under the arm (auxiliary), translates to a 101 degree temperature. Children with a fever will be sent home

and should remain home until he/she has been fever free for 24 hours without medication. If your child has a fever which has been recurring more than 48 hours (goes down with medicine then back up again when medicine wears off) the child will be sent home and we will recommend consultation with a physician. We are not able to administer medicine to regulate a child's temperature. If acetaminophen or ibuprofen is prescribed for pain, the container's label must reflect dosage for your child's age or weight. Reminder: When your child goes to the doctor for a check-up, their weight is taken. At the appointment please have the doctor's office write out the proper dosage in accordance to your child's weight then bring it to the center. We need this information in order to give medication to your child. The acetaminophen or ibuprofen dosage given in the early years (under 2 years) is determined by the weight of the child.

#### **Definition of Diarrhea:**

Loose, watery, or uncontained bowel movement. An uncontained bowel movement (bm) means leaking out of the diaper or child not able to control them enough to use the toilet. Should the following occur: 2 per hour, 3 per day, or 1 uncontained, the child will be sent home. Bowel movements must continue to be solid when returning.

#### **Head Lice:**

If a case of head lice is discovered, the child will be sent home immediately and can return after successful treatment (when there are no nits in their hair).

There may be cases when it will be necessary to present a doctor's note to indicate an illness is no longer infectious. Staff may recommend you consult with your child's physician. In case of illness, your child will be taken to the Administrative Staff where he/she can rest quietly while parents are notified. The child must be picked up within an 1 hour and half if he/she is sick. If your child is not picked up within that time frame, we will notify DSS and file a neglect report. Any child found to be ill cannot receive care that day and the following day. For example, if your child is sent home at 12 :00 noon on Tuesday, they will be gone the rest of Tuesday and all of Wednesday. If they are better they can come back into the center on Thursday. Some illnesses require a Doctor's note for the child to return. Do not give a feverish child Tylenol or Motrin and then send them to the center. The medicine will soon wear off and your child will have exposed

everyone else in the center. It is very unfair to other children, parents, and caregivers to send a knowingly-ill child into the center.

**The final decision whether to exclude a child from child care is made by the child-care staff.**

Our center follows the guidelines outlined by the State of North Carolina Health Department which licenses child care facilities. Regulations state the following requirements must be adhered to by all centers: “

A child who is suspected of having a serious, contagious condition must be isolated and returned home as soon as possible. A child having a serious, contagious condition shall not be allowed to return to the child care facility until they have been certified by a physician not to be contagious.” {DCD regulations}.

**Your child must stay home if he/she has any of the following contagious diseases:** bacterial meningitis, chicken pox, diphtheria, hepatitis A, measles, mumps, pertussis, pneumonia, rubella, H1N1 Virus (swine flu). The state also mandates other regulations for various illnesses. Please ask the director when your child can return to the center if you are not sure.

### **Discipline Policy**

At Ms. Jo’s Childcare, we feel that discipline is one of the most important techniques the teachers and parents can use to enhance their child’s behavior. The purpose of this policy is to inform you about the techniques that our teachers will use to ensure appropriate behavior in our center.

### **Differences between Discipline and Punishment**

**Discipline** means “to teach.” We feel that effective discipline should be used in order to teach children acceptable behaviors. Good discipline techniques give children the opportunity to gain self-control, which is the ultimate goal of discipline. Discipline is a long-term approach that our teachers will use to teach children self-help skills, responsibility, and suitable alternatives to any poor behavior.

**Punishment** refers to inflicting negative consequences to control behavior through fear and intimidation. Although children may stop their poor behavior temporarily when punished, they won’t know how to handle the situation the

next time. It is important to separate discipline from punishment when caring for children.

**Our caregivers and teachers will use 3 basic rules in the center:**

**1. Be Safe.**

**2. Be Kind.**

**3. Be Neat**

### **Guidance and Discipline**

As with the academic learning, the staff and administration of MJCC believe that what children learn now in the social atmosphere will create a firm foundation for the social skills they will need in the future.

Teachers maintain daily routines and set clear limits within each age group. These routines are frequently discussed and defined with children. Consistency, or knowing what to expect throughout the day, helps children develop a sense of trust and understanding of their environment.

Communication between the lead teachers, parents, and administration is vital to a successful experience for the children and the families in our program. We encourage parents to discuss their child's day with their teacher daily.

Positive, guiding communication with the children is our primary practice to help the children develop a sense of independence, confidence, and competence in their own abilities to get along with peers and adults and to involve themselves positively in the classroom activities

Teachers model language and appropriate ways for children to express their feelings and emotions. All the children are encouraged to "use their words" to explain what they want, what they need, and how they feel. Appropriate and positive behaviors are recognized on a daily basis.

Teachers respond to inappropriate or negative behavior by reasonably discussing the problem and redirecting the child to more positive ways to express him/herself. Teachers make every effort to build trusting, supportive relationships with each child enrolled in their classroom.

In some cases children may need to be separated from the group to calm down or have a time away. Children are never isolated out of view or sound of a teacher.

Once the child has had the opportunity to calm down the child and teacher will talk about what led to the separation and what the child may choose to do the next time a situation arises. The child is then told he/she can rejoin the group when he/she can control the behavior that led to the separation and use appropriate words to describe feelings. The child will usually make the determination as to when he/she would like to rejoin the group. A general rule of

thumb we follow with a time away is one minute per age of child. For example: a two year old is not way from the group or activity longer than 2 minutes or a three year old longer than 3 minutes. Repeat behaviors may result in a time away with the director or supervisor

In cases where there are frequent separations, the teacher will try to discuss concerns with the parents and set up a behavior log to track what may be causing the problem behavior (Ex: child is hungry, tired, sick, etc.)

Corporal punishment or the use of verbal or emotional threats, shaming, or name-calling are never used in this program and are not legal responses for ANY adult in a child care program. If necessary, options for outside professional consultation or education will be provided for the parents. But if unacceptable behavior continues over time and in spite of repeated staff efforts, the center reserves the right to dis-enroll the child and terminate child care services with the family.

### **How We Communicate with You about Your Child's Behavior**

This policy will serve as our first step in communicating with you about discipline and punishment. (By signing the PARENT HANDBOOK, you are agreeing to all of our center's policies, including this one) Our teachers will also talk to you when you drop off or pick up your child to let you know about good or poor behavior issues. Sometimes, it may be necessary for the director to speak with you about continual behavior issues. The director will place a memo on your child's sign-in sheet, if he or she needs to schedule a conference with you. Occasionally, severe behavior issues may require that your child's teacher or the director call you immediately. Dismissal from the center may be necessary if a child's behavior threatens another child or staff member.

### **Discipline Techniques that Teachers Will Use**

- Separate the child from the behavior- Teachers will use positive statements with the children. For example, a teacher will say, "Kicking is not allowed in our center. Use your 14 words to ask Tom to move out of your way" instead of "DO NOT hit. You are a very mean boy."
- Redirect the behavior- Children who are misbehaving in one area or at one activity will be guided to another area or activity by the teacher.
- Give the child acceptable choices- Teachers will give 2 appropriate choices to children. For example, the teacher will say, "You may play with the yellow truck or the blue one" instead of "Susie had the red one first. Give it back or else!"



- Use positive language- Teachers will give directions in a more positive manner. The teacher will say, “Use your indoor voice” instead of “Stop yelling in class!”
- Try to find the deeper problem- Like adults, children get stressed out from time to time. Our teachers will try to talk to the child or read books relating to any stressors such as the death of a family pet or the arrival of a new sibling.
- Give the child a time-out- Teachers may ask a child to go to a quiet place in the room where he or she can calm down or think about what has happened. The teacher will talk to the child about the behavior and acceptable alternatives to the poor behavior after the time-out is over.
- Use humor whenever possible- Teachers will not get upset about things that are no big deal and laugh to help relieve the stress in the children.
- Refuse to argue about non-negotiable issues- Teachers will not discuss or argue about any issue that is final. Children must know the limits on certain behaviors.
- Natural or logical consequences- Sometimes, the teacher must let children do the inappropriate behavior to see its natural consequence. For example, a child will learn that throwing the ball over the playground fence means that he or she is unable to play with it for the rest of that day.
- Anticipate or plan for new or difficult times- Teachers will be prepared for unusual days such as field trips or class parties. Teachers will discuss the expected behavior with the children ahead of time.

### **Type of Punishment Not Allowed in Our Center**

- Corporal punishment.
- Humiliating or frightening the child.
- Total isolation from the teacher or any emotional abuse.
- Verbal abuse including the use of profanity.
- Children disciplining other children.
- Taking away meals or snacks.

### **Staff Training on Discipline Issues**

New teachers will receive information on the center’s discipline policy during their orientation. On-going training will be given to the teachers during regular staff meetings and through professional literature or videos.

### **Biting Policy**

Biting is an age-related concern that usually happens during the toddler years. Why Young Children Bite:

- They are very oral and everything goes into their mouths (including other children’s fingers). 15

- They do not have the mental ability to tell the difference between things that are real and things that are not (may bite another child's plump arm instead of a teether).
- They have not developed social skills or may not be able to talk yet or express themselves verbally.
- They are territorial and do not want others in their space.
- They bite because they are hungry, tired, not feeling well, or generally want to be left alone.
- They may be teething and biting relieves the pressure they are feeling from the new teeth coming through their gums.
- They bite to get attention (even though it is negative attention).
- They bite when they are around a lot of other children or are intimidated by another child who may be too close or who is being too rough.
- Some children bite often while some children may never bite.

#### **Steps Our Center Will Take to Help Prevent Biting:**

- We will communicate with you by providing literature about biting when your child enrolls in our toddler class.
- We will maintain our teacher to child ratios throughout the day to keep class size smaller.
- We will provide teethers, rattles, and toys children can chew on when they are teething or are frustrated.
- We will encourage toddlers to use their words to express themselves.
- Our caregivers will stay as close as possible to any child who has a history of biting, so he or she can quickly intervene. (Sometimes this is not possible)
- We will attach a teether to the clothing of any child who is biting and encourage them to bite on the teether instead of their peers.

#### **Center's Action If Biting Occurs:**

- The focus will be on the child who was bitten, not the biter.
- The teacher will clean the bite with soap and water and cover with a band-aid. Ice may be applied, if necessary, to minimize bruising and swelling.
- The biter will be encouraged to comfort the bitten child and apologize if old enough to do so.
- Parents will be notified immediately if the bite breaks the skin on a prominent place such as the face.
- The incident will be logged in both children's files.

- A note will be sent home to the parents of the child who did the biting and the child who was bitten.

#### **Actions That Will Not Be Taken:**

- Child will not be bitten back or physically punished.
- Biter's name will not be given out to the parents of the child bitten (due to confidentiality issues).

Since constantly drawing blood can create health issues and much distress for other children, staff, and parents, a child who constantly bites may be temporarily withdrawn from the center at the director's discretion. Withdrawing the child for a few months will give him or her time to mature and get through this developmental stage.

#### **Communication with Parents**

The center will publish monthly newsletters (placed at front reception area), so parents can receive updates on new state regulations as they are implemented. Many times, there may be announcements placed at the sign-in area for parents to read. Please check your child's cubby daily to see if the teachers have sent home information for you as well. It is the parents' responsibility to look for daily reports and important information by the sign-in sheet.

#### **Parent Involvement**

Parents are encouraged to visit the classrooms. We discourage visitation at nap since children are sleeping and the center is very quiet at this time. People who are not on the child's pickup list are not allowed to visit the children while they are at the center.

Conferences should be scheduled ahead of time with your child's teacher or the director in order for us to give you our full attention regarding your child.

Caregivers cannot conference while they are teaching an entire class.

We love to have parent volunteers, and we will consider any suggestions you have that may better our center. Parents are welcomed and encouraged to be active participants in our Parent Advisory Committee. We meet quarterly to allow parents to share ideas, concerns, and participate in center programming.

#### **Potty Training**

Children who are potty-training must be in a diaper or pull-up. For health purposes, our staff may not handle body fluids or feces. If a potty-trained child has an accident in his/her clothes, the clothes will not be washed out but will be

placed in a sack to take home. This is the law made by the State of North Carolina Health Department.

Our 3 and 4-year-olds have a preschool curriculum they follow each day; therefore, the teacher does not have time to change diapers. We will not move a child into a preschool class unless they are completely potty-trained.

### **Summer School Age Care**

The center has a limited number of summer slots for children who have completed kindergarten through grade 8. We suggest you enroll your child before the end of the school year to guarantee a slot.

### **Transportation**

All children are transported in approved vehicles driven by a licensed driver. When transporting children, we maintain our teacher to child ratio. Our bus will meet the safety inspection standards at all times. No field trips or transportation will be provided for any child under the age of 4.

### **Field Trips**

Field Trips will only be offered for children 3 years and above. Parents will be notified in writing at least two weeks in advance of field trips. The following information will be required for each field trip planned:

Permission slip for your child to attend the field trip. The permission slip will include date of field trip, location of field trip, time of departure and return, method of travel, driver's information, permission to transport your child during the field trip. All field trips will be qualified drivers driving the vehicles. Ratios for each age group will be maintained.

### **Before and After School Care Transportation**

Transportation is provided for before and after school care. We will provide transportation to area schools (please check with the front desk for area schools). The center will provide qualified drivers for each vehicle. Children must arrive to the center no later than 7:00 a.m. in order to be provided with transportation to the area schools. You must notify the center prior to 1:00 p.m. each day your child will not need after school care. The following information must be received prior to receiving transportation services: Written permission to transport your child to and from your child's school. Emergency contact information for each child

receiving transportation. All vehicles will be maintained to provide safe transportation. All vehicles will have first aid kits and a fire extinguisher.

### **Before and After-School Care**

The center accepts children from local elementary school systems. See the director for the exact time the buses pick the children up and drop them off. We try to have a school-age caregiver here on the days when we know school will be closed. You must let the director know if your child will be attending on those days. (Additional fees will apply) Day Care Assistance Once fully certified, our center will accept NACRA, ACCYN, DSS, Smart Start, Local College daycare vouchers and assistance. These programs help single parents, full-time students, and some low-income families (both parents must be working) with their childcare. If you think you may qualify, please see the director for more information. Parents are responsible for paying all co-pays and any weekly difference that the certificate may not pay.

### **Grievance Policy**

It is our prayer that you will never have any problems here at Ms. Jo's Childcare. We use the "The Family Matters" conference plan. This conference offers teachers and leaders the opportunity to build relationships and give parents good information about whatever difficulties arise. We will meet together as a team, pray, listen to all parties and act in the best interest of the child and his or her family. First ask the Center Director for a conference to resolve your issues. If you do not feel the issues have been resolved to your satisfaction, then you may contact the Executive Director to mediate the situation.

**Please read the following page, sign it, and return it to the director before your child's first day at our center. Your child will NOT be admitted without the signed Handbook Signature Form!**

## HANDBOOK SIGNATURE FORM

Please detach and return this form to the director of Ms. Jo's Childcare Center I, \_\_\_\_\_, parent of \_\_\_\_\_, have read and fully understand the policies and procedures outlined in the Parents' Handbook. I have discussed any policy or procedure I do not understand with the childcare center's director. I agree to the policies and procedures that are set forth in this handbook. I will be given an updated copy if any changes are made by this center or by the State of North Carolina Division of Child Development and or local NC Health Department.

\_\_\_\_\_  
Child or children's names

\_\_\_\_\_  
Child or children's names

Parent's Printed  
Name \_\_\_\_\_

Parent's Printed  
Name \_\_\_\_\_

Date \_\_\_\_\_