

★ it Takes a Village Child Care
and
Educational Center



PARENT HAND BOOK
2018-2019

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Welcome! We are excited that you have chosen to enroll your child in our program! Our commitment is to provide a safe, loving environment and a quality program for you and your child.

This handbook is given to all parents at the time of enrollment and is designed to familiarize you with our policies and procedures. It Takes a Village Child Care & Educational Center (It Takes a Village Child Care) is licensed by the state of North Carolina and abides by the Division of Child Development rules and regulations, in addition to our own policies and procedures.

Involving families in our program is a top priority. This helps build a partnership and help children make the connection between home and the Center. It Takes a Village Child Care serves as an extension of your family and sharing ideas and genuine love for children is of the utmost importance.

Please read this handbook thoroughly as it contains important information that will ensure a successful relationship between your family and our Center.

We look forward to partnering with you and again we thank you for choosing It Takes a Village Child Care & Educational Center!

**Sincerely,
Management**

Section I

Mission Statement of It Take a Village Child Care & Educational Center:

The mission statement of the It Takes a Village Child Care & Educational Center is to nurture the “whole child” in areas of physical, intellectual, emotional, social and spiritual development. This will be achieved through providing a variety of activities that are developmentally appropriate and recognizes the individual needs and differences of children. Through teacher-assisted and directed activities, children are encouraged to be independent thinkers and life-long learners.

Purpose and Goals

The It Takes a Village Child Care & Educational Center has a tri-fold purpose.

It Takes a Village Child Care & Educational Center strives to be a leader in the child care profession, designing innovative and flexible opportunities that achieve superior outcomes for children and families.

We are cost effective in delivering a continuum of care that meets the dynamic needs of our community and their children. We are committed to creating a culture that continually improves services, sustains a high quality, team-oriented work environment and provides quality child care.

Secondly, the Center seeks to provide an environment where parents can feel comfortable and secure leaving their children, knowing they will receive excellent care in their home away from home.

Thirdly, the Center seeks to provide opportunities for children to grow and develop through exploration and experimentation with various learning materials and activities; activities that are stimulating, age appropriate, and enhance social-emotional, physical, and intellectual development.

Nondiscriminatory Policy

In accordance with Federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, religion, political party, national origin, sex, age, or disability.

Opportunities for Parent Participation

It Takes a Village Child Care understands parental involvement is a crucial component to the success of a child’s educational achievement and growth. To support parents as partners, we encourage families to be involved in their child’s educational process. It Takes a Village Child Care offers an open-door policy, allowing parents to visit and participate in our programs at all times, fostering a sense of openness and inclusion, as long as your child is enrolled in the program.

It Takes a Village Child Care & Educational Center's Parent Involvement Committee (PIC) allows parents to participate in the center by planning events that will benefit the overall quality of the program. Some of the group's initiatives include: networking with other families, learning opportunities for families such as workshops and trainings, special events, teacher recognition and development, community service projects, center enhancements, classroom volunteering opportunities and fundraising.

Times of Operation

Operating hours are Monday through Saturday 24 hours a day. Sunday Closed

Enrollment Procedures

- A. Parents may secure child care applications from the Center during regular office hours. Regular office hours are 8:00 a.m. to 6:00 p.m.
- B. In addition to the application for admission parents are required to have a pre-enrollment conference with the Administrator. Parents should bring their child with them to the pre-enrollment conference. This will give the child an opportunity to meet the teachers and other children and spend some time in their class before the first full day of attendance. During the pre-enrollment conference, parents are encouraged to share information about their child, voice their expectations of the program, and ask questions.
- C. Upon confirmation of enrollment into the program, the Administrator will schedule a time to meet with the parents to review all forms and requirements. The \$50 registration fee and the first week's tuition will be due at this time. Prior to Admission Parents must also submit:
 - Application for Enrollment: Due 1st Day
 - Emergency Medical Care Information/Medical Action Plan (if applicable): Due 1st Day/Updated as changes occur and annually
 - Medical Report: Due Within 30 days of Enrollment
 - Immunization Record: Due Within 30 days of Enrollment Immunization reports are required as the child receives updates.
 - Documentation of Receipt: Discipline Policy: Due 1st Day
 - Infant Feeding Plan (children less than 15 months-old): 1st Day
 - Infant Sleep Position Waivers (if applicable): Due 1st Day
 - Infant Safe Sleep Visual Check Chart (if applicable): Due 1st Day
 - Documentation of Receipt: Safe Sleep Policy (if applicable): Due 1st Day
 - Authorization for Transportation (if applicable): 1st Day/As Occurs
 - Documentation of Receipt: Center Operational Policies (if applicable): Due 1st Day
 - Documentation of Receipt: Summary of Child Care Law: Due 1st Day
 - Emergency Medical Care Authorization: Due 1st Day
 - Medication Authorization, Record of Medication Administration (if applicable), and Medication Error Report (if applicable)
 - Permission to Transport/participate in off premise activities (if applicable): Due 1st Day
 - Nutrition Opt-out Form (if applicable): Due As occurs
 - Documentation of Receipt: Prevention of Shaken Baby Syndrome and Abusive Head Trauma Policies: Due 1st Day
 - Notification of Smoking and Tobacco Restriction: Due 1st Day

- D. It is the responsibility of the parent to report to **the office** any change of address, telephone numbers (home or work), employment, emergency contact person and medical information.

Services Provided:

- Day Time & Over Night Care
- Infants- 6 weeks to 14 months
- Toddlers- 15 months to 23 months
- Twos- 24 months to 35 months
- Threes- 3 years to 4 years old (Must be fully potty trained)
- Fours- 4 years to 5 years old
- School age-5 years to Twelve-12 years old
- Before & After-School Care
- Drop-In Care
- Transportation
- Full Time School Age-Care
- Summer Care for School-Age Children
- USDA and CACFP guideline Meals

Transitioning to New Classrooms:

Children will go thru a transition period before moving up to a new classroom. The transitions may occur with the whole class, part of the class or a single child. Children who are part of the Half Day program will typically transition in June or August. Only the children attending the summer program will transition in June. Children who only attend the school year will transition in August. New classroom visitations will be available at both transition periods.

Children who attend the Full Day Program will transition in June, July or August. New classroom visitations will be available one week prior to the move. Current classroom ratios will be maintained during classroom visitations. Your child may only visit their new classroom on their assigned visitation schedule. If your child is enrolled for the half day fall program but not the summer program your child will not visit during the transition time for summer.

Safe Arrival and Departure Policy

All parents must sign children in upon arrival and out upon departure. Each parent will be assigned a code to access their child's account at the time of enrollment. This code is used to sign your child in and out. Parents are asked not to share codes with unauthorized users. It Takes a Village Child Care staff will not receive students before 6:30a.m. nor will we receive children after 10:00a.m. unless prior arrangements have been made, such as a doctor's appointment or a family emergency. Pick up time is 6:00 p.m. unless stated otherwise.

IF AN INDIVIDUAL OTHER THAN THE PARENT/GUARDIAN IS PICKING UP THE CHILD, THE PARENT MUST NOTIFY ADMINISTRATION AND THE CHILD'S TEACHER. THE INDIVIDUAL MUST SHOW IDENTIFICATION, SUCH AS DRIVER'S LICENSE, PRIOR TO DEPARTING WITH THE CHILD IF THE STAFF ARE NOT FAMILIAR WITH THE INDIVIDUAL.

To prevent unnecessary accidents, parents are asked to take their child/children directly to their class upon entering the building or to the designated class for students arriving before 7:30 a.m. Students leaving the building must be accompanied by parents or adults from the class to the vehicle. **DO NOT ALLOW** your child the freedom to run or roam the building, classrooms, parking lot, or hallway. It Takes a Village Child Care will not be held liable for accidents, incidents, or injuries that may occur to children who are not under the care of It Takes a Village Child Care staff. When children are released from the class to parents/guardians, they are no longer under the care of It Takes a Village Child Care staff.

If an injury happens while a child is at the center, an incident report will be completed. The parents will be notified and given a copy. The parent and the staff member who witnessed the incident must sign the report. The incident will be logged and a copy of the report will be kept on file at the center.

Safety Tips During Arrival and Departure

1. Please turn your car off and take the keys out of the ignition before entering the Center in the morning and afternoon.
2. Please turn off or turn down loud music.
3. Please drive very slowly when approaching the building or driving under the shelter.
4. Please do not leave small children unattended. We know it's convenient not to have to bring in your small ones or infants while you take their older siblings to class or pick them up at the end of the day, but the following can happen:
 - The child or another child can jump into the driver's seat and change gears.
 - The child or baby can choke.
 - Someone can abduct your child.
 - Children can climb out of the car and get hit by a moving car or wonder off.
 - Children can go into your purse and open medicine bottles.
 - Heat exhaustion or hypothermia may occur since your car should not be left running, therefore the air conditioner or heat would not be on.
 - Heads, necks, and arms can get caught in power windows.
 - Children can sometimes lock parents out of the car or parents may accidentally lock themselves out of the car.

Transportation Policy

SEAT AND CHILD SAFETY SEATS IN CHILD CARE CENTERS

- A. When children enrolled in a child care center are being transported, each adult and child shall be restrained with an individual seat belt or child safety seat appropriate to the child's age or weight in accordance with G.S. 20-135.2A located at <http://www.buckleupnc.org/occupant-restraint-laws/seat-belt-law-summary/>.
- B. Only one person shall occupy each seat belt or child safety seat.

SAFE VEHICLES

- A. Vehicles used to transport children enrolled in child care centers shall be free of hazards such as, but not limited to, torn upholstery that allows children to remove the interior padding, broken windows, holes in the floor or roof, or tire treads of less than 2/32 of an inch.
- B. Vehicles used to transport children enrolled in child care centers shall comply with all applicable State and federal laws and regulations.
- C. Vehicles shall be insured for liability as required by State laws governing transportation of passengers pursuant to G.S. 20-279.21.
- D. Vehicles used to transport children in snowy, icy, and other hazardous weather conditions must be equipped with snow tires or chains as appropriate.

SAFE PROCEDURES

- A. The driver or other staff member in the vehicle shall ensure that all children are transferred to an individual who is indicated on the child's application as specified in Rule .0801(a)(7) of this Chapter or as authorized by the parent.
- B. A First Aid kit and fire extinguisher shall be located in each vehicle used to transport children. The First Aid kit and fire extinguisher shall be mounted or secured if kept in the passenger compartment.
- C. For each child being transported, identifying information, including the child's name, photograph, emergency contact information, and a copy of the emergency medical care information form required by Rule .0802(c) of this Chapter, shall be in the vehicle.
- D. The driver shall:
 - 1. Be 21 years old or a licensed bus driver;
 - 2. Have a valid driver's license of the type required under North Carolina Motor Vehicle Law for the vehicle being driven or comparable license from the state in which the driver resides; and
 - 3. Have no convictions of Driving While Impaired (DWI) or any other impaired driving offense within the previous three years.
- E. Each person in the vehicle shall be seated in the manufacturer's designated areas. No child shall ride in the load carrying area or floor of a vehicle.
- F. Children shall not be left in a vehicle unattended by an adult.
- G. Children shall be loaded and unloaded from curbside or in a safe, off-street area, out of the flow of traffic, so that they are protected from all traffic hazards.
- H. Before children are transported, written permission from a parent shall be obtained that shall include when and where the child is to be transported, expected time of departure and arrival, and the transportation provider.

- I. Parents may give standing permission, valid for up to 12 months, for transport of children to and from the center not including off premise activities as described in Rule .1005 of this Section.
- J. When children are transported, staff in each vehicle shall have a functioning cellular telephone or other functioning two-way voice communication device. Staff shall not use cellular telephones or other functioning two-way voice communication devices except in the case of an emergency and only when the vehicle is parked in a safe location.
- K. For routine transport of children to and from the center, staff shall have a list of the children being transported. Staff members shall use this list to document attendance as children board the vehicle and as they depart the vehicle. A list of all children being transported shall also be available at the center.

STAFF/CHILD RATIOS

- A. When children aged two years and older are being transported, the staff/child ratios required for compliance with child care center rules as set forth in Rule .0713 of this Chapter shall apply. The driver may be counted in the staff/child ratio.
- B. When three or more children under the age of two years are being transported, the staff/child ratio requirements for child care centers set forth in Rule .0713 of this Chapter for children under age two shall be maintained. The driver shall not be counted in the staff/child ratio.
- C. When less than three children under the age of two years are being transported, the staff/child ratio requirements for child care centers set forth in Rule .0713 of this Chapter for children under age two shall be maintained. The driver may be counted in the staff/child ratio.

Sick Policy: Regulations Concerning Sick Children

According to the N.C. Dept. of Health & Human Services, Division of Child Development, we are unable to accept a child with a diagnosed communicable disease (measles, mumps, chickenpox, etc.) or obvious acute illness. Therefore, please do not send your child to the Center when he/she is sick or has signs of a possible contagious disease. If your child has a communicable disease, please keep him/her home until the symptoms have subsided and the child feels well enough participate in Center activities. **To help prevent the spread of colds, illnesses, and disease please wash your hands and your child's hands upon arrival and departure.**

In order for the staff to administer medication it must be prescribed by a doctor unless it is an over-the counter medication, which can be given only as recommended by the label. Please help us by:

- A. Signing and dating a medical consent form, which can be picked up from the class.
- B. Making sure all medication is in the original container and the date, child's name, doctor's name, and the dosage plainly stated is present on prescribed medications.

If a child has a temperature of 101 degrees or greater, diarrhea, contagious illness, or an injury occurs during the day, the parent or next of kin will be contacted immediately. If there is a serious injury and/or medical problem, the parent and/or the local rescue squad may be contacted for assistance. If the nature of the illness is not life threatening, the Administrator will transport the child to the hospital or local physician. If this action is taken parents/guardians will be contacted immediately. **All staff members are first aid and CPR certified.**

Nutrition Policy: Meals and Snacks

The Center will provide nourishments three times each day. Breakfast, lunch, and an afternoon snack will be distributed. All meals and snacks are prepared based on the USDA Child Care Food Program Guidelines. Menus are posted and sent home weekly. This Center participates in the Child and Adult Care Food Program of N.C. Dept. of Health & Human Services, which meet all federal recommended daily nutritional standards. All parents/guardians are requested to fill out an annual Child Food Program Eligibility Application in order for the Center to maintain state compliance.

Parents must provide formula, and baby food for their infants. The Center does provide *Stage 2* baby foods and meals to infants who are at least 11 months and eat from the table. Parents must prepare the infant's formula at home and bring it to the Center **COLD and labeled with the child's name and the date.**

Parents are required to fill out an infant feeding schedule before the first day of care whether or not the Center provides the food.

The center will provide food for children who are on special diets that are prescribed by the child's physician. Parents must have a Physician or Dietitian to substantiate the need for a special diet in writing. Notes from Physicians are needed to substantiate food allergies.

Extra snacks, other foods and /or beverages are not permitted in the Center. The Center provides a balanced snack, which meets nutritional guidelines. Soft drinks are not allowed.

Breakfast will be served between 7:45 a.m. and 8:30 a.m. In the event that your child is going to be late for breakfast please call the Center by 8:00am. The Center will only be able to hold their breakfast for 1 hour.

If students are not here before 10:00 a.m., they will not be included in the lunch count. Please call to inform us of their late arrival before 10:00 a.m. If you fail to call, please provide lunch for your child. You will have to stay with your child while they eat their food in the staff's lounge, because food will not be allowed in the class after meal times, unless it is a party or special occasion.

Lunch is served between 11:00 and 12:00; snacks are served from 3:00 to 4:00 p.m. If your child is on a special diet the center will provide substitutes which will meet the requirements of the USDA and CACFP guidelines.

UPDATED MEAL PATTERN as of October 1, 2017

INFANT

1. Encourage and Support Breastfeeding:

- Providers may receive reimbursement for meals when a breastfeeding mother comes to the day care center or home and directly breastfeeds her infant; and
- Only breastmilk and infant formula are served to infants 0 through 5-month-old.

2. Developmentally Appropriate Meals:

- Two age groups, instead of three: 0 through 5-month-old and 6 through 11-month-old; and
- Solid foods are gradually introduced around 6 months of age, as developmentally appropriate.

3. More Nutritious Meals:

- Requires a vegetable or fruit, or both, to be served at snack for infants 6 through 11 months old;
- No longer allows juice or cheese food or cheese spread to be served; and
- Allows ready-to-eat cereals at snack.

CHILD

1. Greater Variety of Vegetables and Fruits

- The combined fruit and vegetable component is now a separate vegetable component and a separate fruit component; and
- Juice is limited to once per day.

2. More Whole Grains

- At least one serving of grains per day must be whole grain-rich;
- Grain-based desserts no longer count towards the grain component; and
- Ounce equivalents (oz eq) are used to determine the amount of creditable grains (starting October 1, 2019).

3. More Protein Options

- Meat and meat alternates may be served in place of the entire grains component at breakfast a maximum of three times per week; and
- Tofu counts as a meat alternate.

4. Age Appropriate Meals

- A new age group to address the needs of older children 13 through 18 years old.

5. Less Added Sugar

- Yogurt must contain no more than 23 grams of sugar per 6 ounces; and
- Breakfast cereals must contain no more than 6 grams of sugar per dry ounce

6. Making Every Sip Count

- Unflavored whole milk must be served to 1 year old; unflavored low-fat or fat-free milk must be served to children 2 through 5 years old; and unflavored low-fat, unflavored fat-free, or flavored fat-free milk must be served to children 6 years old and older and adults;
- Non-dairy milk substitutes that are nutritionally equivalent to milk may be served in place of milk to children or adults with medical or special dietary needs; and
- Yogurt may be served in place of milk once per day for adults only.

7. Additional Improvements

- Extends offer versus serve to at-risk afterschool programs; and
- Frying is not allowed as a way of preparing foods on-site.

Daily Rest Periods:

Provisions will be made each day for each child to rest. A minimum of 2 hours per day and maximum of 2 ½ hours rest time will be available for each child. Please provide 2 crib sheets and a small blanket to cover cots at nap-time. The linen should be picked up every Friday afternoon to be laundered and brought back to the Center on Monday mornings. **Please label your child's linen and all personal items with his/her name or initials.**

Personal Belongings

- Toys and money should not be brought to the Center unless it is requested for a special occasion.
- Bottles are only allowed in the infant class.
- Pacifiers are only allowed in the infant and toddler classes.
- All parents are asked to bring 2 extra sets of seasonal clothing to be left in their child's cubby. The extra clothes should include socks and underclothes. (Note: When a child is being potty trained, several pairs of training pants should be brought to the Center on a daily basis. Please be considerate of the type of bottoms your child wears during training. Clothes should be easy to remove by the child & the teacher.
- Please put your child's name or initials on all items left at the Center.

Items Needed by Parents to Ensure Quality Care

We want to assure your child is properly cared for while in our Center. Parents are responsible for providing the following items:

Infants: 6 weeks to 15 months

- Diapers – weekly
- Wipes – weekly
- *Breast milk or formula (up to 12 months) **Must be brought in COLD every day and labeled with the child's name and the date*
- 2 sets of seasonal changing clothes – at all times
- 2 Sets of clean crib linen – at all times

Note: The Center provides meals for infants that eat from the table.

Toddlers: 15 months to 24 months

- Diapers or Pull-Ups and Wipes – weekly
- 2 sets of seasonal changing clothes – at all times
- 2 clean sets of linen – at all times
- 3 Sippy cups- cleaned at home daily

Twos: 24 months to 36 months

- Diapers/ Pull-Ups/Training Underwear (if child isn't potty trained)
- 2 sets of seasonal changing of clothes – at all times
- 2 clean sets of linen – at all times
- (Pacifiers are not allowed)

Note: When potty training begins, please dress children in clothes that will help increase independence of this new skill. Clothes to avoid: overalls, Onesies, jumpers, & body shirts.

Threes & Fours

- 2 sets of seasonal changing clothes, socks and underwear included – at all times
- 2 sets of clean linen – at all times

Note: Please dress children in clothes to have fun in. Children should not have to worry about getting clothes dirty while they are playing, learning, and having fun.

***All students are required to have a current annual physical and updated shot record on file.**

Discipline & Behavior Management Policy

The guidelines for discipline at It Takes a Village Child Care are to foster and teach children to be independent self-monitors of their behavior. This will be achieved through behavior guidelines provided by teachers and staff.

Children attending It Takes a Village Child Care & Educational Center will not be subjected to any form of corporal punishment, by the Administrator or any other staff of the facility. The definition of “staff,” includes: any regular or substitute caregivers, volunteers, cooks, secretaries, janitors, vehicle drivers or any other individual who might come into contact with the children while providing services for It Takes A Village Child Care.

It Takes a Village Child Care instructors and other staff will provide Verbal Guidance by:

- Speaking kindly to children.
- Providing positive verbal praise when interacting with children.
- Giving clear instructions.
- Avoid making comparisons between children.
- Giving positive directions and suggestions.
- Modeling Christian values.
- Promoting positive self-esteem.

It Takes a Village Child Care instructors and staff will provide Behavioral Guidance by:

- Supervising children for all activities (indoor, outdoor, and field trips)
- Planning developmentally appropriate classroom activities.
- Ensuring that children know the consequences for inappropriate behavior.
- Providing consistency in discipline practices.
- Ensuring that teachers and staff will be positive role models.
- Giving children choices.
- Knowing and understanding the mental and emotional needs of the children.
- Using “Time Out” immediately following physical aggression, hitting with objects, kicking, or biting. (You received a copy of the Disciplinary Policy and an explanation of time out with your application packet).

It Takes a Village Child Care complies with General Statutes of the State of North Carolina; which are:

- No child will be handled roughly in any way including shaking, pushing, shoving, pinching, slapping, biting, kicking, or spanking.
- No child shall ever be disciplined for not sleeping during rest period.
- No child shall ever be placed in a locked room, closet or box.
- No child shall be disciplined for toileting accidents or any other accidents.
- No child shall be delegated to providing discipline of another child.
- Foods shall not be withheld as a means of discipline.

Reporting Child Abuse and Neglect

We understand the importance of family unity, however if a time arrives where upon any symptoms of suspected child abuse or neglect by a staff member or parent/guardian are brought to our attention, we are required by law to report it to the Cumberland County Department of Social Services. This Center will abide by this law.

Inclement Weather

It Takes a Village Child Care typically follows the Cumberland County School inclement weather closings and delays. If Cumberland County School is closed or opening late due to inclement weather, the Center will close with the same schedule. You should also check the

center's website (<http://villagechildcarecenter.homestead.com/>) or watch your local News (ABC, CBS, and/or NBC) for closing and late openings announcements.

Field Trips

Field trips and nature walks will be taken periodically to nearby places and are considered an important part of the educational program. The same responsible adult supervision will be provided for those excursions as are available to the children while in attendance at the Center.

Parents will be notified in advance of all field trips away from the Center and a separate permission slip must be signed prior to the trip. In the event your child will not be attending a class field trip, the child must be picked up prior to the scheduled time of the field trip. The entire class staff is needed on the trip to ensure proper supervision and safety of the class during the trip.

Students are strongly encouraged to wear sneakers on all field trips. Toys, electronic devices, games, and other such items should not be taken on trips; unless, special permission is given by staff. It Takes a Village Child Care will not be held liable for any lost, damaged, or stolen items on field trips.

Closings & Holidays

The Center will be closed on the following days:

- New Year's Day 1-day
- Dr. Martin Luther King Day 1-day
- Memorial Day 1-day
- Independence Day 1-day
- Labor Day 1-day
- Veterans' Day 1-day
- Thanksgiving 2-days
- Christmas 3-days
- Resurrection Day 1day
- Staff Training Day 1-day

Please look for posted dates on all main entrances and bulletin board. Please add them to your personal calendar as soon as possible.

Photos/Videos

We take pictures and videos of children on a regular basis as a way of documenting your child's learning process. These pictures are used in your child's portfolio and as materials for marketing and advertising It Takes A Village Child Care. Pictures are always used and shared with respect. By signing the last page of this handbook, you will be giving It Takes a Village Child Care permission to use your child's image whenever necessary. If you do not wish to have your child's pictures and/or videos used for these purposes please note your exception on the same page.

Parent-Teacher Conferences

Parent-Teacher Conferences will be held twice a year, once in the fall, and once in the spring. Parent-Teacher Conference is a special opportunity for you to talk with the teachers about your child's individual progress.

Parent-Teacher Conferences give you a chance to:

- Share insights about your child
- Find out about your child's learning and progress
- Review your child's portfolio
- Discuss any challenges your child is having—or any of your own concerns
- Ask for extra help for your child, such as potty training, etc.
- Learn about special programs, supplemental services, or outside resources

Parent-Teacher Conferences are not the only time you can meet with your child's teachers. You can request a conference at any time you have a concern. Teachers may also request a conference at any time if they feel it is needed.

Other Communications:

Classroom newsletters from teachers provide information about activities occurring in your child's class. Ideas and suggestions from parents for the newsletter are welcome. Lesson plans, a daily schedule and the snack menu are found posted in the classroom on the parent bulletin board.

We ask parents to designate one email address for invoices and receipts.

Current Address, Phone Numbers and Emergency Information:

If your address, home or work numbers, or emergency contacts change, please complete a Parent Information Update form which is available in the office or on our website:

<http://villagechildcarecenter.homestead.com> Failure to provide current, accurate information may result in temporary termination of the child until information is provided.

Grievance Procedure

Any parent who has a specific concern is encouraged to discuss it with the child's classroom teacher. If it is not resolved, parents should talk with the Administrator of the Center. If the parent feels there is still not an adequate resolution, grievances may be taken to the designated staff liaison of It Takes a Village Child Care & Educational Center. The final step in the grievance process is communication with Chapmans Management Companies Board. It is important that parents follow this procedure.

Section II

IT TAKES A VILLAGE CHILD CARE & EDUCATIONAL CENTER

TUITION AGREEMENT

REVISED January 01, 2018

ENROLLMENT PROCESS

At the time of enrollment, parents are required to sign a tuition agreement, pay a registration fee of **\$50.00** along with one week's tuition in advance. **THE REGISTRATION FEE AND 1ST WEEK OF TUITION IS NONREFUNDABLE.** The registration fee/tuition will also serve as a security deposit to secure a child's space in a classroom for minimum of one (1) week. At the end of the week, the child will need to have started the program, or another week of tuition will be due or the space will be lost.

TUITION

Each child's tuition is an ongoing fee, which may be separated into weekly, biweekly, or monthly payments. **ALL TUITION IS DUE ON MONDAY THE WEEK OF SERVICE. HOWEVER, IF PAYMENT IS NOT PAID BEFORE 2:30PM WEDNESDAY IT IS CONSIDERED LATE AND YOU WILL BE CHARGED AN \$18 LATE FEE.**

NOTE: Tuition is required if your child attends the Center or does not attend, as long as the child is enrolled in the program.

DSS Child Care Rates (3 Star)				
Infant-Toddler	2-Year-Old	3-5 Year Old	School Age	Before & After School
\$695.00	\$660.00	\$602.00	\$482.00	\$362.00
Private Pay Child Care Rate				
\$747.12	\$709.50	\$647.15	\$518.15	\$421.40

Rates are subject to change with Star rating increase

DISCOUNTS:

A \$5.00/week discount is given for one additional child in the same family. A \$10.00 discount will be given when accounts are paid four weeks in advance.

Forms of Payment:

Fees are paid by Debt Card or Credit Card Only. It is the parent's responsibility to ensure that tuition is received on or before the 5th of the month to avoid a late fee. The front office needs to receive those payments and issue a receipt.

Parents are entitled to one half off of one week's tuition after 6 months of being enrolled in the Center, and another one half off of one week's tuition after an additional 6 months. After the child has been enrolled in the center for 1-year parents will have the opportunity to pay one half

of their weekly tuition twice per year. Please note that these weeks cannot be taken together. Parents will need to inform the office at least one week in advance when they decide to use these weeks. These weeks cannot be credited retroactively.

PENALTY CHARGES

Re-enrollment fee of \$50.00 is charged when a child is dropped from the program by the parent or Center and re-enrolled at any given time within the same year. If a client wishes to continue services, and if the slot is still available, the \$50.00 re-enrollment will be requested upon entering the program.

Late Payment Penalty of \$18.00 will be charged to all accounts on Wednesday and every Wednesday thereafter as long as the account is delinquent. **The Center may discontinue services if tuition is two weeks or more delinquent.**

LATE PICKUP FEES will be charged if a student is picked up after Center operating hours. The operating hours for It Takes a Village Child Care & Educational Center, are from 6:30 a.m. until 6:00 p.m., Monday through Friday. If you pick your child up after 6:00 p.m. the following fees will be imposed:

TIME SURCHARGE

6:01-6:15 \$8.00

6:16-6:30 \$18.00

6:30-until \$18.00 plus \$3.00 per minute

****Phone calls to notify of late arrival will not exempt a late fee charge. ****

DELINQUENT ACCOUNTS

If accounts are two weeks or more delinquent, the Center Administrator has the right to discontinue services. All unpaid accounts will be turned over to a collection agency. Parents will be notified prior to this procedure. Any balances left unsettled will be sent to On Line Collections after 30 days.

WITHDRAWAL POLICY

If a parent decides to withdraw from the program, a two weeks' notice is required. Any parent failing to do so, will be charged their normal tuition rate for two weeks. All balances will be sent to On Line Collections after 30 days of the last day the child attends the program.

Section III

AGREEMENT PAGE

I have read and understand the Parent Handbook and agree to abide by the policies and procedures as stated. I have also participated in the parent conference with the Administrator.

Signature of Parent/Guardian

Date

I have given the above parent an opportunity to ask questions and discuss the policies of IT TAKES A VILLAGE CHILD CARE and the N.C. Division of Child Development and any other items of concern during the parent conference.

Administrators Signature

Date

A PHOTO COPY OF THIS PAGE MUST BE PLACED IN THE STUDENT'S FILE.

STUDENT'S NAME: _____

DATE OF ENTRY: _____