



Family Handbook

Revised 2018

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First Presbyterian Church Child Development Center

Our Mission Statement

First Presbyterian Church (the “Church”) seeks, as its mission, to share God’s love by caring for and educating young children in partnership with the congregation, church staff, parents and teachers in this facility. The Child Development Center’s philosophy is the belief that every child is a beautiful gift with qualities that, when celebrated and nurtured, will enhance the world of the future. It is our mission to create a Christian environment where each child feels cherished, secure and affirmed as a whole being filling the child with a strong sense of personal worth, ability and dignity.

First Presbyterian Church Child Development Center Vision Statement

- Establish a culture of excellence that empowers staff to deliver optimal educational experiences to enhance the development of children while pursuing their own professional growth.
- Create authentic partnerships that honor and enhance the role of family in each child's life.
- Reflect the vision of First Presbyterian Church by strengthening the reputation for excellence and expressing Christ's love for each individual.

Our Purpose

First Presbyterian Church Child Development Center (the “Center”) provides a full day educational child development program for up to 122 preschool children from 8 weeks to 5 years of age. The program operates Monday through Friday from 7:30 a.m. to 5:30 p.m., under the supervision of the full-time Program Director, and Assistant Director, a talented staff, and an Executive Director of First Presbyterian Church Schools.

This ministry functions under the auspices of the FPC Schools Board of Directors which is comprised of church members and clergy. While the Center originally targeted low-income families, the children now represent families from all economic and cultural backgrounds. The Child Development Center welcomes children who are subsidized by various means. For further information about these subsidies, please see the Center Director or Assistant Director.

This program is a vital and necessary ministry of this Church and we practice Christian ideals through some basic Christian Education as part of the curriculum, including daily meal blessings, regular Chapel visits and Christian Education lessons for the older classrooms conducted by the Director of Children’s Ministries or his/her designee.

The Center maintains a 5 STAR rating from the State of North Carolina.

Our Structure

Our school is structured such that there are many levels of care for you and your child. The Child Development Center, and its sister school The Weekday School, are governed by the First Presbyterian Church Schools Board. This Board is comprised of church members who oversee the overall operations of these wonderful programs. The Board members develop policy and procedure and facilitate the staff in implementing the mission and vision of FPC Schools. This mission is to support the school’s efforts to share God’s love to our students, staff, families, and community. The CDC also is supported by an

Advisory Committee, comprised of Child Development Center parents, who support the school Program Director and staff. A member of the Advisory Committee also sits on the FPC Schools Board to ensure connectivity, communication, and vision.

The Center does not discriminate on the basis of race, color or national or ethnic origin in the administration of its educational policies, admission policies, scholarship programs, employment policies, personnel practices and other school-administered programs. Children with special needs will be accepted on an individual assessment basis. The Center is 100% handicapped-accessible.

Smoke Free Environment

First Presbyterian Church Child Development Center is a smoke free and tobacco free environment. Smoking and the use of any product containing, made or derived from tobacco shall not be permitted on the premises of the child development center, in vehicles used to transport children, or during any off premise activities.

Enrollment

We are licensed to serve a set number of children based on staffing and available indoor/outdoor space. Our classes are designed as follows:

Roly Poly	8 children/2 staff
Caterpillar	8 children/2 staff
Centipede	8-10 children/2 staff
Butterfly	8-10 children/2 staff
Cricket	10-14 children/2 staff
Doodlebug	12-16 children/2 staff
Firefly	15-17 children/2 staff
Busy Bee	16-17 children/2 staff
Hornet	16-17 children/2 staff

These ratios are lower than those allowed by the North Carolina Division of Child Development and Early Education (NCDCDEE). The Center reserves the right to be flexible in class sizes in order to provide the best learning environment for the children enrolled. We, therefore, employ a number of additional teachers, called Support Staff, to ensure continuity, avoid disruption and to remain compliant at all times.

The decision to move a child from one level to the next is made by the teachers, Director and/or Assistant Director, with input from parents when necessary. We intentionally plan for individualized transition time for each child.

ALL forms in the Enrollment Packet must be complete on the day the child enters the Center.

All information in the packet must be kept up to date including immunizations and their records and all contact information (address, phone, cell phone, email).

At FPC Schools we require all children to be immunized and up to date on immunizations to be enrolled or to continue enrollment.

Applications

Parents who may be interested in applying for a space in the Center are asked to schedule an appointment with the Program Director or Assistant Director for a group tour of the facility. It is usually necessary to submit a Waiting List application and to pay a non-refundable fee for the processing of that application. Spaces are filled from this wait list pool. Priority is given to children of church staff, church

members and siblings of children in the program. For a complete listing of the priority order, please visit our website.

Withdrawals

Withdrawal notices must be made IN WRITING to the Director or Assistant Director. A **one-month notice** for withdrawal is required and parents are financially responsible for this month's notice.

Termination

The Center reserves the right to terminate a child's participation at any time. The decision will be at the discretion of the Director and Executive Director.

Insurance

An annual insurance fee of \$6.00 is charged each child, which is included in the tuition. The Center carries an excess group policy and every child in the Center participates in the program. **All accidents that occur while your child is in our care are covered by the accident insurance.** All bills must be sent to First Presbyterian Church Child Development Center. We will file the forms with the insurance company.

Fees

- Wait List Application - \$75.00, payable when making application, non-refundable
- Registration - \$50.00, payable at the time of enrollment, non-refundable
- Renewal Fee - \$25.00, administrative fee payable annually to remain on the waiting list if your child is not enrolled within the first calendar year of the application, non-refundable.

Tuition

Monthly tuition rates are set by the FPC Schools Board. Tuition is due in advance of services. Parents may pay one or two times a month and Tuition Express automatic bank drafts are required. Forms for this service are provided upon enrollment. For exceptions, see Program Director or Executive Director. Children will be transitioned into new classrooms on Mondays only. Billing for the month will reflect the new classroom rate if the move occurred during the 1st - 15th of the month and the old rate if the move occurred during the 16th - 31st of the month.

Statements will be posted the first business day of each month. Any balance carried over from the previous month will incur a \$75 late fee that will be charged on the 1st business day of the current month. The Center will terminate a child's enrollment by the 15th of the 2nd month for lack of payment. This policy also applies to Child Care Resources co-payments, which are due by the last business day of each month.

A limited number of scholarships are available for tuition assistance. Certain criteria must be met to qualify. Please see Executive Director for more information.

Tuition is not refundable.

There are no reduction in fees for absences due to sickness, vacations, or other reasons. Siblings of children enrolled in the program do not receive a reduction in fee.

Staff Appreciation Fund Draft

The Staff Appreciation Fund was established by the CDC Parent Advisory Committee in 2014 as a way to fund the many ways families show gratitude and appreciation to the staff of the Child Development Center

throughout the year. The money from this fund purchases gift cards for staff birthdays, Christmas, and Staff Appreciation week. This fund also allows us to support the staff by providing special food or services, such as breakfast or lunch to show our appreciation. Money is collected twice a year in bi-yearly drafts of \$75.00 each child (totaling \$150.00 year, per child). Contributions to this fund are voluntary. The CDC Parent Advisory Committee, in conjunction with the CDC and FPC Schools Administrative staff manage this Fund.

Donations

The First Presbyterian Church Child Development Center is a non-profit 501 (c) 3 and such donations made are tax deductible. Many employers match donations made to the Center. Please see the Program Director or Executive Director for more information on the donation process.

Communication

First Presbyterian Church Child Development Center phone, 704-376-8302

Telephone Extensions

In the event you cannot reach the Director or Assistant Director and you need to speak with your child's teachers the phone extensions are listed below:

Roly Poly	105
Caterpillar	104
Centipede	103
Butterfly	122
Cricket	121
Doodlebug	110
Firefly	109
Busy Bee	108
Hornet	107
Director	273
Assistant Director	229
Executive Director	272

The teachers will have access to the Center's phones at all times during the day in order to provide for safety and security of the children and provide communication to parents.

Classroom cell phones

Each classroom is provided with a cell phone that travels with the classroom at all times. These phones are equipped with the Shutterfly site, Google Docs (for anecdotal documentation), class email lists, emergency and security phone numbers. **The phone is to be used for emergency calls only.** No other incoming or outgoing calls are to be made from these phones. No texting at any time is permitted on this phone.

Shutterfly

All classrooms have a Shutterfly Classroom site. This free service on shutterfly.com allows our teachers to share newsletters, lesson plans, calendars, events, pictures and classroom requests with parents in the

classroom. The pages are private and viewable by invitation only. You will receive an invitation to join from your child's teacher.

Classroom Emails

One of the primary methods of communication your child's classroom teacher will utilize is a classroom email. These classroom email addresses are found in the classroom specific information you will be provided. The teachers will check their emails at least three times a day -morning, lunch time and later afternoon. Emails will be responded to in a timely fashion, keeping in mind the primary focus is attending to the children and emails are secondary.

Spread the Word

The Center will provide a school wide communication via email to all parents named **Spread the Word**. This communication will provide you with weekly menus, important calendar reminders for Center and church events, educational articles, various pictures of activities held in the Center, and other general news of the Center. This is both helpful and informational. Please see the Program Director if you are not receiving **Spread the Word**.

Remind.com

In order to inform the CDC parents quickly and effectively during an emergency situation or weather related incident, we use Remind.com. This is an emergency texting system that will alert you about school closing, unplanned early school dismissals and other emergency situations that affect your children and their schedules We will only use this system for emergencies.

To activate Remind.com you will be receiving a text message from number **810-10** that says "This is D. Shirkey. Reply YES to this text now to avoid missing my messages for Child Development Center. I'm using Remind to send important updates." Please respond to this message with **YES**. You will receive one additional text that says, "Remind Updates: Thanks!" **Please reply with your full name** so D. Shirkey knows who you are. Once you enter your name you will have joined our system and will receive emergency messages from us.

The Teacher's Role

The roles of the teacher are many. The teacher is the "enabler" – the facilitator – the person through whom and by whose guidance the Center's program takes form.

- The teacher is a resource person, the child's advocate, facilitator, stimulator, and instigator.
- The teacher raises questions, sets the stage, encourages creative thinking, arouses the child's curiosity and capitalizes on the child's interest.
- The teacher knows when to be actively involved in the learning process and when to step back, thus encouraging self-motivation and decision-making capabilities.
- The teacher is the child's partner in an environment where learning is a part of all that occurs in the Center.
- The teacher is a role model from whom children learn acceptable behavior; from whom they enhance their image and potential as lovable and worthwhile individuals.

The Parents' Role

- Ensure your child is signed in and out daily, and inform teachers of any changes in schedule.

- Inform the Administrator if your address, employment, telephone number or authorized pick-up person(s) change.
- Keep current on all Center activities, schedules and communications through classroom Shutterfly sites, newsletters and Spread the Word.
- Keep a sick child home until fever-free and symptom-free for 24 hours.
- Inform the Center about the causes of absence.
- Bring any medicine to the Program Director or Assistant Director and sign a permission form for administering. Medicine must be properly stored by the Director or Assistant Director.
- Attend teacher conferences to discuss your child's progress.
- Keep your child's medical record and immunizations updated and provide copies to the Director or Assistant Director in a timely manner.
- Keep tuition payments current.
- Be sure your child does not bring anything such as gum, money, candy and/or unsafe/unauthorized items to class.
- Be sure to keep cell phones turned on and/or check voice mail frequently in case we need to reach you.
- To treat all information regarding other children and families as confidential unless otherwise noted.

Parent Participation

Our Center's program fosters and encourages a sense of responsibility in our functioning as a partner with parents in the rearing of children. The Center strives to foster the maximum growth and development of all children and to participate in the process of parent education in a creative and supportive sense.

The Center has an open door policy for all parents. We strongly encourage parents to be actively involved with their child/children classes. Inevitably during your time in classes, you will see behavior that you find to be concerning. We ask that you bring the behavior to the attention of the teachers in that class. At no time can we allow parents to discipline any child besides their own.

In an effort to meet these goals, First Presbyterian Child Development Center will:

- Help parents understand the need for working in partnership with the Center to encourage the highest level of growth and development for their child.
- Help parents better understand the growth and development of their child by holding periodic parent/teacher conferences, encouraging parents to observe their children in the classroom setting, and scheduling educational meetings and workshops.
- Schedule social events that promote a sense of community within the Center.
- Encourage parents to visit their children as often as possible.
- Provide volunteer opportunities that allow parents to become involved in the life of the Center, as well as to become better acquainted with other families and the staff.
- Encourage participation on the Parent Advisory Board.

We understand that not all families are identical. We will work with every family to reasonably accommodate their needs in ways that are best for the children and the Center. In cases of separation or divorce, the Center will communicate with all parents or legal caregivers for whom contact information is given. Where written permission is required, both parents should be advised of the situation and give permission. The Center is not in a position to keep information private from parties, arbitrate disagreements, or to interpret legal documents, so it is expected that parents and caregivers will work together, communicate effectively, and keep the Center advised of changes as they occur.

Family Advocacy and Support for All- FASA

Family Advocacy and Support for All is an open and inclusive group at the FPC schools that connects caregivers of children with unique needs, medical needs, challenges and/or differences. Through parent/staff meetings and educational events during the year FASA's goals will include:

- Provide kindness, encouragement and support for one another
- Foster a trusting bond between caregiver
- Allow for caregivers to share knowledge and resources with one another including on topics such as: allergies, development of fine and gross motor skills, speech and language, medical needs, sensory awareness, and social and emotional skills
- Educate the FPC schools community on inclusivity
- Strengthen the connection caregivers have with the Weekday School and the Child Development Center

Curriculum

Our belief for educating young children is based on our collective vision that children are competent, provocative, resourceful, capable, and intelligent individuals who are eager to share themselves and experiences with the world around them. Young children learn best through play- **Play is the work of childhood!**

Our goal is to build, nurture and celebrate the uniqueness of each individual child. It is our hope that each child will know her/himself as a whole person whose heritage, family, home, abilities, thoughts and feelings are important and worthy.

In order to achieve this goal, the Center has chosen to use **The Creative Curriculum**. Creative Curriculum balances both teacher-directed and child-initiated learning with an emphasis on responding to children's learning styles and building on their strengths and interests. This curriculum applies the latest theory and research on best practices in teaching and learning and the content standards developed by NCDCEE and early childhood professional organizations. The teachers create rich experiences to facilitate the discovery and extension of the child's knowledge. They focus on intentionally planned concepts and interests that are relevant and meaningful to the children. Through developmentally appropriate practices, The Creative Curriculum supports the child's growth in physical, cognitive, language, social /emotional areas. The goals and objectives in these areas are linked directly to a valid and reliable assessment instrument which will be used as the basis for conversation during the Spring and Fall Parent/Teacher Conferences.

Clothing

Parents are asked to dress their children in clothing that allows full participation in all activities, including when necessary, coats, hats and gloves for outdoor play. Your child should not have to worry about his/her clothing when s/he plays in sand, water, paint, clay and play dough. Children must always wear shoes in the Center. For safety reasons, sandals, flip-flops, open toe, Crocs, and hard-soled boots are prohibited.

Each child must have a full change of clothing left in the Center to be used for emergencies. All clothing should be season appropriate labeled with the child's name. Infants and toddlers will need two changes of clothing.

We are not responsible for lost or missing articles of clothing. If your child has misplaced an item, please check our Lost and Found box.

Naps/Quiet Time

Infants and young toddlers will follow an individualized nap schedule based on their current needs. Each older toddler and pre-school child in the Center will have a daily nap following lunch time. Older children will be permitted to engage in “quiet time” with toys and books on their cots or attend the Investigations Class as they mature beyond needing an extended naptime.

Investigation Class

The Hornet and Busy Bee children will be offered a two-hour rest/quiet time each afternoon. The children who remain awake after forty-five minutes, will be offered the option to attend the Investigations Class. This S.T.E.M class is held in an adjacent room and taught by a Center staff member. This class was designed for children whose need for a complete two-hour daily nap has diminished and would enjoy an additional activity. At the conclusion of the Center's rest time, the Investigation class is reunited with their other classmates who have woken from their nap.

Field Trips

Children enrolled in the CDC take various walking field trips, in the community, to the library, Discovery Place, Spirit Square, and other local sites. It is required that each child have a release/consent form signed and dated for each trip. Infant and Toddlers will travel by buggy-carts, that allow the children to be fastened into the seats at all times.

We are fortunate to have access to the church mini-bus and enjoy its usage on a regular basis. The procedure outlined below will be strictly adhered to at all times.

1. We will abide by North Carolina law regarding the use of seat belts.
2. Each child and adult will be restrained by an appropriate individual seat belt when the vehicle is in motion.
3. All employees who operate the bus are licensed by the state of North Carolina.
4. All employees who operate the bus are approved to do so by the church's administrative office and have a copy of their license on file.
5. The bus is insured and kept in peak condition at all times by the church

Diapering/Toilet Learning

Children who are not yet using the toilet must bring their own supply of diapers. The Center furnishes wipes. All children, from infancy, are required to wash their hands, or have their hands washed with the assistance of the teacher, after diapering or toileting.

Acquiring toilet skills is part of your child's growth and maturation. Your child's readiness to acquire toilet skills depends on his/her level of muscular, neurological and psychological development. The teachers are here to assist with that learning process. In order to achieve success, cooperation and consistency in instructions and directions to your child, routines in learning to use the toilet and solid communication between classroom and home is essential.

Biting

When young children encounter a situation they are unprepared for or do not have the skills to handle, they may bite in order to cope with the challenge or fulfill a need. The teacher's goal is to discover the underlying cause of the biting and develop an effective response and plan. For most children biting is a means of communication during a time when children do not have the words to express themselves. Though, it is never pleasant when a child is bitten or bites another child, our staff frames these opportunities as teachable moments. The teachers will give the child who was bitten the appropriate words to communicate, “biting hurts”. The staff also follows and stays close to a child who is known to

bite to support their acquisition of other skills. The staff looks for triggers that may cause biting, such as hunger, being tired, emotional upset, or proximity with other children. The staff works with the child and family to modify this behavior and develop new coping skills.

When a bite occurs the area is washed with warm water and soap, triple antibiotic cream applied (with parental consent) and the child's parents are notified. If the bite results in blood exposure, the bite will be washed with warm water and soap, triple antibiotic cream applied (with parental consent) and the Mecklenburg County Health Department notified. The Health Department will make a recommendation whether a Hepatitis B, HIV and Hepatitis C tests need to be performed on both children. The children's parents will be notified by the Center's Administration that a bite occurred, the Health Department's recommendations and how to proceed.

Child Nutrition and Physical Activity Policy

In an effort to provide the best possible nutrition and physical activity environment for the children in our facility, we serve a morning snack, lunch, and an afternoon snack each day. Food in the Center is prepared in the kitchen of the Church based on USDA guidelines.

A weekly menu will be posted in the classroom and in the lobby. It will also be available in Spread the Word. Food substitutions will be provided for children who have a documented food allergy.

The Center is a nut free facility.

With prior notice, parents are encouraged to join their children for lunch. Food may only be brought into the Center if:

- The child is on a special diet
- Enough is brought to share with the entire class
- The child has opted out of our food program and filled out the appropriate forms

All water bottles must be labeled with the child's name and date. Refrigerated items may not be stored overnight at the Center.

We provide daily gross motor activities and encourage children to be active in their play. Parents of preschoolers need to plan for their child to play outside at least sixty minutes per day. Infants and young toddlers will play outside for at least thirty minutes per day. The Center will adhere to the North Carolina's Child Care Weather Watch guidelines for decisions concerning outside play. If your child is not able to participate in the entire outside playtime, it is best you keep the child at home. The Center does not have the capability to make arrangements for a child who cannot play outside. The administration and staff appreciate support from parents in promoting the health of our children.

Birthdays

We will be glad to celebrate a child's birthday at the Center if the parent desires. We have found that elaborate festivities are disruptive and inappropriate in our Center setting, so remember - simplicity is best. In order for us to remain in compliance with licensing and sanitation rules, only store bought food will be allowed to be served in the Center. **The items brought in MUST be in the original packaging with the ingredients listed.** No items containing nut products will be allowed to be served. *Balloons are NOT permitted in the Center.* Communicate with your child's teacher as to when the birthday party will be celebrated, however these celebrations are typically held during snack time. Parents are encouraged to join their child at this special time. Presents, and extended family are more appropriate for parties outside of the Center. If your child is having a birthday party outside of the Center, please bring

invitations for classroom distribution only if all children in the class are included. Please contact the Director should you need any clarification.

Discipline

In a continuing effort toward building positive self-image in the children we serve, the staff and the administration of First Presbyterian Church Child Development Center have devised the following discipline policy.

We must always:

- Provide consistent positive reinforcement in terms of attention and praise for appropriate behavior.
- Create relationships based on love, trust, and acceptance.
- Be sure that our boundaries and expectations are age-appropriate, clear, and understandable.
- Address the specific behavior we want to modify.

We must never:

- Treat any child in either a physical or an oral manner that could cause distress. This includes striking, pushing, jerking, yelling, derision, or any action or word that is an expression of anger and/or non-acceptance.
- Address the worth of the child while attempting to modify behavior.
- Deprive a child of food, rest or other daily needs.
- Implement any form of discipline without expression of love and inclusion.

Some techniques we regard as positive behavior modifiers are:

- Sensitive, appropriate room arrangement.
- Clear, concise, age-appropriate directions to be sure children understand what is expected of them.
- Use of natural and logical consequences as opportunities for children to take responsibility for their actions.
- Opportunity for children to think through a problem and choose alternative kinds of behaviors. This process begins to teach basic problem-solving skills and must include direction and follow-up by a teacher.
- Cooperative effort between parents and staff in carrying through a behavior modification plan. Such a plan would be agreed upon by parent/staff and would be enacted with the child's full understanding; daily communication with parents in order to build a productive trust relationship.

Schedules

Arrival and Departure

Children are to be brought inside the building and the teacher must be aware of the child's arrival and/or departure. Parents or other authorized adults (18 years of age or older) must sign the children in/out daily. Do not bring children into the classroom prior to 7:30 a.m., the staff are not prepared to care for children before that time. The lobby is available for you and your child to wait until you can enter the classroom at 7:30.

All children are required to wash their hands upon entry into school each day.

If your child will be late or absent, please notify us by 9:15 a.m. so that we have appropriate food counts for the day. In addition, please call the Center when an emergency situation or variation in your schedule will affect the child's attendance.

If anyone other than the usual person is picking up your child, please notify the teacher in writing or call the Center in advance. Photo identification will be required.

Parents can park on Poplar Street using hazard "flashers" for no longer than 15 minutes. Please, no double-parking. The Church parking lot can be used when Poplar Street is full and/or when you need to stay longer than 15 minutes. The code to exit is subject to change often, please check for new codes on the poster by the main door. The Poplar Street entrance to the Center is locked and requires a fob for entry. The fob will only work during the Center's hours of operation.

Entrance Key Fob

All parents/guardians are required to attend a Child and Youth Protection and Safety training held here at First Presbyterian Church. This mandatory training includes our policy and procedures for entering the building, door access, volunteering, and hospitality. **Once you have completed this training an application to obtain a key fob will be issued for entrance into specific doors of the building including the entrance into the Center.** In addition, there is safety procedures included in this training. dates for the trainings will be available in the Center's communications.

Please help us maintain safety and security by closing all gates and doors behind you as you enter and exit.

Holidays

FPC CDC will be closed on the following holidays:

New Year's Day

Martin Luther King's Birthday

Easter Monday

Memorial Day

July 4th

Labor Day

Thanksgiving Day and the day after

Three days at Christmas (you will be notified in advance as to which days)

Teacher workdays (you will be notified in advance as to which days)

Inclement Weather & Snow Policy

During harsh weather, the CDC will open, delay, or close based on the following 3 factors:

- Whether the Church is open (if closed, the CDC must be closed)
- Whether there is safe access to the CDC (through ice, water, etc.)
- Whether sufficient staff can report to work (based in great part whether CMS is open or closed due to their own child care needs)

The result is that if CMS is closed, the CDC will more than likely need to close due to lack of staffing. If CMS operates on a delay, the Church and Administration will decide whether to close, delay, or operate normally. Those decisions generally will be made early morning (6-7:00 am). Families will be informed of the CDC status via: REMIND.com, phone message on the CDC phone (704-376-8302), CDC wide email (sent to email address provided), CDC website, and WSOC TV closing broadcast.

Late Pick Ups

Our Center closes at 5:30 p.m. A late fee of \$15.00 will be charged for the first 10 minutes (5:30-5:40). You will then be charged \$1.00/each minute thereafter. The payment will be charged to your tuition account. Three or more late pick-ups in a six-month period will double the late fee and can result in your child's termination from the program.

We understand that emergency situations do arise. Please contact the Center if you are going to be late. The main phone number is (704) 376-8302, or you can dial extension 105 number to reach the Roly Poly Room. Please make every attempt to talk to a live person to ensure your message is received.

If we are unable to contact you or others authorized to pick up your child before 7:00 p.m., and you have not communicated directly with someone in the center, your child will be turned over to the Child Protective Services for safekeeping.

General Health Rules

Before a child can be enrolled in the Center, the medical form and current immunization record must be signed by your doctor (or the Health Department) and on filed in the Center. Required immunizations are dictated by North Carolina State Law; check with your physician for your child's immunization schedule. Parents are responsible for keeping the Center's records updated on at least an annual basis. Routine visits to a doctor, clinic or dentist are also the responsibility of the parent.

Illness

Children in group care will become ill from time to time. The Center strives to keep infection controlled by using proper sanitizing procedures and by following a strict illness policy. Parent cooperation is vital in making these efforts successful.

Please notify the Center when your child contracts a communicable illness, such as strep, pink eye, chicken pox, etc.

Any child whose physical condition appears such that it could affect the health that child or the other children in the Center will not be permitted to stay. The following symptoms or conditions warrant **immediate exclusion** from the classroom environment and the child may not return to the Center until the child has been symptom free for a full 24 hours:

1. Fever of 101° or more accompanied by other symptoms such as lethargy, irritability, constant crying, difficulty breathing, diarrhea, vomiting;
2. Loose stools, 3 or more events;
3. Vomiting, 2 or more episodes;
4. Pink Eye;
5. Ringworm;
6. Impetigo;
7. Rash/hives (unexplained);
8. Abnormal behaviors, such as irritability, continuous crying, anything requiring more attention than a teacher is able to provide without neglecting or endangering the other children in the class;
9. Scabies or Head Lice;
10. Thrush (in the case of infants);
11. Other contagious/communicable illnesses.

Some illnesses will require medical attention and treatment before a child can return to school. If mediations are needed the child must be on medication for 24 hours prior to returning. We reserve the right to request a physician's note before allowing a child to remain in and/or return to school. A child may continue to be excluded, regardless of a physician's recommendations, at the Director's discretion to ensure the health of all children and staff.

If contacted by the Center to pick up a sick child, parents are responsible for doing so promptly. The Center does not have the resources to care for a sick child and cannot expose other children to potential contagions. In case of an emergency, the Center will attempt to reach (in the following order): parents, emergency contact listed on the child's emergency-card, physician, and hospital (if necessary). If either parent or the emergency contact cannot be reached, we will secure any necessary medical treatment or care that's warranted. **Be sure to keep cell phones turned on and/or check voice mail and emails frequently in case we need to reach you. Please make sure we have the most updated contact information for all people listed on the emergency-card.**

The Center has a medical consultant on call. The name and number are located in the Director's office. First Presbyterian Church employs a part time Parish nurse who is also available to the Center.

Medication

Every effort shall be made to safeguard the health of your child/children in our group care arrangement. No child shall be administered any drug or medication without specific instructions. Our policy regarding the administration of medication is as follows:

- Complete all sections of the Medication Release form available from the Director/Assistant Director when it is necessary for the Program Director, Assistant Director or designee to administer prescription or over-the-counter medication to your child. The medication must be in its original container with the child's name, name of the medicine and dosage. If the over-the-counter drug is inappropriate for the age/size of the child as stated on the label, the Program Director, Assistant Director or designee reserves the right to refuse to administer the medication. **Medication must be placed in the hands of the teacher in charge or the Director or Assistant Director so it can be stored or refrigerated properly.**
- The Program Director or Assistant Director will check the forms daily to insure your child is receiving his/her proper medication.
- Certain medications, such as diaper ointment, sunscreen, insect repellent and lip balm, can be given for periods of up to 12 months by completing a blanket Medication Release form. Sunscreen should be applied before school in the morning. Teachers will re-apply in the afternoon.

Accident and Injury Protocol

All staff are CPR and First Aid trained to ensure the safety of all children in the program.

If your child has a minor accident resulting in injury while at FPC CDC teachers will attend to the injury by washing with soap and water and applying a band-aid if needed. If further medical attention is needed parents will be called to determine what additional course of action is necessary. If it is a true medical emergency, 911 will be called and then parents will be notified.

Parents will be notified immediately of all head injuries that occur. All accidents and injuries will be documented by completing an Incident Report. The teachers, Director, and parents will all need to sign this document. Parent will be sent home with a copy.

Conflict Resolution

In the routine and regular process of daily living there are inevitable situations or conflicts that may arise. We ask that everyone attempt to find resolution quickly and in a mature manner. Proceed as follows:

1. If you have a concern that needs to be addressed, you should do so outside the classroom and in a professional setting. A conference should be scheduled, with the person with whom you have a difference, whether it is a teacher, a member of the Administration, or any other person involved, at a mutually convenient time. All conference participants should keep a written record of issues addressed at such conference and any measures to be taken to achieve resolution. The goal of the parties will be to find a resolution that will serve the best interests of the child.
2. If the parties are unable to come to an agreement or the situation does not change, a second conference with a neutral member of the CDC Administrative staff acting as a facilitator or mediator may be requested. The facilitator will objectively strive to determine the best outcome, keeping the best interests of the child as a foremost consideration. If the administrator is unable, based on the documentation and discussion, to find a resolution acceptable to the parties or no neutral administrator is available to mediate, the parties may proceed to step 3.
3. If the parties are unable to come to an agreement after steps one and two or if the situation does not change, the Executive Director of FPC Schools acting as facilitator or mediator will try to resolve the issue. The Executive Director will objectively strive to determine the best outcome, keeping the child's best interests foremost in consideration. If the administrator is unable, based on the documentation and discussion, to find a resolution acceptable to the parties or no neutral administrator is available to mediate, the parties may proceed to step 4.

If all efforts have failed, and the differences cannot be resolved to the satisfaction of all parties, the dispute may be submitted in writing to the FPC Schools Board of Directors. The FPC Schools Board may take such action as they determine is reasonably necessary to resolve such dispute after meeting with all of the parties concerned, including, without limitation, the release of a child from the program or the termination of staff, both teaching and administrative, from First Presbyterian Church Child Development Center.

Child Abuse and Neglect

By North Carolina law, all FPC CDC staff are mandated to report suspected cases of child abuse and neglect. If such cases arise, the alerted staff member will report to the Executive Director. The Executive Director will notify the Protective Services Unit of the Department of Social Service.

Emergency Response and Evacuation Plan

Our Mission: *"As directors of child care centers, we shall endeavor to ensure the safety and welfare of our children and staff in the event of Level I, II, or III emergencies and/or disasters."*

In a continuing effort to, at all times, promote and ensure the safety and welfare of children entrusted to our care, we have cooperatively established a written emergency response plan. This plan is appropriate for use by all facilities charged with the care of preschool children. This document addresses every level of emergency situations from a nearby water main break, to natural disasters (tornadoes, hurricanes, floods, winter storms, etc.), to national disasters. Included in the document are:

- A mission statement - *“As directors of child care centers, we shall endeavor to ensure the safety and welfare of our children and staff in the event of Level I, II, or III emergencies and/or disasters.”*
- We shall, to the best of our ability, work within the guidelines and regulations of the Charlotte-Mecklenburg Emergency Management team, the North Carolina Division of Child Development, and other regulating agencies as the situation dictates.
- A step-by-step protocol for removing children from harm’s way in an orderly, calm, but rapid fashion
- A means of communicating to the general public and specific families information regarding the time, location, and destination of the evacuees
- Safe harbor primary and secondary partnerships
- A list of items needed in a first aid emergency evacuation pack
- A directory of local agencies designed and prepared to assist with programs when needed
- A guide to keeping all information current and compliant with state licensing guidelines
- Emergency contact information forms for students and staff that are to be updated quarterly

We hope this document will also be useful in establishing a continuing, cooperative relationship among child development centers and will reassure our families and faculties. The purpose of this document is to outline in generic format the steps necessary to ensure the safety and welfare of children and staff members if evacuation of a child development center is required.

Child Care Contingencies for Evacuation Plan Activation

For each incident level child care children and staff will be moved from the facility. This action will require child care staff members to be prepared to evacuate the facility and account for all children and staff. To expedite this action, the following elements should be in place:

- Identify all entrance(s) and emergency exits to the facility.
- Identify location of first aid station(s) within the center.
- Clearly mark Director’s and Assistant Director’s office.
- Include disaster plan as part of center’s annual fire inspection and fire drill program.
- Train all center staff in levels I, II, and III procedures during staff orientation and at mandated bi-annual in-service training sessions.
- Update and review plan on a bi-annual basis or sooner if an event occurs that requires all or any part of this plan to be changed at any level.
- Provide a copy of the plan to all partners – staff, parents/guardians, relevant agencies, and partnership sites.
- Document all changes to the plan to ensure all information is current.

Level I Evacuation - Requires NO outside assistance; conditions warranting evacuation could include power or water outage, smoke, fire, or inclement weather

1. Evacuation of the child care center is necessary as a result of on-site incident that occurred due to power outage, weather conditions, smoke, fire, or other type of incident that would impact the facility.
2. Level I is implemented by staff and involves moving the children to a nearby location that offers shelter and will be safe for children to wait in until they can either be returned to the center; parents can pick them up.

Primary Partners (within walking distance of the Center):

First United Methodist Child Development Center

501 N. Tryon Street, Charlotte, NC 28202

Contact: **704-333-4882**

Level II Evacuation – Requires assistance from local government; incidents occurring with conditions that impact a wider area in the vicinity of the facility, and may require transport by police or CATS.

1. The child development center is required to evacuate due to an incident that occurred that impacts a wider area or an entire city block in the vicinity of the facility. Conditions that could warrant this action are weather, loss of power for an extended period, hazardous material incidents, or other emergency or event that requires relocation.
2. Minimum outside assistance that would be required from elements of local government for a Level II incident are defined below.
 - a) Police: Traffic control, crowd control, and control of scene access and egress
 - b) Transportation: CATS to be contacted and notified of type and degree of assistance needed and any special transportation needed
3. A child development center partner would be the first location to be designated as the relocation site. A shelter would be second choice and will be defined in partnership with the Charlotte-Mecklenburg Police Department, Charlotte Fire Department, and the Charlotte-Mecklenburg Emergency Management Office.

Evacuation Location to:

1. Primary Partners (within walking distance of the Center); or
2. Secondary Partner

Friendship Baptist Church Child Development Center
3301 Beatties Ford Road, Charlotte, NC 28216

Contact: **704-392-0392**

Directions to Friendship Baptist Church Child Development Center:

From the Center (Total Distance: 5 miles)

1. From North Poplar Street (curbside at Center) go to 6th street, turn LEFT.
2. Cross North Graham Street , Turn RIGHT onto West 9th Street
3. Turn RIGHT onto the I-77 N/US-21N ramp
4. Merge onto I-77N
5. Take the I-85 S exit, exit number 13B, towards Spartanburg
6. Merge onto I-85 S.
7. Take the Beatties Ford Road exit, exit number 37, towards Johnson C Smith Univ.
8. Turn LEFT onto Beatties Ford Road
9. Turn LEFT onto Fairdale Drive

Level III Evacuation – High Degree of Assistance Required by Child Development Center to Ensure Child and Staff Safety; major incidents or catastrophic events that impact a major segment of the population and/or a major geographic area, and require a declaration of emergency by local government

*****Contact 911*****

(Or be contacted by 911)

CATS, Fire, Medic, Police and American Red Cross initiate evacuation of Center to Secondary Partner:

Jack S. Brayboy Gymnasium
Johnson C Smith University
North Summit Ave
Charlotte, NC 28216

Directions to Secondary Partner in Level III Evacuation

PLEASE NOTE that in a Center City evacuation, parents and/or guardians working or living in the Center City must follow the vehicular and/or pedestrian evacuation routes as outlined in the **Center City Evacuation Plan**. We highly suggest that you pre-determine and plan for various alternate routes in order to reach the Beatties Ford Road Location.

From the Center (Total Distance: 13miles)

1. From NORTH POPLAR ST (curbside at Center), turn LEFT toward West Trade Street.
2. Turn RIGHT onto West Trade Street
3. Turn RIGHT onto North Irwin Avenue.
4. Turn left onto West 5th Street
5. Turn right onto North Summit Ave
6. Jack S. Brayboy Gym is located on left