



# **Building Blocks Early Childhood Education Center**

**“We build them right...From the Start”**

A ministry of Fayetteville Christian School

## **Parents’ Handbook: Policies and Procedures**

### **Contact Information:**

Tina Excellent

Executive Director

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Phone: 910-436-0346

Revised as of August 5, 2009

“Building Blocks Early Education Center does not discriminate against any person seeking entrance into our program on basis of race, creed, sex, national origin, disabilities and/or religious beliefs.”

### **Introduction**

We would like to take this opportunity to welcome you and your child to Building Blocks Early Education Center. Our center is a non-profit child development center with Christian values. It is our priority to make you and your families feel at home in our center.

Building Blocks Early Education Center (BBEEC) provides child care as well as child development for children ages 6 weeks to 9 years old. 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: Tina Excellent 910-366-9271

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)
- Immunization form (updated each time your child receives shots)
- Parent Handbook signature form (policies and procedures)
- \$75 registration fee *and* first week's tuition (both non-refundable)
- Federal Food Program Application
- All needed supplies (diapers, wipes, change of clothes, etc.)

Calendar  
Monday through Friday  
5:30am-6:00pm

**Holidays (center is closed):**

- New Year's Day
  - Dr. King's Birthday
  - Good Friday
  - Memorial Day
  - Independence Day
  - Labor Day
  - Thanksgiving Day and the Friday after
  - Christmas day and the day after
- New Year's Eve and  
Christmas Eve, the center  
closes at 2pm if we are open.*

If a holiday falls on a weekend, the center will close on an adjacent weekday. When New Year' Eve and/or Christmas Eve fall on a day the center is open, the center closes at 2pm. **Full weekly tuition is due during these holiday weeks.**

Our daily cutoff time is **9:30am**. Children arriving after 9:30am **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 and our infants since they are not on a set schedule. However, please call the center and notify the staff if you are going to be late so that we have adequate staffing.**

Weekly Rates

|                                  |           |
|----------------------------------|-----------|
| Infants                          | \$160     |
| Toddlers/Twos                    | \$155/150 |
| Preschoolers                     | \$145     |
| School-aged children (full-time) | \$135     |
| After-school care                | \$ 85     |

A \$75 registration/supply fee per child (Not to exceed \$150.00 per family) is required upon enrollment and is due **annually** on September 1<sup>st</sup>. The registration fee holds your child's slot in the center for up to two weeks and covers the time and cost involved in the paperwork filing as well as the curriculum and supply costs (copies, art supplies, books).

Our weekly fee is based upon a **10-hour** day. Please contact someone on your child's pickup list if you cannot get your child within 10 hours or before 6:00 pm. **Children who are not picked up by 6:00 pm, or who are at the center more than 10 hours, will be charged \$1 per minute per child.** This fee must be paid prior to the child's return the next day.

### **Advanced Payment Procedures**

Tuition payments are due Monday by 6:00 pm for that week. If your payment is not made by Monday at 6:00 pm, your child will not be admitted to the center on Tuesday until payment is made. **Full** weekly tuition is due even if your child is sick or absent. There is a \$20.00 a week late fee if your payment is late. After 2 weeks of non-payment, your child will not be able to return until the balance is paid in full. After three weeks of non-payment, the center reserves the right to withdraw the child from the center until full payment is received. The center will not hold the child's space if he/she is withdrawn.

Payments can be made to administrative staff at the front desk. For your convenience we accept checks, check cards, Visa, or MasterCard. A \$3.00 convenience fee will be charged for each electronic transaction. Do not pay the teachers as they do not know tuition amounts and are not authorized to handle payments. Your check will serve as your receipt. Please make it payable to BBEEC. If you pay with another method and would like a receipt, we will be happy to give you one. Payments are logged on the computer and you will be given an annual statement in January for tax purposes.

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.

### **Withdrawal Procedures**

Parents are required to give a written notice to the director 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.

BBEEC 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**

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

### **Parent Conferences**

Parents are encouraged to participate in at least one formal conference per year to discuss their child's development. Parents who wish to meet more often may schedule an appointment with the director.

## Curriculum

Our children are immersed in a pleasant atmosphere where learning is occurring every day. It is our goal to provide each child with age-appropriate tasks in order to help them thrive. We use a defined early childhood curriculum with our children in order to give them a social and academic advantage to prepare them for school readiness. Our preschool curriculum begins daily at 8:30am. Children in the preschool classes should arrive by 8:30am, so they will not miss important instructional time or disrupt the teacher's class.

The director of our center has a bachelor's degree in education and has taught kindergarten and fourth grade. She has also been a director at two other centers in the area for a total of 10 years. She checks teachers' weekly lesson plans and advises them on their objectives and methods as well as the skills being taught. We follow the North Carolina Office of School Readiness guidelines for kindergarten to adequately prepare your child for school entrance. If you need further information on how to assist your child, we have a wealth of community resources to help guide you through the process. Please see your center director for more information.

## Daily Class Schedule

### Infants

|                                     |              |            |
|-------------------------------------|--------------|------------|
| The typical infant day consists of: | Outdoor time | Tummy time |
| Rocking & hugging                   | Storytelling | Feedings   |
| Listening to music & being sung to  | Naps         |            |

### Toddlers

|             |  |
|-------------|--|
| 6:30-7:45   | Arrival, Centers                             |
| 7:45-8:15   | Breakfast                                    |
| 8:15-8:30   | Bible Story                                  |
| 8:30-9:30   | Outdoor play (weather-permitting)            |
| 9:30-10:00  | Music, Dancing                               |
| 10:00-11:15 | Centers                                      |
| 11:15-11:30 | Diapering/Wash hands                         |
| 11:30-12:00 | Lunch  |
| 12:00-2:00  | Nap  |
| 2:00-2:30   | Snack  |
| 2:30-3:30   | Outdoor play (weather-permitting)            |
| 3:30-4:30   | Circle time (singing, nursery rhymes, games) |
| 4:30-5:00   | Centers                                      |
| 5:00-5:30   | Clean-up                                     |

"Diapering will be done as needed for each individual child but checked each hour.  
Safe Sleep Checks are done every 15 minutes.

### **2-year-olds**

|             |  |
|-------------|--|
| 6:30-7:45   | Arrival, Centers                             |
| 7:45-8:15   | Breakfast                                    |
| 8:15-8:30   | Restroom, brush teeth, wash hands            |
| 8:30-9:00   | Bible Story, Music                           |
| 9:00-10:00  | Outdoor play (weather-permitting)            |
| 10:00-10:45 | Centers                                      |
| 10:45-11:00 | Restroom and wash hands                      |
| 11:00-11:30 | Story time                                   |
| 11:30-12:00 | Lunch  |
| 12:00-2:00  | Nap  |
| 2:00-2:15   | Restroom, wash hands                         |
| 2:15-2:30   | Snacks                                       |
| 2:30-3:30   | Centers                                      |
| 3:30-4:30   | Outdoor play (weather-permitting)            |
| 4:30-5:00   | Circle time (singing, nursery rhymes, games) |
| 5:00-6:30   | free play, Clean-up                          |

### **3-year-olds**

|             |                                       |
|-------------|---------------------------------------|
| 5:30-7:45   | Arrival, Centers                      |
| 7:45-8:15   | Breakfast                             |
| 8:15-8:30   | Restroom, wash hands, brush teeth     |
| 8:30-9:30   | Centers                               |
| 9:30-10:30  | Outdoor play (weather-permitting)     |
| 10:30-11:00 | Curriculum (weekly letter and number) |
| 11:00-11:15 | Restroom, wash hands                  |
| 11:15-11:30 | Story time                            |
| 11:30-12:00 | Lunch                                 |
| 12:00-2:00  | Nap                                   |
| 2:00-2:15   | Restroom, Wash hands                  |
| 2:15-2:30   | Snacks                                |
| 2:30-3:30   | Centers                               |
| 3:30-4:30   | Outdoor play (weather-permitting)     |
| 4:30-5:00   | Evening Circle Time                   |
| 5:00-6:00   | Clean-up time                         |

## 4-year-olds

|             |   |
|-------------|---|
| 5:30-7:45   | Arrival, Centers                              |
| 7:45-8:15   | Breakfast                                     |
| 8:15-8:30   | Restroom, wash hands, brush teeth             |
| 8:30-9:30   | Curriculum                                    |
| 9:30-10:30  | Outdoor play (weather-permitting)             |
| 10:30-11:15 | Centers                                       |
| 11:15-11:30 | Restroom, Wash hands, Story time, Bible story |
| 11:30-12:00 | Lunch   |
| 12:00-2:00  | Nap   |
| 2:00-2:15   | Restroom, Wash hands, Snack                   |
| 2:15-3:30   | Centers                                       |
| 3:30-4:30   | Outdoor play (weather-permitting)             |
| 4:30-5:30   | Educational video, Clean-up                   |

### 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 front door.
- ✓ Assist your child in placing his/her belongings in the proper cubby.
- ✓ Notify a teacher of your child's arrival.
- ✓ Ensure your child's comfort.
- ✓ 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.
- ✓ Check your child's cubby for daily reports or class work.
- ✓ Assist your child with any belongings he/she needs to take home.
- ✓ Inform a teacher you are leaving with your child.
- ✓ Clock your child out on the center time clock. Read all messages.

A list of responsible people to whom your child may be released is kept in your child's file. Please update these names as needed. The center must see a picture ID of the person picking up your child if we do not know them. Also, please call us ahead of time if someone on your list will pick up your child if they do not normally do so. Children will not be released to any individual who is obviously impaired (intoxicated, disoriented, aggressive, etc.).

### **Emergency Procedures**

In case of an emergency, parents will be contacted immediately. If parents cannot be reached, contacts from your child's file will be called. If no one can be reached and the child may need medical assistance, the physician listed on the application or an ambulance will be notified. Fees for medical services are the parents' responsibility. Our protocol is to call an ambulance or take the child to the nearest medical facility if we are ever in doubt of whether or not a child needs medical assistance.

### **Disaster**

Children and staff rehearse fire and tornado drills monthly.

In the event of a disaster, parents should stay as calm as possible since phone lines may not be working and traffic may be heavy. Parents, or persons on contact list, will be notified immediately. We will evacuate, if necessary, to Solid Rock Church. Parents should make the proper arrangements to pick up children immediately if such an event should occur.

In the event of a hurricane warning or severe weather, the center will be closed along with the Harnett County School District or at the advice of Civil Defense. If the schools close early, all children in our center need to be picked up immediately as well. Please watch WRAL for center closings.

### **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 BBEEC 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 USDA meal application before coming to the center. The weekly menu is posted by the front door. Children will be served what is on the daily menu unless they have food allergies. You must inform the center if your child has any food allergies.

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. Formula must be *pre-mixed* and labeled with the baby's name and the date. All baby food must be labeled with the baby's name and date as well. Baby food jars can not be opened.

Chewing gum and candy are not allowed in the center.

### **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. BBEEC 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)
- Baby wipes (if child is not **completely** potty-trained)
- Diapers or pull-ups (if child is not **completely** potty-trained)
- A complete change of clothes in a large Ziploc bag (all ages)
- Formula, baby food, bottles (all properly labeled with child's name)
- Toothbrush and toothpaste (3 & 4/5-year-olds)

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 unless it is too wet, too cold, or too hot. Please dress your child for outdoor play each day. Sturdy 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. Flip-flops, cowboy boots, long dresses, and dressy clothes should not be worn to the center. We strongly encourage the children to wear play clothes and tennis shoes for comfort and for safety. No open-toed sandals are allowed.

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.

### **Insurance**

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

### **Transportation**

All children are transported in a late model, air-conditioned school bus 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.

### **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.

### **Sun-Safe Policy**

During the hot months of the year, our children will not be outside from 10am-2pm in order to eliminate their exposure to the intense sunrays. We will apply sunscreen to your child at your request.

### **Illness**

Only well children will be admitted to the center in order to prevent the spreading of germs and diseases. Your child will be sent home if he/she:

1. has diarrhea 3 times in one day
2. has any diarrhea that will not stay contained in a diaper
3. has any vomiting
4. has a fever of 101 or higher or has had a fever of 101 or higher in the past 24 hours
5. has a rash other than a diaper rash
6. has symptoms of a communicable disease
7. cannot not be soothed or is excessively fussy (crying children usually upset the other children and cause them to cry)

In case of illness, your child will be taken to the director where he/she can rest quietly while parents are notified. The child must be picked up within an hour if he/she is sick. If your child is not picked up within the hour, we will notify DSS and file a neglect report. Children that are sent home from the center due to illness, may not return to the center for 24 hours or until the illness has passed. 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.

### **Health Policy**

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**

### **Introduction**

At BBEEC, 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.

### **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). Secondly, our teachers will let you know about your child’s behavior through daily reports (ages 0-2) or weekly reports (ages 3-5). These reports will be placed in your child’s cubby for you to take home and read. Thirdly, 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. Occasion-

ally, 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 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).
- 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.
- 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 antiseptic 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 biter (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. If you have email, most announcements such as center closings will be emailed to you. 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 pick-up 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.

**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.

There must be a formal conference between the director and the parents before any potty-training can begin at our center (even if the training was started before enrolling at the center).

### **Summer Adventure Club**

The center has a limited number of summer slots for children ages 5-12. We suggest you enroll your child before the end of the school year to guarantee a slot.

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

The center accepts children from Highland Elementary and Anderson Creek Primary. Other schools will be considered however there will be an additional charge of \$10 per child for gas expenses per week. See the director for the exact times 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.

### **Day Care Assistance**

**Once fully certified**, our center will accept 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 Building Blocks. However, if a situation does arise, as Christian teachers and leaders, we must extend our ministry beyond the door of the room. 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, Tina Excellent at (910) 366-9271 to mediate the situation. You will receive a written decision as to the outcome/solution from the Director and/or Executive Director within 48 hours.

Please read this 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 Building Blocks Early Education 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

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

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

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