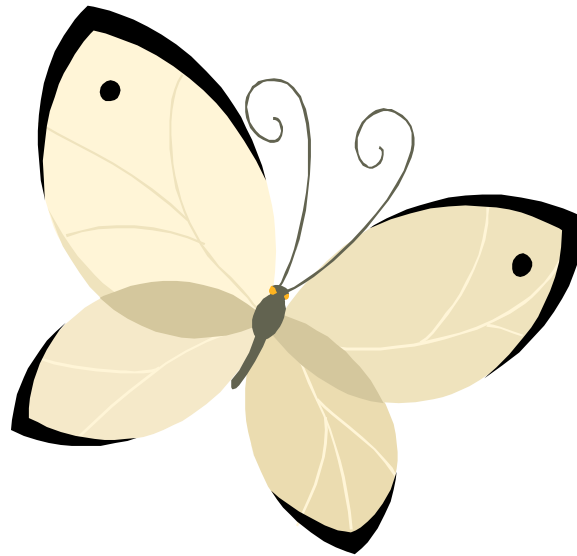


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Raleigh Rescue Mission's W. E. Mangum Children's Development Center



Center Without Walls

Parent Handbook

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W.E. Mangum Children's Development Center

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Purpose & Goals

Our Children's Development Center desires to provide a safe, Christian environment during times of crisis for children ages 2 ½ - 5 where children receive many opportunities for positive experiences, and intensive early intervention services in all areas of development with the least possible delay, while parents receive education and training to increase healthy parent-child relationships.

Overall goals:

- 1) Foster a safe, Christian environment where children can experience positive growth and development.**
- 2) Enable the joys of childhood through fun, and education outings and field trips.**
- 3) Assess and address immediate needs of children participating, making referrals as needed.**
- 4) Assist the children in our care with their preparation to meet the challenges of kindergarten.**
- 5) Provide a top quality teaching staff.**
- 6) Offer highest quality preschool and childcare services.**
- 7) Encourage parent training and education while providing parent resources.**

What is the Children's Development Center Program?

Our Children's Development Center (CDC) program is made up of 4 different parts:

1) Classroom Teachers

- ❖ Will be available during regularly scheduled classroom hours by appointment, as well as from 3pm – 4pm.
- ❖ Will implement a well-rounded curriculum; conducting activities, games, group time, age appropriate classroom projects and field trips.
- ❖ Will plan and set out snacks and meals for the children.
- ❖ Will complete observations, and progress reports, concerning each child's development, with referrals made as necessary.

2) Provision of basic needs

- ❖ The children will be fed lunch, as well as a morning and afternoon snack.
- ❖ Please make the CDC Director aware of any allergies your child may have.

- ❖ Each child will have a cot for nap times.
- ❖ Each child will have personal cubby. Parents should check their child's cubby and folder daily for work completed by their child and for notes from the teachers!

3) Family Service

- ❖ Parents will have access to parenting information such as potty training, positive discipline, childhood illnesses and many other topics.
- ❖ Parents and staff members will have monthly conferences to discuss their child's progress, any needs or concerns.
- ❖ All parents are encouraged to volunteer on a monthly basis in the CDC according to the convenience of their schedule. The CDC staff will make multiple opportunities for parent involvement throughout the year including holiday parties, field trips and bringing in items for children's birthdays.
- ❖ Parent should provide a weather appropriate change of clothing to keep in their child's cubby in case of accidents or spills.

4) Early Intervention

- ❖ Developmental observations will be kept in each child's file.
- ❖ Developmental screenings are completed to assess each child's individual needs and capabilities.
- ❖ Referrals will be made to the most appropriate service agency if developmental or social delays are detected. Parents will be informed, and at all times have the right to refuse services or treatment.

Enrollment Procedures

Qualification for admission to our Children's Development Center requires the following:

- 1) **Contact the staff of the CDC to find out if there is space available for your child!** You may contact the staff either by phone, email or in person. Children are also referred from Raleigh Rescue Mission and Salvation Army.
- 2) **If space is available, parents will need to come to the CDC, tour the facility and pick-up all enrollment information.** Each child will need an enrollment packet. Parents will also have to provide immunization records and a recent physical report. Parents who are interested in taking advantage of the CDC's sliding fee scale must also present their two most recent pay-stubs or other verification of income.
- 3) **Parents will schedule an orientation meeting with the director where all required forms and information are to be turned in.** During orientation, parents receive a full explanation of the program and get acquainted with the center.
- 4) **Scheduled start date.** A start date will be determined during the orientation.

Waiting List Policies

The CDC has 14 slots open for children ages 2 ½ to 5 years. In the event that a child is referred or applies and there are no open slots, the family will be placed on the waiting list.

- ❖ The CDC reserves the right to take children on the basis of different priorities.
 - 1) Raleigh Rescue Mission residents
 - 2) Siblings of currently enrolled children
 - 3) Children from referrals
 - 4) Children without a referral

Within each of these categories, enrollment is offered according to the date applications are received and the availability of openings.

- ❖ Parents and agency contacts will be notified if a child is placed on the waiting list.
- ❖ When an opening becomes available, the family will be notified and given 3 business days to respond. If the family fails to respond or the offer is declined we will move to the next family on the list and the child's name will move to the bottom of the waiting list. After a family has declined or failed to respond to an offer for enrollment on three different instances the child's name will be removed from the waiting list. After a child is removed from the waiting list, the parent must reapply before their child can be considered for enrollment.
- ❖ If the enrollment offer is accepted, the family will have *one week* to complete the enrollment requirements and pay all applicable fees. The CDC does not charge any application or admission fees. All families are charged based on the CDC's sliding fee scale.

Daily Schedule

Center Hours: Monday – Friday 7:45-4:00

7:45 to 9:30	Welcome/Free Choice/Centers/Snack/Bathroom
9:30 to 10:10	Free Choice Centers
10:10 to 10:15	Clean Up
10:15 to 10:40	Morning Meeting
10:40 to 11:25	Outside Play
11:25 to 11:30	Clean Up
11:30 to 12:00	Lunch
12:00 to 12:10	Clean Up/Bathroom
12:10 to 2:25	Rest Time
2:25 to 2:55	Snack/Bathroom
2:55 to 3:30	Free Choice Centers
3:30 to 3:35	Clean Up
3:35 to 4:00	Outside Play/Goodbyes

Safe Arrival

- ❖ If your child will be absent for any reason, please contact the CDC staff at 919-828-9014 x 116.
- ❖ **Parents are responsible for seeing that their child arrives safely and *ON TIME* at the CDC.** Parents are asked to have their children at school no later 9:30 AM. **Children arriving after this time will miss snack time or other important parts of the day's schedule. Students who arrive after 9:30 am will not be admitted to the program for the day without a doctor's note or having received prior approval.**
- ❖ **Please make sure you sign-in your child at the sign-in area and notify staff of their arrival.**
- ❖ Place their belongings in their cubby, allow them to sign in at the children's sign-in board and wash their hands before they join their class.

Safe Departure

- ❖ **All children should be picked up by 4:00 PM.** The CDC closes at 4:00 PM. **Late fees begin accruing at 4:05.** What frequently happens in the evening is that parents arrive shortly before 4:00 pm and by the time they find a place to park, gather up all of the child's belongings and chat with the teachers and other parents it is well past 4:00 pm. In these situations, the late policy is difficult to enforce. Therefore, parents who have lengthy departure routines should arrive early so that they can manage to get everything accomplished and still leave before 4:00 pm. If you do arrive later, please make sure that you depart by 4:00 pm. Arriving before the closing time, but lingering after the closing time still interferes with teachers' plans.
- ❖ **You must sign your child out at the sign-out sheet before you remove your child from the classroom.**
- ❖ **Parents/authorized guardians 18 years of age and older are the only people to whom staff members will release a child.** Specific arrangements must be made in advance through a face-to-face meeting, phone call or written authorization for another individual to pick up a child. If permission is given to someone to pick up a child, please make sure they have a picture ID to present when they arrive. If a parent's authorized contact does not arrive on time, parents will still be responsible for paying applicable late fees.

Volunteering

There will be community volunteers on a regular basis participating in the program to insure the greatest possible benefit for all children involved. Volunteers under age 18 must be accompanied by a supervising adult when working in the Children's Development Center. All volunteers must apply with our volunteer department, and are prescreened. Volunteers are never left unsupervised with the children and do not take part in the disciplining of children.

Fees & Payment

The CDC is dedicated to offering high quality child care at an affordable price. All fees are paid to Raleigh Rescue Mission. Parents may pay by cash, check, or credit card (Visa/MasterCard). All checks can be made out to Raleigh Rescue Mission. Our monthly rates are as follows:

Monthly fees:

\$650 tuition per child

The CDC offers a sliding fee scale where all parents are eligible for reduced rates based on their yearly income. This program is made possible by the wonderful donors and supporters of Raleigh Rescue Mission. Parents must present a recent pay stub or other verification of income in order to receive a reduced rate.

Registration fee:

The CDC does not charge any registration or application fees.

Late pick-up policy and fees:

- ❖ **The CDC closes at 4:00 PM.** If you will be late, please take time to phone the center to inform the staff of your approximate arrival time. We offer parents a grace period for the first 5 minutes after 4:00 PM. However, if a parent arrives after 4:05 PM, the CDC charges a \$5 fee for every 10 minutes that they are late. For example: a parent arriving after 4:05 PM and before 4:15 PM would owe \$5. Parents arriving after 4:15 PM and before 4:25 PM would owe \$10. **Late fees are due two Fridays after the day they were charged.** If late fees are not paid by the due date, the child will be suspended from the program for one full week. Before being allowed to return, all late fees must be paid in full. If all late fees are not paid within 2 weeks of the first day of the suspension, enrollment will be terminated permanently.
- ❖ If a parent is late on more than 3 occasions or a cumulative total of more than 30 minutes (whichever comes first) within a calendar month your child care will be suspended for one full week. Before being allowed to return, all late fees must be paid in full. If all late fees are not paid within 2 weeks of the first day of the suspension, enrollment will be terminated permanently.
- ❖ A second suspension within the calendar year will be a permanent suspension! No exceptions!
- ❖ The late pick-up charge policy will also be enforced during bad weather when the CDC closes early. During bad weather you may have to leave even earlier to pick up your child(ren) on time.
- ❖ The CDC clock will serve as the "official clock."
- ❖ There will be no exceptions or warnings. If you are late for whatever reason (flat tire, miscommunication regarding who was picking up the child, etc.) a late charge will be issued. A "no exceptions" policy makes it easier for us to apply the late policy to everyone consistently and fairly. We do not want any parent to receive special treatment or favors whereas other parents may not.

Parent Payment Plans

At the parent orientation meeting, parents will fill out a “childcare agreement” that outlines the parent’s payments and outlines the parent’s agreement with the CDC’s policies and procedures.

Parents may sign-up to have their tuition payment automatically drafted from their account on a certain date each month.

Attendance Policy

In order for each student to get the most from the CDC’s program, they will need to attend each day. All students are required to attend 85% (18 days) of the total possible days of attendance each month. The first month that a student’s attendance is less than 85%, the parents will be required to meet with the teachers and director. If a student’s attendance is less than 85% for two consecutive months, the student will be dismissed from the program. Always call to have your child excused if they will not be attending on that day. Parents will still be charged for days that their children are absent from the CDC.

Child/Staff Ratios for the CDC

As a center pursuing the highest quality care for each child, we maintain low ratios. We also employ the help of parent volunteers and volunteers from the community.

Teacher to Child Ratios: 2 ½ to 5 years: not to exceed one teacher to seven children.

Dress Code

- ❖ Children must be dressed to play without concern of damaging their clothing.
- ❖ All children must have an extra change of clothing to be kept in their cubby that is to be provided by the child’s parent or guardian.
- ❖ Clothing should be weather appropriate. Clothing should be somewhat loose and easy to put on and take off.
- ❖ Closed toe shoes are required. PLEASE, NO FLIP FLOPS
- ❖ Sandals must have a thick sole and straps on the front and back are required.

Educational Programming

Each week the classroom facilitator will:

- ❖ Prepare creative lesson plans using High Reach Learning’s Pre-K Curriculum.
- ❖ Provide a variety of activities for the children promoting a sense of safety, security, multiple areas of intelligence & self-esteem.
- ❖ Conduct daily teacher directed activities that are age and developmentally appropriate.
- ❖ Enhance the socialization skills of the children with their peers.
- ❖ Foster language development, gross and fine motor development, math skills, creativity, and imagination.
- ❖ Activity areas will include:

**music/movement
dramatic play
nature/sciences
reading/language**

**transportation
building blocks
manipulatives
creative area/art**

**sand and water play
math
writing**

Health and Safety Procedures

Staff members are required to document and report unusual incidents relating to the child's health such as:

- **Strange markings or bruises**
- **Blood in bowel movements**
- **Sores that do not heal as they should**
- **Unusual, erratic, uncontrollable behaviors without apparent causation**

All childcare workers, including administrative staff, are required by law to report any suspicion of abuse or neglect to any child in their care.

Visitor Policy

Visitors are anyone who is not an enrolled child, a parent or authorized guardian. If a parent wishes to bring a visitor they must:

- Notify the CDC **Director** in advance.
- Give the person's name and phone number.
- Give a designated time that the visitor will be arriving and the purpose of their visit.

Any time a parent picks up a child accompanied either by another adult or another child, that person is asked to wait in the "observation area" outside of the classroom. This policy is for the protection of each child and the preservation of the structure of the classroom.

Sick Child Policy

It is required that parents keep all children who are ill excluded from the program. Teachers pay close attention to the children's well being and general health. Parents will be asked to remove their child if the child is ill or becomes ill during the course of the day. If a child becomes ill during the course of the day, they will be able to rest in our "sick child" area until a parent can pick them up.

When a child is removed for illness related reasons, they must remain in their parent's care until all symptoms are gone and until they have been well for 24 hours without the aid of any over-the-counter medications. A child is not well if they can only remain without fever while taking Acetaminophen. If the child is removed from the center a doctor's note may be required before they can return to the program.

A child may not attend with any of the following symptoms:

- | | |
|---|---|
| (a) Fever higher than 100 degrees Fahrenheit. | (e) Severe coughs |
| (b) Diarrhea two or more times in one 12 hour period. | (f) Allergic reactions |
| (c) Vomiting | (g) Pink eye or rash around the eye with any kind of discharge (until 24 hours of treatment). |
| (d) Rashes | |

A child will be sent home for these symptoms, if a change in behavior indicates that they do not feel well and/or if they do not feel well enough to participate in normal daily activities.

Contact the center's staff members at 828-9014 x116 as soon as possible and inform them of your child's illness.

Make an appointment with the appropriate medical personnel to have your child's health evaluated. For a full list of medical conditions that require a child to be excluded from care, see the Director.

Medication & Medical Forms

1. Staff will only dispense medication if absolutely necessary. Most medications can be taken once before school, once after school, and before bed time. All prescription medications must be accompanied by a doctor's note showing the express need to take the medication during the hours the child is in the CDC's care, and a parent permission form with requirements for dosage. If medication is absolutely necessary it will be stored in a locked storage area.
2. Each parent has opportunity to give permission for a one-time Acetaminophen dose, and to give permission for the use of diaper creams, sunscreen, and ointments at the time of enrollment. Parents should always inform staff of any needed medications. Medication should not be brought to the center without authorization from the director.
3. Emergency asthma inhalers and allergy medications will be kept in reach of teachers in case of emergencies, but out of the children's reach. These medications will also require a permission form.

Incident Reports

Should any accident occur causing any type of injury to a child or staff requiring professional medical attention, staff will document the incident on a report. The parent will be informed and asked to acknowledge the information with their signature. All incident reports are kept on file and reported to the CDC's childcare consultant within 7 days.

Emergency Evacuation Plans

- ❖ In the case of a fire, the children will be led or carried out the front door and will meet in the parking lot next to Moe's Diner accompanied by staff and volunteers (corner of Hargett St. and Person St.).
- ❖ In case of tornado or hurricane the children will be moved into the center of the building to its lowest floor into a hallway away from windows or doors that face outside, until their parents can safely retrieve them.
- ❖ The Children's Development Center will follow Wake County Public School closings and delays during inclement weather.
- ❖ Unannounced fire drills will be completed each month. Dates, times and exit times will be posted in the director's office.

In an effort to avoid other possible emergency situations, the following actions are taken:

- ❖ The CDC regulates visitors by keeping all doors locked. Parents, volunteers and other visitors are asked to use the doorbells at both entrances and to be escorted in by a staff member.
- ❖ Emergency numbers are posted in each classroom.
- ❖ All staff members are trained in both CPR and First Aid.
- ❖ Evacuation routes are posted throughout the facility.
- ❖ Up to date emergency information is kept on-file for all children, staff and volunteers.

Nutrition Policy

The CDC offers morning snack, lunch and afternoon snack to children each day and complies with the Division of Child Development's "Meal Patterns for Children in Child Care" standards for our menus. Some guidelines that we follow as a center to make sure that children in our care are given the best choices of foods are as follows:

- 1) For morning and afternoon snack children will be offered food from at least two groups from the following list: milk or fluid, juice or fruit, vegetable, breads or cereals. (Snacks are not cooked/hot foods).
- 2) For lunch each day children will be offered food from the following list: milk, meat/meat alternate, two servings of fruits and/or vegetables and enriched or whole grain bread. Accepted meat alternates are cheese, eggs or peanut butter.
- 3) Cookies or other "treats" are allowed to be served no more than twice a week and only at snack times.
- 4) Crackers, fruit snacks or other foods that have the first or second ingredient listed as a form of sugar can only be served at snack time and no more than twice per week.
- 5) If a child has specific food allergies, substitutions will be provided and the child's allergies will be posted in both the food preparation and child's eating areas.

Admission for Children with Special Needs

The CDC admits children without regard to race, color, sex, religion, national origin, or ancestry. When a parent or guardian identifies a child that has special needs, the center director and the parent or legal guardian will meet to review the child's care requirements.

The CDC does not discriminate on the basis of special needs. The program accepts children with special needs as long as a safe, supportive environment can be provided for the child.

Procedure for enrollment for children with special needs:

- 1) **Completion of Special Care Plan:**
At the time of enrollment, the child's parent or legal guardian will be asked to complete a "Special Care Plan" in conjunction with the child's health care provider in addition to all other required enrollment forms. The program will use the information in this plan to assess if the program is able to accommodate the child's needs as required by the Americans with Disabilities Act. This form must be submitted at the parent meeting or before.
- 2) **Parent or Legal Guardian Conference**
Parent or legal guardian will be asked to meet with the center director in order to acquaint the family with A Stepping Stone's staff, classroom environment, and daily schedule. This will also be a time for parents and guardians to review the parent handbook and other information to determine their comfort level with the program.

- 3) If deemed necessary, the parent or legal guardian will be required to obtain a health care referral that states the child's ability to participate in A Stepping Stone's child care program. This referral will also be used if it is determined in the Special Care Plan that significant health services are needed before the child is able to participate. This referral must be obtained prior to the child's first day of attendance.

W.E. Mangum Children’s Development Center
Child Care Agreement

I, _____, the parent/guardian of _____

Agree to the following:

1. That my monthly payment is _____ per week / month. (Circle One).
2. I will make payments on or before _____ of each month.
3. I understand that I must report any income changes if I receive a reduced rate according to the CDC’s sliding fee scale.
4. I will pay any late fees accrued by not arriving before closing time.
5. My child will be accompanied in and out of the center daily. I will sign my child in and out and otherwise follow the CDC’s safe arrival and departure policy.
6. I will provide health and immunization records for my child, as well as keep this information up to date.
7. My contact information will be updated if any changes in phone number, address or physician preference are made.
8. I will alert the center if my child is ill with a contagious disease.
9. I will adhere to the “sick child” policy if my child becomes ill.
10. I have read, understand and agree to adhere to the policies in the parent policies handbook.
11. I have been given a copy of the Summary of the NC Childcare Law for Childcare Centers.

Parent Signature: _____ Date: _____

Child’s Enrollment Date: _____