



**CHRISTIAN CHILDCARE CENTER (CCC)
POLICY HANDBOOK**



REVISION HISTORY LOG

Revision A	Effective Date: January 21, 2008	Revisions: Changes the weekly tuition. Changed the hours of operation to open at 6:45 a.m. Changed lunch time to approx. 11 to 11:30 a.m. Changed Christmas Eve closing time to 12 Noon.
-------------------	--	---

Policy Contract



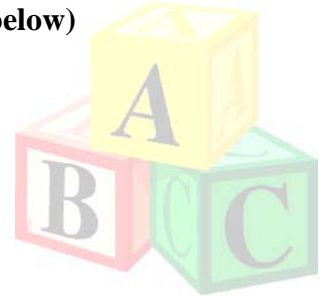
St. Luke Christian Childcare Center will not discriminate against any child on the basis of their sex, religion, national origin or disability.

Our teachers are required by law to report all cases of suspected abuse and neglect to the proper authorities.

HOURS: Monday-Friday 6:45* am-5:30 pm (see rates below)

RATES: Children who are Potty Trained	\$90/week*
Children who are not Potty Trained	\$100/week*
Infants under the age of 6 months	\$110.00/week*

ENROLLMENT FEE
\$35.00 Annually



Due to our limited enrollment we do not offer any discounts for multiple siblings.

- All Children must have current enrollment forms on file.
- All Children must have a current and complete immunization form on file.
- All children must have an Emergency Medical Treatment form on file.

**Subject to change. Please confirm rates and time with center Director or Administrator.*

Matters of Money:

All payments are due by 5:30 PM on the chosen day **prior** to childcare services being provided. After 5:30 PM, the late fee will be assessed. If payment is not made within 3 days at drop off, your child will not be accepted into care until payment, including all late fees, is made. If a period of 1 week passes without payment received, the contract will be terminated, the position filled, and the collection process begun. You will be responsible for any costs related to collection of the childcare fees. These costs will include late fees, day of loss wages, cost fees and childcare fees. Cash or Check is accepted and a receipt will be given upon request. A year-end statement of all childcare fees paid will be provided within the first month of the New Year. A returned check fee of **\$35.00**, plus any additional costs we incur, along with our late fee will be charged to you for a returned check. All future payments will then be made by cash. Childcare fees are due regardless of whether or not your child attends. You are paying for a position, as well as a service. No refunds are given for late arrivals or early departures. All childcare services will be contracted. **The contract is a legal document obligating St. Luke Missionary Baptist Christian Childcare Center to provide a service for you and obligating you to pay us for**

that service. There are other requirements in the contract. I urge you to thoroughly read the contract/handbook and realize that it is legal and you will be held liable for each item of the contract. By signing it, you are accepting it in all its terms. The Enrollment Fee will be payable upon enrollment in St. Luke Missionary Baptist Christian Childcare Center. This fee is nonrefundable. A position at St. Luke Missionary Baptist Christian Childcare Center will be considered open until the enrollment and first weeks' fees are received.

TERMINATION: Two (2) weeks notice is required when terminating this contract. Two (2) weeks payment may be made in lieu of notice. If our director feels it necessary to terminate this contract you will be given a 2 weeks notice (time to find another provider). We reserve the right to make immediate termination if we feel that continuing the contract in any way endangers our staff or the other children enrolled for care.

TERMINATION POLICY

St. Luke Missionary Baptist Christian Childcare Center reserves the right to terminate for the following reasons (but not limited to):

- Failure to pay
- Failure to complete the required forms
- Lack of parental cooperation
- Failure of child to adjust to the child care after a reasonable amount of time
- Physical or verbal abuse of any person or property
- Our inability to meet the child's needs
- Lack of compliance with handbook regulations
- Serious illness of child or provider
- False information given by parent either verbal or in writing

We appreciate as much advance notice as possible when terminating, and will give the same courtesy in return. You are required to give two-week's written notice when you decide to terminate childcare. The two weeks will be paid in full, regardless of whether or not your child is in attendance.

We will give two-week's written notice of termination for which full tuition is due, whether or not your child is in attendance. We reserve the right to give written notice of immediate termination where there are extreme circumstances that affect the well being of our staff or other children in attendance. In this situation, the two-week's payment of tuition is still required. Termination notice will not be accepted while provider or parents are on vacation. You may pay two-week's fees in lieu of two-week's notice.

ATTENDANCE: Enrollment is FULL TIME. If your child attends only one day of the Christian Childcare Center, payment for the entire week is still required. If your child will be absent, payment is still required to keep space available each business day of the week.

EARLY ARRIVAL: Please do not arrive before **6:45 a.m.** Our facility opens at **6:45 a.m.**

LATE ARRIVAL: Please call if you will be late bringing or picking up your child. A child arriving after 9:30 a.m. is considered late arrival. Late fees still apply for late pickup.

PICKUP: Only the persons listed on the emergency form will be able to pick up your child/children. NO EXCEPTIONS. Please call if you will be picking up your child early. Late fees apply for all children not picked up by 5:30 p.m. No EXCEPTIONS.

INFANTS: Parents of infants should purchase diapers and wipes to be left at the Christian Childcare Center. This also applies to parents of toddlers still in diapers or pull-ups. Bottles should be made and sent everyday. An extra can of formula should be kept at the Christian Childcare Center for emergencies. We will inform you when we are running low on supplies. If your infant is beginning solids please provide us with the foods that he/she is eating.

WORKTIME/PLAYTIME: Materials and Toys are provided by your childcare provider. Please do not bring toys from home. This can cause jealousy and arguments between the children. Age appropriate toys, games and books are available for the children to play with. If your child needs a special toy to sleep, it will be put away until nap time and put away after nap. Please no toy guns or weapons.

Children learn a great deal from our daily play activities. Playing with play dough, finger painting, drawing, singing, reading books, or pretending are typical activities that we might do. We strongly believe that children learn by doing and try to provide activities that are appropriate for children of different ages and interests. As these activities can be a bit messy, we strongly encourage you to dress your children in comfortable, washable play clothes every day.

If a child purposely breaks a toy, parents will be held responsible and will be asked to replace it.

OUTDOOR ACTIVITIES: We take the children outside every day for fresh air and exercise. If you have special requests regarding outdoor play (such as using sunscreen, insect repellent, etc.) please let me know.

MEALTIMES: We serve nutritionally balanced, wholesome foods, meals, and snacks, at no extra charge (for children that eat exclusively table foods). A menu for the week will be available in advance. Children are encouraged (but never forced) to eat a variety of foods. 1 Meal and 2 snacks are provided for the children. Parents of infants should provide their food and formula (milk).

The meal schedule is as follows:

AM SNACK:	MIDMORNING
LUNCH:	approx. 11:00 am - 11:30 am*
PM SNACK:	2:30 pm (or immediately after nap)

If your child will not be present at a scheduled meal time, please let them eat before they come. USDA Food Program Regulation require strict meal time schedules

Parents are encouraged to occasionally provide snacks or lunch for their child's classroom (e.g. birthdays, holidays). Food served must come from a licensed health regulated facility. Home cooked items are not permitted to be served in the Christian Childcare Center. If you chose to provide birthday lunch or snack, please coordinate with your child's teacher.

NAPS/REST TIME: All children will take regular naps. Infants nap as needed, and older children nap in the afternoons after lunch. Even if children do not go to sleep, they must lay down for a rest time.

EXTRA CLOTHES: All children, regardless of age, need to have a complete change of clothes on hand at all time. This change of clothes will include undergarments, seasonal shirt, pants, shorts, socks, shoes. These clothes will be used in case your child has an accident, spills something on themselves or get wet outside. If potty training 3 changes of clothes are required at all times and at least 5 pairs of training pants (pull-up's) (see potty training policy). If a change of clothes is soiled new clothes will be furnished the following day.

GUIDANCE AND DISCIPLINE: We try to create an environment for children that are supportive and respectful of their needs. We use different methods of discipline for different situations. When a child/children are arguing or out of control, we will insist on a "time out" or cooling off period.

When children are doing something that is not appropriate, we will redirect them to a more suitable activity. We will never physically punish your child by spanking, slapping, or hitting. Our goal is to help each child develop a strong sense of self-discipline and self-esteem.

If we feel there is a chronic behavioral issue that needs attention, we will let you know so that we are handling it in the same way and your child has continuity in discipline between home and Christian Childcare Center. These types of behaviors might include such things as biting, use of bad words, chronic hitting, etc. Together, we will try to find a solution. You may be called to remove your child if his/her behavior prevents us from being able to properly care for the other children. If the problem continues, other arrangements for the care of the child will have to be made, for the safety and well being of all.

Under NO CIRCUMSTANCES will there be any spanking, physical abuse, verbal abuse, name-calling or isolation used. Neither food nor sleep will ever be withheld from children as a means of punishment.

As a Christian Childcare Center provider, we have a responsibility by law to recognize and report any evidence of child abuse--physical or emotional-or neglect. This is strictly for the benefit of your child.

INJURIES: All minor injuries will be treated with a Band-Aid or ice pack and T.L.C. Any other treatment necessary we will call you and discuss treatment which you advise. Our staff is trained in First Aid and CPR.

ILLNESSES: Please do not bring your child if he/she is sick. We can only care for children with mild cold like symptoms (CLEAR runny nose, SLIGHT cough, and no fever). If your child develops any of the following symptoms while in our care, you will be required to pick him/her up immediately. After 60 minutes we will call your emergency contacts.

- Vomiting
- 2 or more loose/runny bowel movements
- Crusty, runny, watery, pink/red eyes
- Lethargy or ill like behavior that requires consistent holding/one on one and disrupts the regular routine/day or overall care for the rest of the children.
- Fever above 100.4 degrees
- Unexplained rash or lesion
- Consistent thick green nasal discharge

Note symptoms due to teething are only allowed with a written note from a physician.

Before returning to child care, your child must be free of **ALL** symptoms for 24 hours without the aid of over the counter medications, or be accompanied by a doctor's note. This benefits your child and the other children. Your compliance is appreciated, and will be compensated with the assurance that all ill children will be kept home.

MEDICATION: Both nonprescription and prescription medications, ointments, and creams can be given to your child if needed. Parents are required to fill out the proper forms and to supply all medications in their original containers. All written instructions shall be valid for six months unless a shorter time period is designated by the physician, dentist, or parent. These must be labeled with the child's name. **NO EXCEPTIONS!** We may not exceed the manufacturer's recommended dosage unless with written physician's instructions when administering nonprescription medication. We may not administer nonprescription oral medication for longer than 3 consecutive days. We may not administer nonprescription topical ointments, creams, or lotions for longer than 14 consecutive days when used for skin irritations. We are required to keep 6 bottles of Syrup of Ipecac in our First Aid Kit. We may administer this only when following verbal instructions of the poison control center or a licensed physician.

HOLIDAYS – DAYS CLOSED: We observe several holidays (when they are "observed". Meaning if the Holiday falls on a Saturday we will observe on the Friday previous, should it fall on Sunday we will observe the following Monday) New Years Day, Martin Luther King Day, Good Friday, Memorial Day, 4th of July, Labor Day, Thanksgiving & the day after Thanksgiving, Christmas Eve (at Noon) and Christmas Day (all day). The day we are closed is the day the holiday is "observed". Payment is still required for these days.

VACATIONS: We will be closed Christmas Day through New Years Day. You will not be required to pay for this week. However, if this time of closure split two weeks, you will be required to pay one week of service. (Please see the Director or Administrator for clarity/examples of instance.)

After your child has been enrolled in our facility for 6 months, you are entitled to one week of vacation annually without paying for your child's space. You must provide at least two weeks

notice (in writing) and your child may not attend any day during the week of your vacation. You may not split this time, it must be taken all at once.

EMERGENCIES: In the event of a medical emergency, fire, or natural disaster. We will take immediate steps to ensure your child's safety and will contact you as quickly as possible. You are required to make sure that you keep us informed regarding your whereabouts.

As a professional church child care provider, we are committed to providing high quality care in a Christian environment. We believe that Christian child care offers children the opportunity to learn and grow spiritually, socially and academically in a supportive, Christian atmosphere.

We value the importance of teaching children basic Christian principles; love, joy, peace, patience, kindness, goodness, faithfulness, gentleness and self control. Understanding that we are opening our doors to your children, these values will be shared with them as well through stories, music, videos, etc.

PERSONAL BELONGINGS: No toys should be brought from home. Little ones have a difficult time, sharing with others, and it is even harder with their own special toys. Exceptions being their "lovey" for nap time, which will be put up until naptime, and Show and Tell and other special activity days. We are not responsible for any loss or breakage of your child's personal items. All personal items must be clearly marked with the child's name.

SUPPLIES: You are responsible for supplying diapers, a full change of clothing (including socks and underwear) appropriate for the weather, and any other supplies that your child may need. You may bring a whole package of diapers to be stored in the changing table (we will let you know when your supply runs low). You are required to supply a blanket for your child to be kept at the Christian Childcare Center center. All blankets and bedding will be laundered every Friday. Soiled clothing will be sent home and a clean change of clothes should be brought back the next day. If there is a special occasion that calls for special clothing (a visit or party right after child care or a trip to the photographer), please send the special clothing with your child and we will help them clean up and get dressed prior to your arrival. You will be required to bring bathing suits to be kept at the Christian Childcare Center center in the summer. We will request certain items for certain times of the year such as boots or snowsuits. All items need to be labeled with your child's initials. You must maintain these items at all times. Failure to do so is grounds for termination. Please keep in mind that if you do not bring a needed item, it may prevent all of the children from going outside. If it becomes necessary for us to purchase supplies and/or requested items for your child/children, you will be billed on your next payment due date.

CLEANLINESS & HYGIENE: We do our best to maintain strict cleanliness and hygiene standards. Children's hands are washed before and after meals and after toileting. We use paper towels for drying hands, so children do not have to use the same towel. If parents provide a toothbrush and toothpaste, teeth will be brushed, as well. We wash my hands frequently and also use antibacterial gel. Infants sleep in separate cribs or pack and plays, with clean sheets used only by them. Beginning at about age 2, washable nap mats are used. Each child has a separate

nap mat, with sheets, blankets and pillows that are washed weekly (unless soiled, then they are washed as often as necessary).

Children use separate cups, plates, bowls and eating utensils that have been washed in the dishwasher and dried on the heat setting. High chair trays, tables, etc. are disinfected with a bleach water solution after each use.

TOILET TRAINING: Toilet training will be done in a relaxed manner with the cooperation of the family. If potty training is begun when your child is ready, the task is easy and quick. If a parent undertakes the task of potty training when they want it to happen, the task is arduous and painful for all concerned. Thirty months of age is a good rule of thumb to start checking for signs of readiness. When we agree that the time is right for your child and until he/she is totally successful in his/her toileting, he/she should wear clothes that promote their independence. In addition, your child must have two complete changes of clothes (don't forget the socks!) The best items are shorts and pants with elastic waists, or dresses. Try to avoid really tight clothing, pants with snaps and zippers and belts, overalls, and onesies. These are difficult for children to remove "in a hurry". Do not bring your child in panties or underwear until he/she has naptime and bedtime control established.

We ask that you begin toilet training at home during a weekend or vacation. We will follow through and encourage your child while in our care. When a child is ready, the process should go pretty quickly. If your child does not have immediate success, he/she will be put back into diapers, and after a respite, the process will be attempted again. The child must be kept in pull-ups or 5-ply training pants at all times. Putting a child in diapers part time, and training pants part time, can be confusing and delay the training process. Please keep in mind that the activity level here can distract your child from responding to an urge to use the potty, more so than at your home. Therefore, we will continue to use diapers or pull-ups until your child can and will announce that he/she must use the bathroom (not just at home, but here, as well) and can control his/her bladder and bowels for a few minutes beyond that announcement.

Your child's readiness is something we can discuss because consistency between our center and home will be very important. This is a special time for your child, a sign that he/she is growing up. Toilet training should be a good experience.

We take pride in our profession. Parents sometimes forget that our services are much like any other business because we are a church. If you fail to pick up your child on time, our staff has less time with their family. If you fail to pay your fees, we may find it impossible to pay our staff. If your family experiences an unforeseen difficulty, we are very willing to work with you. However, we do ask that you be respectful of our needs so that we can continue to offer your child quality care.

