

Parent Handbook

SFQCC
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Monday - Friday
6:00 a.m. - 6:00 p.m.

SFQualityChildcare.com

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Philosophy and Goals of Our Program

The mission of SFQCC reflects the passion we have for nurturing and caring for children. The first six years of a child's life are extremely important. During this time, a child is forming their personality and building meaningful relationships. We have accepted the responsibility to serve the families in our community by offering an atmosphere in which the whole child can grow. Through a warm, accepting and rich program, we hope to give all children a natural step from home to school. To achieve these goals, we believe that the teaching methods and techniques used must be based on a proper understanding of child development. Under the leadership and care of highly qualified teachers, your children will engage in age-appropriate activities in all developmental areas. Each child will receive guidance to grow independently, socially, emotionally and to embrace their own unique creativity, talents and abilities. The children in our center will be taught in a loving and caring environment that fosters cognitive, as well as physical, emotional, and social development. Using resources such as *The Creative Curriculum, NC Foundational Standards, Conscious Discipline, Second Step and more*, our collective objectives are to promote high self-esteem, strong morals and character to become well-rounded, contributing citizens of their future community.

The Murphy and Pope Families

Please keep this manual in a safe convenient location and refer to it often.



Administrative Policies

Hours of Operation
Our normal hours of operation are Monday through Friday, 6:00am to 6:00 pm.

Nursery Care (Infants – Toddlers)
In order to properly sanitize the cribs, cots, and toys, care for children under **2 years of age** begins at 6:00 am and **ends at 5:30 pm** Monday through Friday. **Drop-Off Time** will end at **9:30 a.m.** to ensure all students are getting their full education time and to make lunch/rest time transitions smoother. The only exceptions will be medical appointments or other required obligations (i.e. therapy sessions, court-appointed visits, etc.). Please inform the front office a day prior to your appointment of the time you anticipate coming in, this will ensure that your child gets added to our daily meal count. We ask that you also deliver your doctor's note upon drop-off. If students need to be picked up earlier than 2:30 p.m. we ask that you request assistance from the front office staff to reduce disruptions to the classroom environment during rest time. If you pick your child up after 5:30 pm, there will be a late fee assessed of **$3.00 per minute**.

Childcare/Preschool/Before and After School Care (Ages 2 – 5, 5-12)
Care for children 2 – 5 years old begins at 6:00 am and ends at 6:00 pm. Daily classroom activities begin at 9:00 am. **Drop-Off Time** will end at **9:30 a.m.** to ensure all students are getting their full education time and to make lunch/rest time transitions smoother. The only exceptions will be medical appointments or other required obligations (i.e. therapy sessions, court-appointed visits, etc.). Please inform the front office a day prior to your appointment of the time you anticipate coming in, this will ensure that your child gets added to our daily meal count. We ask that you also deliver your doctor's note upon drop-off. If students need to be picked up earlier than 2:30 p.m. we ask that you request assistance from the front office staff to reduce disruptions to the classroom environment during rest time. If you pick your child up after 6:00 pm, there will be a late fee assessed of **$3.00 per minute**.

Ten Hour Rule
SFQCC asks that children are not left at the center for longer than 10 hours per day. If you have work issues that require extended childcare, please discuss this matter with administration.

Courtesy Call
SFQCC requires a courtesy call be made or message sent through Procare if your child is going to be tardy or out for the day at least 24 hours prior. **All children must be at the center by 9:30 am** or you will need to wait until after 2:30 pm to drop children off at the center.
Children who arrive late may be required to present a doctor's note or can be turned away after 9:30 am.
SFQCC reserves the right to refuse care for that day if you do not call or present a doctor's note.

Daily Schedule
Please check your child's classroom for postings of the daily schedule and weekly lesson plan.

Registration
There is a one-time registration fee of $25.00 per child. Once a spot is offered, each student's tuition for the "FIRST week of enrollment" must be made on the family's account to hold the spot(s) for longer than five business days. Each family will be charged a fee for key cards which provide secure entry into the buildings. These fees are non-refundable.

Enrollment/Termination
Enrollment is open to all children ages from birth to 12 years of age in the community, provided that the school can meet the needs of that child. SFQCC does not discriminate based on race, sex, religion, national origin, ancestry, or income. Our facility accepts children with special needs if a safe and supportive environment can be provided.

The registration fee and first week's tuition are required upon enrollment.
All forms must be filled out and returned BEFORE the child's first day of school to attend.
The following forms are needed:

1. Application for Enrollment
2. Children(s) Medical Report: This MUST be filled out and signed by a physician and provided within **30 days** of enrollment. **Every child is required by state law to have an up-to-date physical** (within in the last year).
3. Up to date Immunization Record within **30 days** of enrollment (updated copies must be provided after each check-up appointment)
4. Discipline and Behavior Management Policy
5. Photograph and Video Permission Form
6. Child and Adult Care Food Program, which does not discriminate based on race, color, nationality, or sex. This is a program for the entire facility; therefore, all enrollment forms must be provided to them for our facility to continue in the food program.

If the Health Assessment and Immunization Record are not provided within 30 days of enrollment, we will refuse services until this request is met and tuition will still be due to hold your child's spot.

If there is an incident that poses a serious threat to the health, safety or welfare of the students or staff, SFQCC reserves the right to expel the student immediately.

If you plan to withdraw your child, the center **must have a written <u>2 weeks' notice</u>** prior to his/her last day. The Withdrawal Form can be provided in digital or hardcopy form and must be submitted for the two weeks' notice to take effect. **If we receive no notice, you will be charged for 2 weeks accordingly**. All fees are to be paid in full on or before your child's last day, regardless of the child's attendance. There are no exceptions to this policy.

AGE GROUP/PROGRAM	RATE
Infant (0-12 months)	$250.00
Toddler (12-24 months)	$240.00
2-year-old Pre-Preschool Program	$220.00
3, 4 & 5-year-old Preschool Programs	$210.00
School-age Before and After School Care	$165.00
Before School $100, **After School** $125	
Summer Camp (school-age, K-8) 2025	$190.00
NC Pre-K Wrap Around Care	$130.00

Ask about our Discounts* **Rates as of 1/6/2026* ** Rates are subject to change

SFQCC is a for-profit business and depends upon tuition to purchase supplies and pay salaries. All payments are due, either by credit card, check or cash each week or month prior to care provided. Rates are charged for all normal working days as well as paid holidays that fall within that week. **Tuition remains the same regardless of your child's attendance.** All payments receive a receipt upon request. A $3.50 credit card fee applies to all charges made with a credit or debit card. To avoid the fee, families are encouraged to use their ACH account, write a physical check or pay in cash.

Late Fees and Delinquent Accounts
Payments received after Friday at 6:00 pm are considered late, and a **$10.00 fee will be added to your tuition**. ***If your tuition is not paid by Friday, your child will not be able to return the next week until the balance is paid.*** Other arrangements can be made if discussed in advance with the Director. Please remember that this is a business and without your paid tuition, we cannot pay expenses for your child's care.

Department of Social Services
All parents receiving assistance through the Department of Social Services (DSS) must pick their children up on time. Attendance information is required by DSS to be recorded and turned in. You could lose your assistance if you do not comply with your voucher terms. Once we receive your vouchers, we will advise you as to what your monthly parent fee will be. Please be aware that DSS is a subsidy program and may not cover the entire tuition. You are responsible for the difference of what DSS will pay and current tuition fees. All parent fees will be divided into quarters, and payment is due each Friday. If your fee is not paid each Friday, your child will be unable to return the following Monday and a $10 late fee will also be added to your balance. If you terminate your contract with SFQCC and a balance is owed to us, DSS will not pay for your childcare elsewhere until your balance is paid. Please note that you are still required to provide a formal two-week notice form if you decide to terminate your contract with our facility.

NSF Checks/Declined Payments (Credit/Debit cards)
If a check is returned for insufficient funds or a credit/debit card has been declined, you will be required to pay a **$25.00 fee** in addition to the outstanding balance/declined payment amount. These fees are charged to SFQCC/HRQCC. If we receive two insufficient fund checks or credit/debit card declines, we will no longer accept that form of payment. You will need to pay with cash or money order.

Absences
There will be no refund or adjustments made to your childcare fee for your time missed due to illness or vacations. Payment ensures a consistent spot for your child at our center and weekly rates are calculated based on 52 weeks in the year.

Damages
SFQCC will repair broken toys and equipment due to normal wear and tear; however, should your child purposely damage or break equipment or toys these items will be replaced/repaired at the cost of the parents.

Holidays
SFQCC will be closed for the following days during the year. It is your responsibility to arrange childcare on these dates. Please understand that we keep our weekly fees reasonable by calculating them in a 52-week period. Therefore, your tuition remains the same for all closings:

CLOSING Schedule 2026

- ❑ **New Year's Day – Thursday, January 1st**
- ❑ **Martin Luther King, Jr. Day - Monday, January 19th**
- ❑ **President's Day- Teacher Workday – Monday, February 16th**
- ❑ **Good Friday – Friday, April 3rd**
- ❑ **Easter Monday – Monday, April 6th**
- ❑ **Memorial Day- Monday, May 25th**
- ❑ **Juneteenth- Friday, June 19th**
- ❑ **Independence Day – Friday, July 3rd**
- ❑ **Teacher Workday- Friday, August 28th**
- ❑ **Labor Day – Monday, September 7th**
- ❑ **Columbus & Indigenous Peoples' Day – Monday, October 12th**
- ❑ **Veterans Day – Wednesday, November 11th**
- ❑ **Thanksgiving – Wednesday, November 25th, Thursday, November 26th, Friday, November 27th**
- ❑ **Christmas – Wednesday, December 23rd, Thursday, December 24th, Friday, December 25th**

Please Note: There are no tuition adjustments for holidays

Other Closings

In the case of weather conditions, we will remain open if it is safe to do so. In the case of severe weather, messages sent through Procare, notifications posted on social media and other forms of communication will inform families if the programs will be closed for the day, opening late, or closing early due to the weather. Families will be notified on Facebook, Email, and through our Communication Apps. Parents must prepare to come to the center and pick up their children when these conditions occur. We will make every effort to open and remain open however we will close for liability reasons if the surrounding areas are unsafe.

Please note: **There will be no tuition credits for weather-related closings.**

Revisions to Handbook and Contracts

We reserve the right to make changes in rates and policies as deemed necessary for the benefit of providing quality childcare. You will be notified in writing of any changes that may occur, with at least one week's notice before the changes take effect.

Arrival and Departure Policies

Parents are asked to drop children off and leave within a reasonable amount of time to make the transition to the classroom environment as seamless as possible.

When picking up, please be sure to check your child's cubby and/or classroom for their belongings and daily notes.

According to NC Childcare Regulation, **all children must be signed in and out each day**. A parent or adult must escort each child into the facility upon arrival and make sure the staff member knows the child has arrived. In addition, parents/guardians must come into the building to sign the child out before he/she can depart. All children should be properly secured in the vehicle upon arrival and departure. **NC Law states that you should not leave your vehicle running or leave**

children in your vehicle unattended.

Until staff is familiar with parents or adults, photo identification will be required prior to removing any child from the facility. Anyone other than those listed on your child's application as "allowable pick-ups" must be approved in writing prior to picking the child up. The child's recognition of the adult is not enough to release them from the facility. No child will be released without the presence or permission of the custodial parent or legal guardian. The child will not be released to anyone who, in the opinion of the staff, cannot safely care for the child to include parents, legal guardians, and other persons under the apparent influence of drugs or alcohol, and any person who pose safety risks. The provider will notify the police immediately if an unauthorized person seeks custody of the child.

Custody Disputes
SFQCC will not become involved in custody disputes. For the child's protection, a copy of the court order granting custody must be on file in the child's folder. If the non-custodial parent attempts to take the child from the facility, the police department and the custodial parent will be notified immediately.

Clothing/Personal Items
Your child will need the following items labeled with their name in permanent ink to store in their cubby space:

Infants and Toddlers
- 3 complete changes of clothes, including socks (seasonal)
- Diapers and Wipes (a daily diaper/wipes fee will be applied if reminder(s) of restocking go unanswered)
- Pacifier (if applicable)
- Bottles labeled with child's name and date

2 – 5 year-old students
- 2-3 sets of underwear (if applicable) and socks
- 2-3 sets of clothing (seasonal)
- Diapers/Pull-ups and Wipes (if applicable)

Family-Appropriate Clothing Policy
At SFQCC, we are committed to maintaining a safe, respectful, and welcoming environment for all children, families, and staff. Clothing plays an important role in helping children feel comfortable, confident, and ready to learn and play. We ask families to partner with us by ensuring that children come to school dressed in a way that is appropriate for a childcare setting.

General Guidelines
- Children should wear clean, comfortable clothing that allows for active play, including outdoor activities.
- Clothing should be easy for children to manage independently (for example, when using the restroom).
- Closed-toe shoes with secure backs are required for safety.

Family-Appropriate Attire

To help create a positive and inclusive environment, clothing worn at SFQCC must be **kid-friendly** and appropriate for all audiences. This means:

- Clothing should **not display words, images, or symbols that may be offensive, scary, or upsetting to others**.
- Clothing should **not include inappropriate language**, references to violence, or themes meant for older audiences.
- Clothing should **not promote harmful or adult-oriented topics**.
- Graphics and messages should be **kind, respectful, and suitable for young children**.

If you are unsure about an item, we encourage you to choose something simple and age-appropriate.

What Happens if Clothing Is Not Appropriate?

If a child arrives wearing clothing that does not meet these guidelines:

- Staff will kindly change the child into:
  - Spare clothing stored in their cubby, or
  - Center-provided clothing if needed.
- The original clothing item will be placed in the child's belongings and sent home.
- Families may be contacted if concerns arise repeatedly.

Additional Considerations

- Please label all clothing with your child's name.
- Send a complete change of clothes to be kept at the center at all times.
- Dress children appropriately for the weather, as outdoor play is part of our daily routine.

Supplies and Toys

As previously stated, it is necessary for the parent/guardian to supply clothing, and diapering items on a routine basis. Individual toys are discouraged from being brought into the facility unless the child's teacher is having a "Sharing Day." This will be announced well before the actual event. If your child has a special sleeping buddy or blanket, the item must be labeled and will stay in your child's cubby or nap bag until rest time and remain at SFQCC.

Program Schedule

Using *The Creative Curriculum, NC Foundations, and other educational resources,* SFQCC creates developmentally age-appropriate activities in each classroom's weekly schedule and lesson plans. Teachers ensure there is a balance between active and quiet activities. All children will go outside each day unless the weather restricts us to do so. Materials will be provided to enhance small muscle, large muscle, cognitive/language, and social/emotional development. Should the parents/guardian wish to donate any materials toward these goals, please check with the facility to determine if they are appropriate.

Educational Policies

At SFQCC, the program will include the following:

1. **Social Development**: We encourage children to develop the skill of respecting the rights

of others. Children are taught to express themselves with words and feelings rather than physical actions.

2. **Mental and Emotional Development**: Teachers will help each child develop a positive sense of self and the ability to identify and express their emotions. We will work to promote the emotional growth of all children of all learning levels and abilities.
3. **Intellectual Development**: Language skills and basic listening abilities are taught through structured socialization, music, story time, puppets, and other activities. The teacher provides opportunities for children to learn math and reading concepts through daily interactions in whole group and small group settings. Hands-on activities are provided for developing questioning and reasoning skills.
4. **Physical Development**: Our center provides daily opportunities for children to develop fine and gross motor coordination through a variety of engaging activities in the classroom and outdoors. Children are encouraged to learn health and safety routines through teacher modeling and daily practice.

Our fun and creative approach to teaching allows each child to develop their individuality and creativity.

Curriculum

The main purpose of our center is to ensure each child has a positive first-time school experience. We feel confident that our school is a happy environment where children can learn, grow, make friends, and have fun. Children are encouraged to problem solve, demonstrate patience and consideration for others in a classroom situation, communicate with others in a respectful manner, work in large and small groups, and "share" their teacher with other students. Working together to build a good foundation is essential for students to thrive in kindergarten and beyond.

Our curriculum has been designed to provide a variety of learning experiences for your child promoting growth and development emotionally, socially, physically, intellectually, and spiritually. Hands on learning experiences include a balance of reading and number readiness, music appreciation, stories, creative art, science, health, social studies, cooking, physical education, guest speakers, puppets, and dramatic play. We accomplish this by using age-appropriate activities in learning centers and the implementation of several Early Educational resources such as *The Creative Curriculum* and *NC Foundations*.

Birthdays and Special Observances

Birthdays are special for everyone and especially to young children. If you would like to supply treats to your child's class, please make sure they are store bought (NC Policy) and brought into the center by 9:30 am. Please make arrangements with your child's teacher at least one day before the celebration. If you would like birthday invitations distributed to the class, please ensure there is an invitation for each child on the class roster to maintain our vision and equity.

Parent/Guardian Involvement

Parents are encouraged to visit, observe and participate in all of their children's activities. We invite all our parents to attend our holiday parties, birthday celebrations, share special talents or memories with your child's class, etc. To build a successful relationship, parents and providers must maintain open lines of communication. However, there will not be any in-person parent conferences during childcare hours. Parents/Guardians may request conferences by making an appointment. Our goal is to provide your child with the best childcare. We are always open to new ideas and helpful suggestions, so please do not hesitate to discuss these ideas with us.

Whenever the child is present, the parents are welcome to visit and interact with their child. When the parents are present, children must still follow the guidelines of the facility. Please notify the provider of your presence immediately upon entering the premises. **If there is any change in the routine at home, such as illness, death or divorce please let us know so we can understand and help your child adjust to the changes. Special conferences or telephone contacts will be set up if any problems arise with your child.** ***Please feel free to contact us at any time.***

Personnel Policy
All staff (volunteer and paid**)** who have any contact with the children will have required health assessments, public records check for history of conviction of crime and be oriented with the program's policies, and CPR/First Aid Certification within 90 days of employment. Every staff member is required to complete continued education courses and records will be maintained and kept in a personnel folder for each staff member. Our classroom teachers are required to obtain ECE Credentials or higher degrees by using the TEACH Scholarship.

Health and Safety Policies

Hand Washing
Hand washing is the single most important way to prevent the occurrence and spread of illness in children and staff. Signs will be posted at each sink showing the steps to follow. The facility shall ensure that staff and children are instructed and monitored frequently on the use of running water, soap and single use towels.

All staff, volunteers (including parents who come to visit for brief periods of time), and children will wash their hands at the following times (as applicable):

1. Upon arrival for the day, when moving from one childcare group to another or coming in from outdoors and when hands are visibly dirty.
2. **Before and After:**
    a. Eating, handling food, or feeding a child.
    b. Giving medication.
    c. Playing with water that is used by more than one person.
    d. Diapering and toileting.
    e. Water table play
3. **Before:**
    a. Going home.
4. **After:**
    a. Handling bodily fluids (mucus, blood, and vomit) and wiping noses, mouths, and sores.
    b. Cleaning
    c. Handling pets or other animals, cages or pet objects.
    d. Removing gloves used for any purpose.

The following hand washing method is required:

1. Using warm running water and liquid soap wet hands and apply small amount of liquid soap to hands.

2. Removing hands from water, rub hands vigorously together until a soapy lather appears and continue for at least 20 seconds (30 if concerned about recent contact).
3. Be sure to scrub between fingers, under fingernails, around cuticles, backs of hands, wrists and palms.
4. Rinse hands under warm, running water.
5. Leave water running. Dry hands with single-use or disposable towel being careful to avoid touching faucet handles or towel holder with clean hands.
6. Turn the faucet off using the towel as a barrier between hands and faucet handle.
7. Discard used towel in plastic bag lined trash can.

Medication Administration
SFQCC will administer medicine to any child in our facility with the appropriate Medication Administration Permission forms. We will still require a medication permission form on file to administer any emergency medications. Parents are welcome to come to the center at any time to administer medicines to their child. We apologize for any inconvenience this may cause.

Please do not put medication in the child's bags. A medication form that gives the provider permission to administer that medicine must be filled out. Over the counter medication must be labeled with the child's name and in the original container. Prescribed medication by a health provider must be kept in the original, child resistant container. The container must be dated and labeled by a pharmacist with the child's name, date the prescription was filled, name of the healthcare provider, expiration date and specific instructions for administration and storage. All medications will be kept in a locked storage box. If you need a medication form to complete, please notify the front office. Medicines will NOT be used beyond the date of expiration. All unused medicines shall be disposed of. Medication permission forms will be kept on record, and a log of medication administration and dosage will be kept on file for a minimum of six months.

Types of medication permission slips include, but are not limited to:

1. Medication Administration Permission Form (ex: oral medication)
2. Medication Administration Permission- Topical Ointments
3. Medical Action Plan- Food Allergy
4. Medical Action Plan – Allergy and Anaphylaxis (non-food)
5. Medical Action Plan - Asthma

All medication must have specific instructions for administration completed by the parent or physician to include:

1. Child's name
2. How much to be given
3. What time the medication should be administered
4. How often
5. Length of time medicine is to be administered

Staff will not administer bug sprays or sunscreen in the morning. Parents/guardians must apply before arrival.

ILLNESS
For the benefit of your child and the other children, please do not send your child to school if

he/she is ill. You will be contacted to pick up your child if they have any of the following symptoms/conditions:

- Vomiting
- Diarrhea or concerning bowel movements
- Temperature 101° F or higher (100.4° F for children younger than 2 months of age)
- Excessive runny nose (yellowish/green) with persistent cough
- Head lice/nits
- Conjunctivitis a.k.a. Pinkeye
- Other contagious illnesses or concerning symptoms (see what we use as our guideline- North Carolina Communicable Diseases and Exclusions from Childcare)

For the health and safety of your child and the other children in our care, sick children must remain home for **at least 72 hours**. Your child must be **symptom** and **fever-free** (less than 101°F) without the aid of medication for at least **24 hours** prior to return.

Our center cares for very young children who are more susceptible to illness. Please see our director if you have questions regarding your child's return to school after an illness.

We must be able to contact you at any time when your child is at our facility. Please notify the center as soon as possible if your address, phone number (home or work) or emergency phone contacts and their numbers change. If we do not have this information at the time of emergency, we will call Emergency Services and/or the Department of Social Services.

Incidents

The provider will complete an Incident Report form as soon after the injury as possible. The form must be signed by the parent/guardian. The original/white carbon copy will be kept on file at our facility, and the yellow/bottom copy will be available to parents/guardians. Depending on the type of incident, the parent will be called as soon as it happens. Basic First Aid supplies are accessible to staff and will be restocked to maintain the supply of items.

Medical Emergencies

In case of emergency treatment, we will call Emergency Medical Services (911) first and then contact parents/guardians. If the parent or guardian is unavailable, we will reach the alternative emergency contact person. The provider is authorized per the Authorization to Consent to Medical Care on the enrollment form to seek medical attention if an emergency occurs. Emergency contact information for each child and staff will be kept readily available and updated regularly.

Other Emergency Situations

The telephone numbers of the Fire Department, Police Department, local Hospitals, EMS and Poison control will be posted by each working phone. Other emergency situations will include, but are not limited to, evacuations due to fire, explosions, power failures, and closings due to severe weather. In the event of an emergency, should it be necessary to evacuate the facility, child/staff ratios will be maintained, and the children will be evacuated to the nearest designated shelter, which is Dixon Middle School. The provider will carry attendance and emergency contact information from the facility to the location where evacuees will gather and compare attendance at the shelter to the attendance sheet to be sure no children/staff have been left behind. A final "sweep" of all areas accessible to children will be conducted before the last person leaves the facility. Families will be notified by phone, Email, Facebook, the Procare App, or local radio/television stations if such a situation should arise. Parents/Guardians should be prepared to

pick their child up within one hour of an emergency.

Fire Drills
Fire drills will be held monthly. The timing of the drills will be varied to include early morning, mealtimes, rest times, and afternoons. Documentation will be maintained in the facility records for review by the licensing consultant. Fire exit plans are posted in the facility. The infants will be carried out and rolled to a safe location in an emergency evacuation crib, and the mobile children will be led out of the facility in the quickest and most efficient way possible.

Supervision and Hazards
No child will be left unsupervised while attending the program. The provider will directly supervise children by sight and hearing, even when the children are sleeping. The provider will conduct daily inspections of the facility for hazards. The results of the inspection will be reviewed to arrange for correction of hazardous conditions identified. Written reports of inspections will be kept in the program files. All potentially toxic materials such as pesticides, toxic cleaning materials, aerosol cans, and poisons will be kept inaccessible to the children.

Outdoor Safety
The provider will do a daily outdoor hazards check. This includes, but is not limited to a check for insects, snakes, toxins, broken toys, and other hazards. The provider will attempt to limit exposure to insects and UV radiation by adapting the schedule to avoid these hazards. A Weather Watch chart provided by the state is used each day to determine if it is safe for children to play outside.

Abuse and Neglect Reporting Procedures
Any suspected abuse or neglect will be immediately reported to the Child Protective Services Agency no matter where the abuse may have occurred. As mandated reporters, every staff member is obligated to report suspected cases of child abuse or neglect. We will follow the guidance of the Child Protective Agency regarding notification of the parent/guardian. Staff accused of child abuse will be suspended without pay pending investigation of the accusation. However, no accusation or affirmation of guilt will be made until the investigation is complete. CCTV recordings and interviewed accounts of fellow caregivers may contribute to the investigation by administration or a DCDEE/Division of Child Development State Consultant. Caregivers found guilty will be **summarily dismissed**. Each complaint will be submitted to the Division of Child Development within 24 hours.

Staff
We feel very fortunate and extremely proud to have high quality staff members caring and teaching our community's children. These educators are passionate about early childhood education and supporting children to grow into future productive citizens for our community. Your child's teacher will work to build a positive rapport and maintain open and supportive communication to ensure we work together to provide the best early learning experience for your child.

All of our lead teachers are certified/degreed in early child education and/or development and have previous experience in early childhood education. They will be nurturing when working with each child according to their individual needs. Our co-teachers are qualified in child development and become an essential partner to the lead teachers when working with students in various learning experiences. Each staff member is required to receive a Qualification letter through the North Carolina Childcare Background Check System, a Medical Report, a Tuberculosis Screening,

receive yearly in-service hours in child development to further his/her understanding of childcare and participate in monthly trainings conducted by SFQCC's administration to ensure they grow professionally to continue to provide quality care and education for all students. Each staff member is also required to maintain an up-to-date CPR and First Aid certificate.

Written request of afterhours care for your children by any SFQCC staff member must be approved by the administration. Please see administration for additional information pertaining to staff members providing private care.

Responsibilities of SFQCC

- We cannot be held responsible for lost articles.
- We prohibit smoking, alcohol, and illegal drugs in and around the property of this facility. Staff, parents, volunteers or any other people who are present may not consume them prior to entering or during their time at the center.
- We are a loving and caring family. We sincerely care about you and your child. It is our responsibility to ensure your child's early childhood and preschool years are filled with positive learning experiences that promote growth to reach their developmental milestones and best prepare all students for kindergarten and beyond.

Confidentiality

Confidentiality of information about the child and family will be maintained. Information concerning the child will not be made available without the expressed written consent of the parent/legal guardian. However, by law, enrollment forms and all other information concerning the child, and family, compiled by the facility will be accessible only to the parent/legal guardian and the:

1. Childcare provider/staff
2. Health/social service coordinator
3. Licensing consultant
4. Immunization nurse from the Health Department

Discipline and Behavior Management Policies

Praise and positive reinforcement are effective methods of receiving positive, respectful, and caring interactions from adults and others. They develop strong self-concepts, problem-solving abilities, and self-discipline.

Based on this belief, SFQCC will practice the following behavior management of children:

1. Praise, celebrate, and encourage children.
2. Reason with and set limits for children.
3. Model and practice appropriate behavior with the children.
4. Modify the classroom environment to attempt to proactively prevent problems.
5. Listen to children.
6. Provide engaging alternatives and teachable moments to reduce inappropriate behavior in children.
7. Provide children with natural and logical consequences of their behaviors.
8. Treat children as people and respect their needs and feelings.
9. Teach self-regulation and problem-solving skills to support independence
10. Provide instruction that is developmentally appropriate
11. Provide a safe and comfortable space for children to self-reflect and regulate their emotions

12. Be flexible with SFQCC's behavior management system to meet the needs of each individual child.
13. Nurture and provide a safe learning and supportive growing environment for all children.

All students are to be held by lifting under their arms using both hands and raised vertically. Student should be placed facing the adult or in such a manner they engaged to begin assisted self-soothing or positioned to de-escalate their distressed state. Students should be comfortable and unrestricted in this position. If a staff member is unable to carry a student using this method due to medical issues, another staff member will be appointed. No child above the age of three will be held if they show signs of distress by flailing extremities, throwing themselves backwards, or attempting to physically injure themselves or others.

To address children younger than three years of age: When a student is in a state of physical, emotional, or social distress in which they are unable to self-sooth, a staff member will console them with methods deemed appropriate by DHHS when soothing infants and toddlers. The students will be carried, consoled, and/or rocked. If the child continues to be distressed after a reasonable amount of time, administration will be radioed. A determination to request support from and inform parents/guardians will be made.

To address children ages three and older within SFQCC care: When a student is in a state of distress in which they are actively injuring themselves or others, staff will remove the other students from the space and radio for assistance from administration. An appointed staff member will stay with the distressed student and another with the remaining students.

The staff member assigned to the distressed student will remove obstructions to avoid further injury. In addition, the assigned staff member will refrain from physically engaging with the student. Within a reasonable amount of time, if the student does not de-escalate independently, assistance and guidance from parents/guardians will be requested.

Parents or guardians of the distressed student will attend a meeting with administration and further steps to address the students social, emotional, and behavioral needs will be discussed (including, but not limited to documenting behaviors on an ABC Chart).

Date	Time	Location Where the behavior occurred	Antecedent What happens **directly before** the behavior	Behavior Describe the behavior in **observable** and **measurable** terms	Consequence What happened **directly after** the behavior occurred

The teachers and administration will work with the family to develop a plan of action to best support the student at both school and home with the resources discussed at the meeting. Support and technical assistance will be requested from community programs (OnePlace of Onslow

County, local therapists who support SFQCC students, etc.) to best avoid suspension or expulsion.

If there is little to no positive improvement after a reasonable amount of time implementing the collaborative plan in the classroom, at home and/or in therapies, SFQCC will decide next steps. If the student continues to risk his safety and the safety of others in the facility, and/or the operation of the program, SFQCC has the right to dismiss the child from care.

If there is an incident that poses a serious threat to the health, safety or welfare of the students or staff, SFQCC reserves the right to dismiss the student immediately.

If the parents/guardians do not follow the collaborated action plan within a reasonable amount of time, the student may be suspended or expelled from the program to ensure the safety of all children and staff members.

A distressed student is defined as a student who is harming themselves or others, unable to follow directions provided by adults, unable to de-escalate independently.

Administration will ensure policies of behavior management and appropriate implementation of discipline policies are carried out by conducting observations using the close-circuit security camera system. Administration will observe classroom interactions and engagements between staff and students formally and informally throughout the year.

In the event staff members need to report a concern or event pertaining to classroom management or behavioral policies, a radio is provided to each classroom and the director/owners direct phone numbers are provided to all staff members. In addition, an anonymous method of reporting is available by completing the online survey through the SFQCC website.

In the event a parent needs to report a concern or event pertaining to classroom management or the implementation of behavioral policies, SFQCC's phone number, email, and website comment section dedicated to families of the center are provided. In addition, the SFQCC "For our Families" tab provides an anonymous form to report or provide feedback for all parties.

Upon notification of inappropriate discipline, care, or mistreatment of children, administration will immediately act by observing the staff member(s) in question and prepare to speak with them directly. In addition, administration will gather evidence from closed circuit video, interview and question staff members and if necessary, interview students involved with parent/guardian consent. The staff member in question will be pulled from the classroom and the concerns will be addressed with administration. A plan of action will be developed; a write-up, additional trainings, suspension, or termination will occur.

Current employees will receive "refresher" trainings pertaining to behavior management and discipline policies on a quarterly basis at staff meetings or in writing. Signatures of attendance will be requested by administration.

New hires will receive a copy of the behavior management and discipline policies in the employee handbook. An in-depth training is conducted by administration the first week of employment and informal observations will be conducted throughout the new hire's first weeks

of employment. A signature is required to document receipt and acknowledgment of the policies and training completion. This documentation will be retained in each employee's staff file.

Biting Policy

At SFQCC, we understand that biting is developmentally appropriate throughout the infant and toddler years. However, the safety of your child and all children are the main concern of our staff. Some incidents and situations will be treated on a case-by-case basis to ensure we are supporting the student and family's unique needs. We want to provide a friendly learning environment for all our children.

Resources, training and support services will be shared with families of children who bite to ensure they are equipped to support their child at home and mimic the strategies used in school. There is a variety of reasons why children bite. Teachers will maintain ABC Charts (Antecedent, Behavior, Consequence) to maintain records of time of day, triggers and other notable information that will support the implementation of strategies and support in the classroom environment. Parents may be asked to review or sign these reports or forms of documentation to ensure communication is received and the collaborative approaches that best support the child continue.

The following Biting Policy is for the health and safety of each child.

- **If your child bites TWO times in ONE day, your child will be sent home for the rest of the day.**
- **If your child bites FOUR times in ONE week, they will be sent home for the rest of the week.**
- **Children who pose a safety risk to the other individuals in the classroom space may be dismissed from the program. Re-admittance is considered on a case-by-case basis.**

Meals and Snacks

SFQCC participates in the Child and Adult Care Food Program (CACFP), a federal program that provides healthy meals and snacks to children receiving childcare. The meals and snacks are in accordance with Cape Fear Tutoring Subsidy Program. Food program enrollment forms **must** be signed and turned in by the end of the month that your child starts to support the facility's enrollment in the program. These forms are also updated annually. CACFP homes and centers follow meal requirements established by the USDA. Water is available throughout the day.

Breakfast	Lunch or Supper	Snacks (2 of the 4)
Milk Fruit or Vegetable Grains and Bread	Milk Meat or meat alternative Grains or Bread 2 different servings of fruits or vegetables	Milk Meat or meat alternative Grains or Bread Fruit or vegetable

Many different homes and centers operate CACFP and share the common goal of bringing nutritious meals and snacks to participants. Participating facilities include:

- **Child Care Centers:** Licensed or approved public or private nonprofit childcare centers, Head Start programs, and some for-profit centers.

- **Family Day Care Homes:** Licensed and approved private homes.
- **After-school Care Programs:** Centers in low-income areas provide free snacks to school-age children and youth.
- **Homeless Shelters:** Emergency shelters provide food services to homeless children.

State agencies reimburse facilities that offer the non-residential day care to the following children:

- Children age 12 and under,
- Migrant children age 15 and younger, and
- Youths through age 18 in after-school care programs in needy areas.

If you have questions about CACFP, please contact one of the following:

Sponsoring Organization/Center
Cape Fear Tutoring, Inc.
PO Box 3128
Wilmington, NC 28406
1-910-395-6132

State Agency Director,
Dept. of Health & Human Services
Div. of Public Health Nutrition Ser. Branch
1914 Mail Service Center
Raleigh, NC 27699
919-707-5799

In accordance with Federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age or disability. (Not all prohibited bases apply to all programs) To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, Room 326-W, Whitten Building, 1400 Independence Avenue SW, Washington, DC 20250-9410 or call (202) 720-5964 (voice and TDD). USDA is an equal opportunity provider and employer.

Infant feeding schedules and weekly menus will be posted at the facility. Please inform the provider if your child has any food allergies so that adequate substitutions can be provided.

No outside food or drink items are permitted in the center except for infant formula and cereal or those with a doctor's note requesting a special diet.
Serving times:

Breakfast	7:30 am	–	9:00 am
Lunch	11:00 am	–	12:30 pm
PM Snack	2:30 pm	–	4:30 pm

Children must arrive to the facility on time in order to be fed during mealtimes. If the child is late, the next feeding will be at the next mealtime. Each infant will be held for bottle-feeding until able to hold his/her own bottle. The parent/guardian of each child under 13 months shall provide the facility with a written feeding schedule. This will include instructions for preparing formula. Formula and Breastmilk will be stored in the refrigerator and labeled with the child's name and date. Unused formula or breastmilk will be disposed of or stored with the child's belongings (preference of the family will be discussed with infant room teachers). Families acknowledge the consumption of stored, unused formula or breastmilk serves as a potential risk to the infant's health.

Diapering

Children should wear a clean diaper before they arrive each day. The provider will make sure that all children are wearing clean diapers when they leave for the day. Disposable diapers and baby wipes must be provided by the parent/guardian. If your child does not have the necessary supplies

for diapering, you will receive a reminder through Procare or phone call to bring them to the center. **Once a child runs out of diapers and/or wipes and reminders have been made by the staff to the parents/guardians, a charge of $5/day for supplies will begin until their child's supply has been replenished.**

Diapers will be checked before every second hour and whenever the child indicates discomfort and shall be changed when found to be wet or soiled. Soiled clothing will be stored in a plastic bag and sent home with the child at the end of the day.

Toilet Training
Toilet training must begin at home by the parent/guardian, however toilet training will be supported by the facility. Parents are asked to dress the child in pullups or underwear (based on discussions and agreements reached with family and teachers), easy-to-remove or loose-fitting clothing; avoid tight pants with zippers and snaps to help promote success and independence.

Sleeping/Naps
Nap and rest periods will begin promptly after lunch or as needed for infants. Child-size blankets and sheets for cots are provided by the center. An individual sleeping space and linens will be provided for each child in care. Infants will be put to sleep on their backs per the SIDS Policy in your enrollment folder. Naptime is a quiet time for relaxation. Children are not required to sleep but must remain in their sleep space during the designated rest time. We do understand that occasionally appointments will need to be scheduled during this time; we ask that you inform your child's teacher and the front office so that administration can have your child ready to decrease disruption.

Cleaning and Sanitation
The facility will be maintained in a clean and sanitary condition. When a spill occurs, the area will be made inaccessible to the children and cleaned in a timely manner. When body fluids or other potentially infectious materials soil surfaces, they will be disinfected after they are cleaned with soap and water to remove all organic material. Surfaces will be disinfected with a bleach solution with a 100ppm concentration (this is strong enough to kill the germs without bleaching surfaces or clothing and remaining non-toxic). To disinfect, the surface will be sprayed until glossy, and the solution will be left on for at least 2 minutes before it is wiped off with a clean paper towel, or it will be left to air dry.

Caution will be used when shampooing rugs in areas used for children to crawl. Facility cleaning that requires the use of potentially hazardous chemicals will be scheduled outside of facility business hours to minimize exposure to the children.

The following is a schedule for cleaning and sanitation:

Area	Clean	Sanitize	Frequency
Countertops/Tabletops, floors, doors & cabinet handles	X	X	Daily and when soiled
Food prep & service area	X	X	Before & after contact with food activity; between prep of raw & cooked foods
Carpets & large rugs	X		Vacuum daily when children aren't present. Clean carpet with a cleaning method approved by the local health authority and only allow children back when carpet is dry. Carpets

			cleaned monthly in infant areas, quarterly in other areas & when soiled.
Small rugs	X		Shake outdoors, vacuum daily or launder weekly.
Utensils, surfaces & toys that go into the mouth or have been in contact with saliva or other bodily fluids	X	X	After each child's use
Toys that are not contaminated with bodily fluids. Dress-up clothes, sheets, blankets, individual cloth towels, combs, hairbrushes, washcloth toys.	X		Weekly and when visibly soiled
Cubbies	X		Monthly and when visibly soiled
Hats	X		After each child's use
Cribs and crib mattresses	X		Weekly and before use by a different child or when soiled or wet.
Phone receivers	X	X	Weekly
Hand-washing sinks, faucets, surrounding counters, soap dispensers and doorknobs	X	X	Daily or immediately when visibly soiled
Toilet bowls	X	X	Daily or when visibly soiled
Changing tables	X	X	After each child's use
Mops and cleaning rags	X	X	Before & after day of use. Wash mops & rags in detergent & water, rinse, immerse in sanitizing solution, wring dry and hang.
Waste and diaper containers	X		Daily
Any surface contaminated with bodily fluids (saliva, blood, mucus, vomit, urine or feces)	X	X	Immediately

EMERGENCY CARE PLAN

1. Medical Consultant:
   Holly Ridge Health Care
   Hwy 17
   Holly Ridge, NC
   Phone: 329-1707

2. Facility to be used when parents or legal guardian cannot be reached, or when transporting the ill or injured person to his/her preferred hospital to obtain medical attention:
   Onslow Memorial Hospital Emergency Room
   315 Western Blvd.
   Jacksonville, NC 28546
   Phone: 577-2345

3. Medical emergencies:
   Sneads Ferry Rescue Squad
   Phone: **911**

4. Responsibilities:
   The Owners; Joyce Murphy and Shannon Pope and front office administration are responsible for determining which of the following is needed for carrying out the medical plan of action, and ensuring that the appropriate medical care is given:
   a. Simple First Aid given at the facility for an injury or illness needing only minimal attention.
   b. Advice from previously identified medical consultant to decide if care is to be given at the facility or if the ill/injured person is to be transported to a designated medical resource.
   c. Immediate transportation is available for the person to be transported to a designated medical resource for appropriate treatment.
   d. Assuring the permission form authorizing the facility to obtain emergency medical care is taken with the ill or injured person to the medical resource.
   e. Accompanying the ill or injured person to the medical resource.
   f. Notifying the child's parents or emergency contact person about the illness/injury and where the child has been taken for treatment.
   g. Notifying the emergency personnel when a staff person becomes ill or is injured to the extent requiring transportation to a medical resource.
   h. Notifying the medical resource about the ill or injured person being transported.
   i. Obtaining substitute staff, if needed, to maintain the required staff/child ratios for supervision.

SNEADS FERRY QUALITY
CHILDCARE & PRESCHOOL

Parent Agreement

I, the parent/guardian of _____, have enrolled my child at Sneads Ferry Quality Childcare & Preschool in the _____ Program.

I agree to:

- *Pay a registration fee of $25.00 per child and last week's tuition.*
- *Pay a deposit of $5.00 per security card assigned to my family. $15.00 per card that is lost or stolen.*
- *I also agree to pay $ _____* in weekly tuition, due each Monday, but no later than Friday. Any payments received after 6:00 p.m. on Friday will result in a $10.00 late fee.*
- *I understand that if I am late picking up my child after 5:30 p.m. (where applicable) or 6:00 p.m., there will be an additional late fee of $3.00 per minute per child.*
- *I also agree to be courteous to the center and call if my child will not attend childcare. No drop-offs made after 9:30 a.m.*

- *There will be NO CREDIT given for absences due to illness/vacation, emergency or planned closings.*
- *If for any reason I withdraw my child, I agree to pay the two-week notice. There will be NO exceptions made to this policy.*

*Prices are subject to change.

I understand that I am required to give Sneads Ferry Quality Childcare Center & Preschool my Social Security Number to collect a debt if necessary.

_____/_____ _____

Parent/Guardian Signature Social Security Number Date

I have received a copy of the SFQCC Handbook and agree to follow all written policies.

_____ _____

Parent/Guardian Signature Date

I have also received a copy of North Carolina Childcare Laws and Rules.

_____ _____

Parent/Guardian Signature Date

FOR OFFICE USE ONLY: The Parent Agreement was completed and received upon enrollment and reviewed by administration.

_____ _____

Administrator/Operator Signature *Date*