



# Childcare & NC Pre-K Family Handbook

**Wee Farm Learning Center (4530 NC Hwy 211 East)**

**910-738-6070**

**Cottonwood Pre-Elementary (505 Cottonwood Street)**

**910-618-1300**

[www.cottonwood-weefarm.com](http://www.cottonwood-weefarm.com) (Follow us on FaceBook)

## **Mission Statement**

Our mission is to nurture the emotional, physical, and social growth of every child in a natural setting so that he/she may reach his/her full potential.

## **Philosophy Statement**

It is our belief that every child can learn and grow when placed in a nurturing environment that cares for the whole child.

## Types of Care

### Full Day Childcare Services

- Ages: We accept children between the ages of 6 weeks-12 years.
- Childcare services begin at 6:30am & end at 5:30pm. Late fees are per minute & begin at 5:30:01 pm (per child). Pre-K hours are from 7:30am-2:30pm (fees apply before/after these hours).
- Children are to arrive no later than 8:30am unless they have a medical appointment or there is a family emergency that prevents them being here by 8:30am. For medical appointments, please let us know at least 24hrs in advance. If there is a family emergency, please contact us to let us know prior to 8:30am.
- Registration: A non-refundable fee is due upon enrollment. Must pay registration fee & 1<sup>st</sup> week of service in advance. We do NOT give discounts or refunds for facility closings: inclement weather, holiday, COVID, etc.- as payments are for slots, not attendance.
- Vacation: Families may receive 50% off tuition for one week if their children do not attend one full week during a calendar year. (Most families choose the week we close in July.). Offer good once per year.
- Private Pay: Please see Director about payment plans. Tuition is due the first business day of the week/month. Tuition is due before childcare services are rendered, not after. Tuition covers 10 hours of childcare services per day.
- Vouchers: We accept vouchers. Parent fees & hours are determined by DSS and must be followed
- Childcare services can be terminated at any time for any reason. Complaints for issues addressed in handbook (lost jewelry, playing in sand, etc.) will not be tolerated, as these are explained
- Drop Off & Pick Up occurs at front door; teachers will greet families at door and take children to classroom; teachers will bring children to door/families at departure. Doors locked for security purposes; families welcome at all times.
- It is guardians' responsibility to complete & return ALL required forms & documents.
- Medicals (completed by physician) & Shot Records due w/in 30 days OR child cannot return & will be dropped.
- At this time, we do not offer transportation services.

### NC Pre K Program

The NC Pre K program is a free preschool program for eligible children who turn 4 yrs old on/before Aug. 31. All completed applications are submitted to the RCPC, & families of children who are placed in our program are notified by letter ASAP (usually before school starts). No transportation services at this time. Med/Imm (or appt card) due w/in 30 days of starting, or child will be dropped from facility.

### Before/After School Care Childcare Services

We offer before & after school & school holiday services for a fee. Before school services begin at 6:30 am & after school services end at 5:30 pm. Late fees apply beginning at 5:30:01 pm (per child). The weekly fee for before &/or after school care is due the first day of the week, not at the end of week.

### Important Information for ALL Types of Services:

- Admission & Enrollment: must complete & return application packet before child starts
  - Current Health Assessment (completed by physician) AND Immunization Records: due on child's first day of attendance (if not submitted within 30 days, child cannot return until both are provided & can be dropped).
- (Per NC DHHS, NC DCDEE, NCGS 130A-155, & 10A NCAC 09 .3005).

**\*\* Please contact Wee Farm for current hours and services offered \*\* Open door policy - parents/guardians are always welcome \*\***

## Suspected Abuse and Neglect

*We are required by law to immediately report any suspected cases of abuse or neglect. Therefore, if your child has had an accident away from the facility, please let teacher know before leaving child at facility.*

## Types & Forms of Payments

- Types accepted: Money Orders, Cashier's Checks, Credit/Debit Cards, ACH, etc.
- We **do not** give change and/or refunds – full payment amounts are applied to total account balance.
- Payments can be made in-person and/or online (via MyProCare Portal)
- Payments are due on first day of service. Late fees apply for late payments.
- DSS Voucher (Parent fees are **due the first day** of the week/month)
- Visit [MyProCare.com](https://www.myprocare.com) to set up your parent portal (**must** be same email you listed on child's app).  
MyProCare will be used for all account info, financial documents, etc. (these will **not** be provided in-person).

## Fees - Current Fees Posted on Family Board/Door

- Payment Fees: Credit/debit card fees of at least 3% per transaction are applied at time of payment. ACH fees of at least \$1 per transaction are applied to account after payment is made. Fees subject to change.
- Late payment fees apply after 1<sup>st</sup> day of service. Late payment fees are per account, per payment and will be applied to account balance.
- Return item fees include: a processing fee per item + bank fees per item
- Other fees include (but not limited too): registration, late pick-up, return item, late payment, processing fee, payment fee, activity fee, etc.
- Current fee rates are posted on family board &/or front door. See board/door for current fees!!
- **All fees are subject to change & are non-refundable (see current fees posted).**

## Normal Schedules

### Childcare

Cottonwood is open year-round Monday-Friday from 6:30 am-5:30 pm except for some holidays. Please see the Holiday Closing Schedule posted on the Family Bulletin Board &/or door (subject to change). Ask about Wee Farm's current hours & schedules. Open door policy – parents always welcome.

### NC Pre K Program

This program typically follows the Public Schools of Robeson County schedule. See the PSRC calendar on their website. Also, we include information about schedules on the newsletters that go home & on our website: [www.cottonwood-weefarm.com](http://www.cottonwood-weefarm.com)

### Before/After School & Summer/Holiday Care

If the public schools are closed for teacher workdays, holidays, etc., we will offer before &/or after school care. If the public schools are open, but close early for teacher workdays, we will offer afternoon care until 5:30 pm. If PSRC close early due to weather conditions, we will also close early. After care fees may apply.

## Safe Arrival/Departure Procedures

**ONLY individuals 18 years or older listed on child's Release Form may pick up your child.**

**Children will only be released to individuals listed on the release form.** If we are not familiar with the person picking up your child, we will ask for a picture ID to make sure this person is who he/she says he/she is. If the individual has no picture ID, we will not release your child. We will not release a child to anyone under age of 18 years old; therefore, please do not put a minor's name on release form. We must have legal documentation on file to restrict access to custodial guardians/parents.

**Arrival/Departure:** At arrival, families are met at door by teacher/staff member & children walked to classroom. At departure, teacher/staff member walk children from classroom to door where they are released to authorized pick-up individual. We have an open-door policy, parents/guardians are always welcome inside our facility.

**NC Pre K Families:** Always plan ahead so your child is picked up at 2:30pm by an authorized person (on Release Form) in order to avoid paying any late fees.

### Rest Time

Children will be given rest time during the day as required by DCDEE. We understand that rest time is a difficult adjustment for some children; however, children do adjust given time. Do not let your child's dislike of rest time cause him/her to miss school. Again, he/she WILL adjust!

### Outside Play

Unless there are weather advisories, DCDEE requires that facilities provide outside playtime for children. Please dress your child in comfortable clothing & sneakers for safe play. They will get dirty, so please dress children in clothes that can get messy. Children who are too sick to go outside cannot stay at the facility.

### Items Brought From Home

Unless we are having a special event, children are not allowed to bring toys or other items to school. Be sure to write child's name on any changes of clothes, jackets, coats, hats, etc. We are not responsible for any items SUCH as JEWELRY! Infants: Pacifiers must have child's name on it & only for infants in playpens/cribs.

### What to Wear?

Children should dress comfortably because they will be participating in lots of active play. Closed toe shoes required. Jackets/coats required during cold weather. Parents are required to provide their children with at least 2 complete changes of clothes: 2 tops, 2 pants/shorts, 2 underwear, & 2 pairs of socks. These may be kept in child's cubby. Please label each article of clothing with child's name. If your child becomes excessively soiled during the day & requires a clothing change, we will bag soiled clothing to send home. You will need to bring a replacement set of clothing the following morning. Please check cubby daily for things that need to be taken home.

**For safety reasons, children are not allowed to stay at facility without proper attire such as shoes.**

### Sickness/Medicine

We will call you if your child has a fever, has diarrhea, is vomiting, or has an unusual rash. You will need to have your child picked up as soon as possible after the call. Even though you have signed the Tylenol Form, please be advised that our insurance coverage prohibits us from administering anything other than emergency, life-saving prescription medications such as Epi-Pens, Asthma Pumps, or Anti-Seizure medication. The Permission to Administer Tylenol is required to be signed & kept on file for each child by DCDEE. We do not give: over the counter medicine, routine breathing treatments, etc. If your child has a severe medical condition, please ask us for a Medical Action Plan form. This form, which needs to be completed by your child's physician, informs us of any medical measures we may need to take with your child during the day. If your child needs ointments, lotions, or sunscreens to be applied during the day, there is a form that must be completed. **THIS FORM HAS TO BE COMPLETED BY YOU BEFORE WE CAN APPLY THEM.** We also ask that you have a health care provider approve application of these ointments, lotions, or sunscreens for your child. **SEE DOOR FOR CURRENT SICK POLICY.**

### Misc. Information

- Lesson Plans: Weekly lesson plans will be posted in the classroom & available for review.
- Celebrations: If you would like to bring special treats for children, please make sure they are prepared commercially as DCDEE will not allow anyone to bring in homemade goodies.
- Children's folder/cubby: Please check daily for important papers to read &, if applicable, sign & return.
- Parents/Guardians are required to return & complete all forms & provide updated info.
- School Age Children: We are not responsible for completion of school assignments, including remote learning requirements.
- Promotional Pictures & Advertisements: If you do **NOT** want your child's picture used for any social media, ads &/or promotions, please put this in writing; otherwise, by signing, you agree for child's picture to be used at any time by facility.
- NC Pre K Families: We will send home newsletters to keep you informed of what we have done & what we are planning. This information may also be posted on our website &/or FB page, or provided via communication portal.
- Field Trips: we try to make things as easy as possible; thus, IF pre-k participates in any field trips, we try to make it at no cost to families - if there is a small fee/cost, we will notify families in advance.
- Aquatics - we do NOT participate in any aquatic activities (as defined by DCDEE). Water play & sprinklers do not qualify as "aquatics"
- School Pictures: during the school year, your child may be taking pictures, including cap & gown pictures. Proofs will not be sent home; therefore, if you would like to view your child's proofs, you will need to see them in person. Information about the viewing, purchasing, deadlines, etc. will be given to you once proofs arrive at facility.



## Website, Communication Portal, & Social Media

Please visit our website ([www.cottonwood-weefarm.com](http://www.cottonwood-weefarm.com)) and Facebook page for up-to-date information. We also have a TikTok account for informational videos. Ask about [MyProCare](#) and our current communication portal.

## Family Involvement

We encourage families to participate in activities and events at our facility. We encourage families to come inside our facility at any time. Please see our Family Involvement & Participation Plan for events & details.

NC Pre K Families: There is a Family Participation Plan posted on the Family Bulletin Board. Special family involvement events are listed on this plan for you to review. We participate and invite all NCPK families to utilize Ready Rosie.

## What's The Deal?

We love it when children go home excited about their day at school, & we plan for them to have a great day at school every day. However, there may be a day when your child has to take a "time out" to talk with a teacher about his/her behavior-or may become upset about something else that is going on. If you ever have any questions about your child's day, just ask! Also, remember: what your child & other children hear & see away from school WILL resurface at school. It does not matter whether it is heard or seen at home, the store, on television, at a neighbor's, etc. Families & staff have to reinforce what is appropriate behavior & talk, & what is not. If your child talks or acts inappropriately, we will let you know without judgment attached. Families cannot always control what their children hear or see. They can only help their children to understand what is acceptable & what is not. You do not always want your child to follow someone else's lead, & now is the time to talk to him/her about peer pressure & inappropriate behaviors of others (including some adults). If there is an incident at school involving your child & another person, please remember there are always two sides to every story. A child's perception of what happened may or may not be what actually happened. Please ask us before accusing another person of wrongdoing. As preschoolers say: "That's not fair."

**It is sometimes hard for preschoolers to separate fact from fiction. Therefore, we won't believe everything your child says about YOU if you don't believe everything your child says about US.**

Please understand that we will strive very hard to make this the best place possible environment for your child's early education experience. However, if at any time you do not feel comfortable leaving your child in our care, please feel free to enroll him/her elsewhere.

**Cottonwood & Wee Farm are private facilities, which have the right to terminate &/or refuse childcare services at any time, for any reason.**

## NC Pre K Program

**Transportation Services:** See staff about available transportation services. Required forms will need to be completed by families before services begin. At this time, transportation services not provided.

**Hours:** A typical school day is 7 hours (begins at 7:30am & ends at 2:30pm). NCPK only children may arrive no earlier than 7:20am, & must be picked up by 2:30pm at the latest to avoid late fees.

**Attendance:** Children in NCPK are required to attend regularly. All absences are reported to RCPC, & any child who does not attend a certain number of days each month may be dropped. If child misses school frequently without a valid reason, we notify RCPC. When your child is out due to medical reasons, provide us with a medical excuse from child's physician. If your child will be out for more than 1 day for any reason, please call us. NCPK is an educational program that helps your child learn necessary skills to succeed in school; NOT childcare to be used as a convenience. If you want childcare, please ask for info (DSS, subsidized care, other local facilities, etc.)

**Assessments & Conferences:** Your child will be assessed throughout the year. We will assess your child using the DIAL assessment tool (a screening for early identification of potential learning problems) within a few weeks of your child's first day of school. We will also assess your child throughout the year using TSG, Portfolios, Benchmarks, etc. We will use information from these assessments to plan individualized instruction for children. Families should review all assessment information & return the Family Signature form attached, if applicable. Families may be asked to complete questionnaires about their child; these need to be returned to us ASAP so we may use this information to help plan instruction, determine assessment scores, etc. Conferences will be scheduled with families to discuss questionnaires & assessment results. If you would like to schedule and/or reschedule a conference for any reason, please call us.

**Meals:** The time at which we serve meals/snacks, including breakfast, is posted & available for families. Having your child at center at breakfast allows opportunity to eat beginning the day's activities! Meals & snacks are free of charge.

**Religion:** We do not require any child to participate in any religious activities, nor do we use NCPK funds to purchase religious services, materials, etc.

**Graduation & Caps/Gowns:** NCPK Graduation usually takes place late May/early June. We will inform you as date & time is set. Your child may be wearing a cap/gown (or equivalent) during ceremony. You are not required to purchase these; we will loan a cap/gown for your child to wear. Any loaned grad. attire will need to be returned immediately following ceremony. You may purchase graduation attire (approx. \$25 - subject to change based on retail price). Info about exact cost & due date will be given before we order attire. Your child will not be able to participate in graduation ceremony if: (1) You owe an outstanding balance (i.e. late fee); (2) During any month, your child did not attend at least 50% + 1 day of NCPK (unexcused).

**Kindergarten Registration:** During NCPK, you will need to register for Kindergarten (usually in Spring/Summer). This should be done BEFORE start of next school year. Please contact local school board, where your child will be attending, for most accurate & up-to-date info regarding registration. We will also provide you with info pertaining to registration throughout the year.

### Meals/Snacks

All of our meals/snacks meet USDA nutritional guidelines recommended by the Division of Child Development Early Education and DHHS. Meals & snacks are free of charge.

Menus for week will be posted in the kitchen foyer. If a meal/snack needs to be changed by us for some reason, we will note this on the menu. All meals/snacks meet USDA Child & Adult Care Food Program requirements.

Families of Infants: We provide one kind of infant formula for children up to 12 months of age. Please see Director for more information. Baby food must be in original unopened jars. The jars must have child's name and current date written on them by parents. Any uneaten food will be discarded. All baby bottles and caps must also have child's name and current date on them (written by parent). The DHHS will not allow the use of sippy cups in our center. We teach children drink from small disposable cups unless there is a physical handicap that prevents this. Children are not permitted to bring outside food into facility unless food is commercially prepared AND there is enough for everyone in class. If not, please have your child consume his/her food away from facility.

### Meeting Individual Nutrition Needs

If your child has a food allergy, we may have to make a food substitution of equal nutritional value. Please ask staff for a Meal Modification Form (to be completed by child's physician) so we can make appropriate food substitutions. Our menu can be altered for your child for religious reasons &/or medical reasons. Religious reasons: We will have to have a letter from parents/guardians stating the reason why a food or food items cannot be served-along with the parent/guardian signature. Medical reasons, including allergies: A Medical Modification Form provided by us will need to be completed by child's physician in order for us to change, substitute, or omit any food noted on our menu.

### Cleaning Schedules

We strive to maintain a clean facility. Therefore, our staff will do the following:

Daily: Sweep and mop floors/vacuum; Clean all bathroom fixtures with disinfectant; Empty bins with empty food containers and food; Clean the kitchen fixtures with disinfectant; Clean furnishings and supplies; Sanitize toys which have been "mouthed" by children; Clean bunny cages/inside animal cages; Repair/replace broken furnishings and/or supplies; Whatever else needs to be done

Weekly: Clean ceiling fans and air vents; Clean glass doors/windows; Clean baseboards and foyer furnishings; Clean the fish tank; Clean cots/mats; Whatever else needs to be done!

Monthly: Clean and repair walls, rugs, inside doors, etc.; Anything else that needs it!

### Emergency Childcare Provisions & Assumption of Risk and Liability

During the event of an area-wide crisis or emergency (natural disaster, pandemic, etc.), we reserve the right to put into place temporary policies based on the situation at hand. In the event that we enact our "Emergency Childcare Provisions", these policies will be posted in our lobby for reference. These temporary policies may be changed at any time during the crisis or emergency. In the event of an area-wide pandemic, we will put in place preventative measures to reduce the spread of the virus/illness and will follow all state health and sanitation requirements; however, we **cannot guarantee** that you or your child(ren) will not contract the noted virus/illness (Influenza, COVID, etc.). Attending our facility may increase your risk and your child(ren)'s risk of contracting the virus/illness; therefore, by attending our facility during an area-wide pandemic, you are assuming all risk and liability associated with the virus/illness.

### Current DCDEE Policies & Childcare Requirements

We will always follow the current DCDEE childcare requirements, policies, and procedures for or current childcare license status/rating. These requirements can change at any time from DCDEE; therefore, it is important to stay up-to-date on DCDEE childcare requirements & policies. These can be found on their website at <https://ncchildcare.ncdhhs.gov/>

### Facility Closings

Our yearly holiday closings are posted on door & family board. Because situations beyond our control could arise at any time, we reserve right to close childcare for any reason at any time, with little/no prior notice. All childcare closings are subject to change at any time. No refunds or discounts are given for classroom or facility closings.

## Discipline & Behavior Management Policy

### Teachers/Staff:





- Use age-appropriate behavior management & discipline techniques for children
- Help children learn and develop values through praise & positive reinforcement; Explain things to child on eye level and in understandable terms
- Model appropriate behaviors for children; Abstain from any physical and/or verbal abuse
- Set limits & provide age-appropriate discipline for inappropriate behavior; Understand children's desires & needs are important & listen to children
- Take proper steps to minimize injuries & prevent inappropriate behaviors; Communicate with parents frequently
- Use time-out as last resort; one minute per child's age (allow children to separate themselves from group as needed)
- Provide positive guidance, adequate supervision, appropriate interactions, & age-appropriate discipline techniques at all times
- Do NOT deny food, drink, bathroom or rest privileges; Do NOT confine children to locked rooms or closets
- Do NOT give children authority to discipline other children; Do NOT talk about child's family in a negative manner
- Use acceptable versus unacceptable techniques to handle children & prevent injuries
  - Steps staff members may take in order to prevent injuries to children, but are not limited to: Close supervision; Maintaining staff/child ratio; Having simple classroom/playground rules which children can understand; Reinforcing rules by asking children to repeat rules; Using redirection; Asking children to problem solve by coming up with ideas and ways to prevent injuries; Keeping furniture, toys, materials, etc. in good repair; Using child size furniture, etc.; Maintaining a clean & organized environment; Discarding broken equipment, toys, etc.; Keeping first aid kit available; Locking up medications, aerosols, cleaning products, etc.; Covering electrical outlets
  - Staff members are prohibited from engaging in the following: Shake, hit, slap, push, shove, pinch, etc. any child; Allowing children to shake, hit, slap, push, shove, pinch, etc. each other; Refraining from taking precautions which may prevent injuries to children (refer to the above section); Non attentiveness to any sign or gesture that a child may be in pain or hurt

**Parents:** Tell teachers about any disruptions/changes in child's life; Talk about any inconsistent behaviors; Communicate frequently & discuss any concerns; You are a role model for children. Please set a good example.

### What is Time-Out?

Time-out is the removal of a child for a short, appropriate period of time from a situation. This area is located away from classroom activities but within sight of teacher. During time-out, child has a chance to regroup & reflect. Teacher will discuss appropriate behaviors with child before he/she returns to group. Children are allowed to remain separate from group, if they desire.

### Classroom Management

<b>H</b>	Help with loving hands! Hands are to be used for helping others.	
<b>U</b>	Use your calming voice! Unless a child has a hearing impairment, keep volume low and tone calm.	
<b>T</b>	Tame the tongue! Calmly say what you need to say using helping words.	
<b>S</b>	Supervise closely! Keep your eyes on the children.	

### Behavior Management

#### Deal & Discuss

- **Deal** with the situation in an appropriate manner (HUTS) & **Discuss** issues with the child/children.

#### Redirect & Review & Repeat

- **Redirect** child/children away from source of frustration. Do not set time limits for children to stay in any area
- **Review** calming techniques, such as "calming breaths", with the child & **Repeat** as necessary.

#### Contact & Conferences

- **Contact** office staff if issues with child continue after the above steps have taken place. (Be sure to document!).
- **Conferences** with the child and/or families may be arranged by office staff. If office staff feels child may hurt himself/herself, others, or property: family will be called to pick up the child immediately. Date child can return to facility will be determined by office staff.

- All staff members have a duty to report the following: (Reference: NCGS. 7B 301 & NCGS. 105.4): Suspected child abuse AND/OR child neglect. Child maltreatment; Death or dependency due to child maltreatment. DCDEE contact #: 919.814.6300. Robeson County DSS contact #: 910.671.3500.
- Definition of abuse and neglect: "Any recent act or failure to act on the part of a parent or caretaker, which results in death, serious physical or emotional harm, sexual abuse or exploitation"; or "An act or failure to act which presents an imminent risk of serious harm."
- Types of Maltreatment: neglect, physical abuse, sexual abuse, and emotional abuse or neglect
  - Signs of possible physical abuse include, but not limited to: Bruises or injuries to child which does not match child's explanation; Burns, especially from cigarettes, that can't be explained; Injury marks that have a pattern, like from a hand, belt, or other objects; Injuries that are at different stages of healing; Medical or dental issues that go untreated
  - Signs of sexual abuse may include, but not limited to: Avoiding a certain person for no clear reason; Running away from home; Bruising or bleeding around the genitals; Genital itching or burning that might cause problems walking or sitting; Pregnancy, especially for children under 14 years old; Sexually transmitted diseases; Sexual activity or knowledge that people usually have only when they're older; Refusing to change clothes in front of others; Bloody, torn, or stained underwear
  - Signs of emotional abuse may include, but not limited to: Constant worry about doing something wrong; Stomachaches or headaches with no clear cause; Speech problems or delays; Extreme behavior (i.e. being way too obedient or way too demanding); Delay in learning & emotional development; low self-esteem; depression; Doing poorly in school
- Staff members & Administration/designated staff will:
  - Report any suspicions of child maltreatment immediately to director/designated staff member, local agencies/authorities, state agencies/authorities, etc.; Immediately notify the proper investigating authorities in the event of suspected child maltreatment.
  - Appropriately respond to all reports of inappropriate discipline, care, or treatment of children.
- Staff members will notify administrators & parents when an incident occurs requiring additional care & attention.
- Administration will ensure proper discipline & behavior management techniques are being implemented by staff through frequent monitoring.
- Staff members can confidentially report, without fear of reprisal, any observations or suspicions of co-worker' inappropriate discipline, care, or treatment of children. Any staff who witnesses or believes another staff member is not following DCDEE and/or facility guidelines, requirements, & policies is to report this concern to administration, designated staff member, &/or owner immediately. Failure to report any inappropriate actions by another staff member may result in being written up &/or possible suspension or termination of employment.
- Staff can notify administration of concerns in a timely manner, including when administration is off premises. Administration is available, in-person &/or via phone; telephone numbers are posted throughout facility & given to all staff members.
- Administration response to all reports of possible inappropriate discipline, care, or treatment of children includes gathering information of the claim by admin/designated staff (interviewing other staff, interviewing parents/guardians, reviewing camera footage if available, etc.). Admin/designated staff will report any inappropriate behaviors/actions to the proper local and state authorities/agencies as required. Allegations that do not rise to the level of child maltreatment are not required to be reported; however, suspicion of child maltreatment will be reported immediately.
- Failure to follow facility and DCDEE policies, rules & regulations may result in being written up, &/or possible suspension, &/or termination of employment.
- NOTICE: IF a child's behavior creates an unsafe environment/threat to individuals &/or property, childcare students may be terminated immediately; legal guardians may be required to sit with child during entire day to help with these behaviors/actions; pre-k will follow requirements

## **Supervision & Care of Children Policy**

### **Arrival/Departure from facility:**

- Upon arrival, designated staff member/floater will visually supervise children entering their classrooms and being greeted by classroom teachers in the morning. Teachers will sign children in for the day.
- Upon notice that an authorized adult is present to pick up child, designated staff member will accompany child to adult and sign child out for the day.

### **Toileting:**

- Don't allow children to use bathroom unsupervised; utilize the designated staff member/floater to help children in the bathroom while maintaining staff/child ratios

### **Playground:**

- Maintain staff/child ratio at all times; Scan all areas of the playground constantly; supervise blind spots
- Ensure all children left the classroom & entered playground (before closing the classroom door) using Sign In/Out sheet
- Walk around all areas of the playground; Insist children use playground equipment safely; Enforce playground rules
- Monitor doors, gates, etc.; Gates must latch securely and fences should not have gaps under which children can climb.
- Children are to remain outside with the teacher unless another staff member takes responsibility for the child
- Use Sign In/Out sheet before re-entering the building to ensure all children are present
- Use Sign In/Out sheet once inside the classroom (before closing classroom door) to ensure all children made it safely inside

### **Combination Groups & Transitions:**

- All children are to be signed in to classroom for day by classroom teacher. If/when a child is moved to another classroom, he/she is to be signed out on teacher's Sign In/Out sheet. Teacher who is assuming responsibility for child shall sign child in on classroom teacher's Sign In/Out sheet at time child is moved into classroom. Admin/designated staff will be in charge of moving children from one area /teacher to another using roster/head count.
- Group size and staff/child ratios shall be adhered to at all times.
- Use Sign In/Out sheet during transitions from one area to another &/or one caregiver to another to ensure all children are present at all times. Head counts.

### **Meals/Snacks:**

- Designated staff/floaters will be available to help teachers with meals/snacks supervision when necessary. Staff/child ratios are to be maintained.
- Teachers who serve infants, toddlers, & young children shall remain within arm's length of the children & visually supervise children as they are eating/drinking. Teachers of preschoolers & older children shall visually supervise children at all times during meals/snacks.

### **Nap/Rest Time:**

- Position children so each can be seen by a teacher; Children's heads remain uncovered so visual supervision is adequate.
- Maintain staff/child ratios; Don't leave the classroom unattended at naptime

### **Teacher Breaks/Tasks Outside Classroom:**

- Teachers have access to a walkie talkie system & designated staff/floaters whenever they need to leave room. Teachers must wait until designated staff/floater has entered room before leaving the room. Before leaving classroom, teacher must confirm with floater children present in room & elsewhere (bathroom, services, etc.) using Sign In/Out sheet.

### **Classrooms:**

- Don't allow children to leave classroom unattended for any reason (bathroom, visit next door, run errands, run greet parent, etc.)
- Teachers should routinely scan classroom as a whole to be aware of any problems developing. If two or more teachers work together in same room, encourage a cooperative approach to this responsibility. Arrange activity centers & furniture in room so children can be easily supervised at all times
- Never leave infants or babies unattended on changing tables. Locate supplies at the changing area, and position the changing table so that the caregiver can visually supervise children at all times.

### **Policy Adherence:**

- Admin/designated staff member shall routinely, throughout the day, visit classrooms & all other facility areas (inside & outside) & use camera system, if available/applicable, to ensure all staff are following policies & procedures
- Staff will review policies monthly; All staff members (including new staff) will adhere to Orientation Requirements as outlined by DCDEE

### **Incidents:**

- Admin/designated staff shall be notified immediately whenever an incident of any nature occurs (biting/other injuries, etc.); Duty of designated staff to inform Director if Director is not present at time of incident via text message, phone call, etc.
- Admin/designated staff shall notify the parent /guardian in accordance with the Emergency Care Plan.
- Admin/designated staff shall comply with Emergency Care Plan in cases of injury, & staff members responsible for care of child at time of injury shall complete an Incident Report. Incident Reports are to be signed by parents/guardians, and copies of Incident Reports shall be made available to parents/guardians.

**Failure to Comply:** Failure to comply with policies may result in being written up, &/or possible suspension, &/or termination of employment.

*Administration will utilize all current policies & procedures to ensure proper supervision, care, discipline & behavior management techniques are being implemented by staff. Supervisory staff members will visit each classroom & monitor staff members' implementation of all policies & procedures. There will be a periodic review of the policies & procedures with all staff members, including review in orientation of new staff before they assume child care responsibilities. Policies reviewed monthly.*

**We reserve the right to change any information, including fees, in this handbook.  
See family board &/or door for updated facility information & changes.  
See DCDEE website for updated childcare policies.**

*We are a drug free & tobacco free facility. The use of drugs &/or tobacco is not allowed on premises. Audio &/or video recordings may be in progress at all times on premises. Cottonwood & Wee Farm are equal opportunity providers for USDA & CACFP.*

**Welcome to Cottonwood Pre-Elementary/Wee Farm!!**



## Cottonwood & Wee Farm Family Signature Handbook Page

### Summary of Family Handbook:

- Children must arrive before 8:30 am unless the family provides a doctor's note. Arrival/Departure: staff will escort child to/from door. We have an open-door policy - parents welcome inside at any time. See Family Involvement/Participation Plan posted for family involvement opportunities. We use approved curriculum & assessments as required by DCDEE. See door/board for all facility policy & procedure changes/updates.
- Parents/Guardians are responsible reading, completing & returning all forms as required & are responsible for keeping facility updated on current contact info (phone, email, etc.). Current Health Assessments & Immun. Records due on 1<sup>st</sup> day; if not provided within 30 days, child cannot return until this info is provided. No exceptions.
- See facility for specific hours and schedules the facility is currently operating (posted). Closings are subject to change at any time with little/no prior notice. No discounts/refunds.
- Fees: late pick-up, payments, return item, registration, etc. Fees posted & subject to change. NO REFUNDS.
- Payment is due before childcare services are rendered. MyProCare Portal is used for all account balances/info, financial documents, etc. (not provided in-person). Payments/fees are for slots, not attendance. We charge current childcare market rates.
- Appropriate & adequate supply of wipes, diapers, clothes, etc. must be provided by families for child to attend. Two changes of clothes kept at facility (provided by families) for children at all times. Label all items; No jewelry. Outside playtime is required by DCDEE. All children, unless prohibited by extreme weather or other dangerous conditions, will play outside daily - dress children accordingly.
- Meals/snack times will be served during posted meals/snack serving times. Menus posted. Children will be served food shown on menu. For allergies & substitutions: a medical form completed by child's physician is required & kept on file. No outside food is allowed at facility UNLESS it is commercially prepared AND enough for all children in class.
- Only life-saving medicine, such as an epi-pen, will be administered to children by staff. All medicine, other than life-saving, must be given to child by family members. Ointments may be applied, but only after a medicine form has been completed, signed, and returned to us.
- Sickesses: Do not send children to school sick. For safety of others, we reserve right to call home if children are sick or not acting like their normal self (& we can specify time/date in which child can return to childcare).
- NOTICE: IF a child's behavior creates an unsafe environment/threat to individuals &/or property, childcare students may be terminated immediately; legal guardians may be required to sit with child during entire day to help with these behaviors/actions; pre-k will follow policies/procedures set forth in requirements manual.
- Pictures for Social Media & Advertisements: unless specified in writing otherwise, by signing below, you agree for your child's picture to be used by facility for ads/promotions/social media, etc. at any time
- **We reserve the right to change information in this handbook & policies/procedures. It's parent/guardians' responsibility to read/follow updated info. See board/door for updates, fees, policy changes, etc. We follow current DCDEE requirements, policies, procedures found on their website <https://ncchildcare.ncdhhs.gov/>**
- Acknowledgment Statement: *I have received, read & understand the following current & updated Policies/Procedures - Application packet, Parent Handbook, Discipline, Supervision & Care, Safe Sleep, Center Operations, NC Child Care Laws, Prevention of Shaken Baby & Abusive Head Trauma, Family Participation Plan, Notification of Smoking/Tobacco Restrictions, & all other policies, procedures, & forms. We do not participate in any aquatic activities (as defined by DCDEE).*

Please sign and return this page to office staff confirming that you have received and read this family handbook & agree with above.

Parent Name/Signature: \_\_\_\_\_ Today's Date: \_\_\_\_\_

Child(ren)'s Name(s): \_\_\_\_\_ Date of Birth: \_\_\_\_\_

***We are a drug free & tobacco free facility. The use of drugs and/or tobacco is not allowed on the premises.***

***Cottonwood and Wee Farm are equal opportunity providers for USDA & CACFP. We are a private facility, which has the right to terminate and/or refuse childcare services at any time for any reason. Audio and/or video recordings may be in progress at all times on the premises. Doors locked at all times for security purposes - PARENTS/GUARDIANS are ALWAYS welcome & encouraged to come inside at any time.***