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## WELCOME

We are glad you have chosen Wescare Center for Children for your child's academic, physical, and spiritual guidance program.

Parents are encouraged to visit the Center with their children prior to the first day of child care. This gives the staff and child an opportunity to meet and get to know one another. It also makes separation on the child's first day easier for both parent and child.

This handbook should answer most questions you have regarding our Center. Please feel free to talk to your child's teacher or the Director at any time.

## HISTORY

Before the late 1960's and early 1970's, working mothers in Troy, North Carolina had to rely on individuals to care for their children-either in their homes or in the homes of the caretakers.

Realizing a real need for Christian care and instruction, First Wesleyan Church surveyed the area (by means of the local radio station, the Montgomery Herald and a questionnaire to church members) in the early 1970's for an interest in such a facility. Thirteen positive responses were received. The Local Board of Administration of the church, with congregational approval, felt this was enough interest to appoint a team to pursue the formation of such a facility. Visits were made by this team to existing centers in larger cities, information on regulations were secured from the Division of Child Development in Raleigh, local plans were shared with the District Board of Administration of the North Carolina East District of the Wesleyan Church of which First Wesleyan Church, Troy, is affiliated.

As a result of their findings, policies, procedures and By-Laws were written. A Board of Directors was selected to be made up of the Pastor, the Director, a representative of the Local Board of Administration and three members from the congregation. These three would rotate off the Board alternately every three years so that only one new member from the congregation would serve each year.

Members of the first board were T. Wayne Preusz (pastor), David Murphy (LBA representative), Lawrence Burrow, Farley Deaton, Velvin Kelly (congregational representatives) and Gwen Poole (director), who was a non-voting member.

With preliminaries out of the way, Wescare Center for Children opened in August 1975 in the church facility at 441 Eldorado Street with four babies and three children over two years of age. Infants were housed in the church nursery as they were required to be separated from children over two years old. The children over two years were located in Wesley Hall (the church fellowship facility). Tuition was \$17.50 per week.

Gwen Poole was appointed director and she also worked with the children over two years. Grace Harris and Dorothy Dennis shared responsibilities in the nursery. Lanie Deaton prepared food for meals and snacks.

Children enrolled in August 1975 were:

Nursery - Joe Don Harris, Amy Holder, Laura Jordan, and Phillip Luther.

Over two years- Shannon Green, Kim Hendren, and Sheridan McIntosh.

Because of a steady increase in enrollment, Rachel Preusz was hired to help with the older children. Terrie Thomas was hired to work with the two and three-year olds. In November that group was divided into two groups - two and three-year olds and four and five-year olds.

In January 1976, the A BEKA Book Curriculum was introduced for use with the children over two years.

In the fall of 1976, Sue Kelly taught the first five-year-old kindergarten class with five students; Kenny Garner, Sheridan McIntosh, Michael Norris, Michael Thompson, and Amy Treece. In the fall of 1977 she had nine students and the parents of seven students requested the Wescare Board to continue to offer the A BEKA Book Curriculum with additional grades. To honor this request, the first grade of Wescare Day School (name changed later to Wescare Christian Academy) was started with Diane Hooter as the first grade teacher. Her students were Gina Blankenship, Brian Epps, Tessa Haithcock, Dana Harris, Andrea Hilderbrand, Brian Murphy and Paula Pruesz. Subsequent grades were added annually through the fifth grade.

In 1978 the church moved to its new facility on Highway 134 North and the day care was able to avail itself of much additional space serving infants through four-year-olds and offering after school care to school age children. Currently Wescare Academy and the Wescare Afterschool program are located at the First Wesleyan church facility on Hwy 134 North.

Wescare Center for Children continues to offer a childcare and preschool program using a Christian curriculum called Abeka.

## STATEMENT OF PHILOSOPHY

Wescare Center for Children welcomes families of all faiths, creeds, and ethnic origins to its programs. The programs of the Center arise from a common desire for excellence in meeting the needs of children and their families for nurturing, growth development, relationships, understanding, and spiritual guidance.

While Wescare operates programs which are individualized in their goals and objectives, each program forms its specific aims within the context of these principles.

### WE BELIEVE.....

- the home is the most important factor in the child's development. We will always strive to support and complement the family in order to promote the healthy development of children and parents.
- the dignity and worth of each child and family is important.
- loving, trusting, and respecting each child makes that child capable of loving, trusting, and respecting others.
- each child should be helped to have a positive self-image.
- it is important to meet each child's needs for physical, social, emotional, and intellectual growth.
- the needs of the children change as they grow; that programs must respond in content and structure by using the best techniques in human development.
- children deserve a nurturing, safe and happy environment which promotes their natural curiosity and desire to learn.
- children deserve to have teachers who are capable and caring and whose values enable them to be excellent role models.
- each child should be helped to find their own goals and use them to the best of their ability.
- Children should be accepted regardless of race, color, sex, religion or national origin.

## **PROGRAM**

The children are introduced to a balanced program of interaction with friends in both teacher-directed and child-directed experiences. The daily schedule includes free choice of time spent in the learning centers, group times for creative movement, music, storytelling, and dramatization. Field trips are also a part of the 3 and 4 year old children's experiences.

The program we pursue is geared toward helping children develop habits of observation, questioning and listening. It gives each child an awareness of one's own feelings and of one's right to express those feelings, sometimes channeling them into more appropriate means of expression. The children learn they are free to make choices as long as they stay within the limits of consideration for other people and things. Children are treasured for their uniqueness and individuality and are encouraged in self-expression. Such an open-minded program prepares children to utilize their intellectual and creative abilities for future learning tasks.

Our program is child-centered and based upon the belief that every child can learn. Our approach is individualized to meet each child's needs and interests. Each classroom is organized with centers for creative art, literature, science, dramatic play, and cognitive and small motor development. These centers encourage re-enactment of life's roles. The environment is planned to stimulate imagination and creativity, socialization, and exploration and discovery, while challenging the use of muscles important to developing bodies.

For our infants and toddlers under two year old, we use the active learning curriculum, where children learn by using a "hand's on" approach and include religious songs and activities. We teach the ABEKA curriculum to our pre-school children two to four years of age. Our curriculum is bias-free and developmentally based, focusing on the individual child's social, emotional, intellectual and spiritual needs. This includes scripture memorization, bible stories, pledges to the bible, Christian and American flags.

We are committed to working closely with parents toward the welfare of the whole family. Parents are welcome to visit Wescare at any time, prior to enrolling your child and during your child's time here.

## **CODE OF ETHICAL CONDUCT**

Standards of ethical behavior in Early Childhood Education are based on commitment to core values that are deeply rooted in the history of our field. We have committed ourselves to:

- Appreciating childhood as a unique and valuable stage of the human life cycle.
- Basing our work with children on knowledge of child development.
- Recognizing that children are best understood in the context of family, culture, and society.
- Respecting the dignity, worth and uniqueness of each individual (child, family member and colleague).
- Helping children and adults achieve their full potential in the context of relationships that are based on trust, respect and positive regard.

Childhood is a unique and valuable stage on the life cycle. Our paramount responsibility is to provide safe, healthy, nurturing and responsive settings for children. We are committed to supporting children's development by cherishing individual differences, by helping them learn to live and work cooperatively and by promoting their self esteem.

Ideals:

- To be familiar with the knowledge base of early childhood education and in-service training.
- To base program practices upon particular knowledge in the field of child development and related disciplines and upon particular knowledge of each child.
- To recognize and respect the uniqueness and the potential of each child.
- To appreciate the special vulnerability of each child.
- To create and maintain safe and healthy settings that foster children's social, emotional, intellectual, physical and spiritual development.
- Above all, we shall not harm children. We shall not participate in practices that are disrespectful, degrading, dangerous, exploitative, intimidating, psychologically damaging, or physically harmful to children.

## OPPORTUNITIES FOR PARENT PARTICIPATION

Pre-enrollment visitation is recommended for all families. This will give the director the opportunity to become familiar with your family and your child. At this time your entire family will be able to view our facility and meet your child's teacher. This is a great opportunity to learn about our program and address any questions or concerns anyone may have. Pre-enrollment visits will help ease the separation anxiety that some children experience.

Parent participation is strongly encouraged at Wescare. We provide several opportunities each year for parent involvement. These include birthday parties, July 4<sup>th</sup> parade, graduation, special dinners, field trips, etc.

We welcome and encourage telephone calls from parents. It is very helpful to have ongoing communication with you. However, when the students are in the classroom, it is very difficult for the teachers to accept telephone calls. We will do our best to relieve teachers to take phone calls or get them a message to phone you back. This gives parents and staff the opportunity to keep each other informed of your child's needs and progress. Parent/Teacher conferences may be requested by the parent or teacher and scheduled by the Director.

You do not need an appointment to visit your child's classroom, but we do ask that you let administration know that you are visiting. Since we do teach a curriculum, please get a class schedule from your child's teacher so their learning time will not be interrupted.

Please be sure to check your child's cubby daily as important information about your child's day or news about our center may be located there. We feel it is important to keep the lines of communication open between parent and teacher as communication in childcare is key for your child's education.

If you need information or have a concern, please call the Center and request a conference with the Director. If for some reason the Director cannot furnish the information you need or is unable to answer your concern, she will schedule a meeting for you with the Wescare Board of Directors.

## BIRTHDAY'S AND SPECIAL OCCASIONS

Birthday parties may be held in your child's classroom. Please make arrangements in advance with your child's teacher. Special occasion parties (Valentine, Easter, Christmas, etc.) will be announced in advance.

**Due to Food Service Regulations, ONLY STORE BOUGHT ITEMS CAN BE SERVED TO THE CHILDREN. We encourage healthy snacks for parties such as yogurt, grapes, cheese, crackers, small cupcakes, etc.**

Please note, the state will not allow us to have latex balloons in any classroom. However, the mylar balloons are acceptable. Parents are encouraged to participate in these events.



## **AGE RANGE OF CHILDREN**

Wescare will serve children in our preschool program from 6 weeks through 4 years of age. Our school age program will be for children 5 – 12 years of age. The purpose of the Center is to provide a program of all day care for children, that is consistent with the highest quality of early childhood education.

Children will be placed into classrooms according to their date of birth. The infants and one-year-olds will graduate to the next class according to each child's physical development. The two through four-year-olds will graduate once a year in August (according to the public school calendar) because these programs run on a set curriculum.

## **ADMISSION TO WESCARE CENTER FOR CHILDREN**

The following forms must be completed and submitted before admission to Wescare Center for Children:

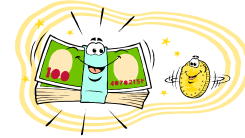
- Child's Application For Day Care
- Child's Medical Report
- Emergency Care Information
- Child's Immunization Record
- Discipline and Behavior Management Policy
- Relevant Permission Forms
- Financial Agreement
- Pick Up List
- Parental Agreement Form
- Child Food Eligibility Application
- CACFP Participant Enrollment Form
- Signed Safe Sleep Policy (only required for infants up to 12 months)

## **CHILD CUSTODY**

If a child is to be withheld from a parent, the parent having custody of the child must furnish the Center with a certified copy of the official custody papers for the child's file. If only one parent has custody of the child and the other is not authorized to pick up the child, the parent must advise the Center and provide the Director with a certified court order showing that the parent does not have visitation rights. A certified copy of the court order showing any change in custody must be given to the Director. It is strongly recommended that pick up locations for visitation with the alternate parent be somewhere other than Wescare. This will alleviate any confusion with dates and times or alternate arrangement that may be made between the two parties.

## PROGRAM FEES FOR PRESCHOOL AGE

- **Registration fee** - \$40.00
- **Drop In Fee** - \$30 per day.
- **Book fees:**
  - 2 years old - \$20 per year
  - 3 years old - \$35 per year
  - 4 years old - \$50 per year



Registration and book fees are due once a year. These fees are due upon enrollment or at the beginning of the school year on the last day of August. Fees are as follows:

➤ **Tuition fees based on the following sliding Fee Scale:**

- This sliding fee scale is available to all parents.
- Please refer to sliding fee scale policy on page 12.
- Applications must be completed, on file and determined eligible. Tuition rates will be determined based on the financial documents presented with the application and the following sliding fee scale:

**Scale based on Gross Monthly Family Income** (amount before deductions)

Rates effective January 1<sup>st</sup>, 2015

| Gross Monthly Income                     | Less than \$10,000 | \$10,000 to \$15,000 | \$15,001 to \$20,000 | REGULAR RATE More than \$20,000 |
|--|--------------------|----------------------|----------------------|---------------------------------|
| <b>Infant/Toddler</b>                    | \$125/wk           | \$130/wk             | \$135/wk             | \$143/wk                        |
| <b>Infant/Toddler (prepaid discount)</b> | \$115/wk           | \$120/wk             | \$125/wk             | \$133/wk                        |
| <b>2-years old</b>                       | \$120/wk           | \$125/wk             | \$130/wk             | \$133/wk                        |
| <b>2-years old (prepaid discount)</b>    | \$110/wk           | \$115/wk             | \$120/wk             | \$123/wk                        |
| <b>3- 5 years old</b>                    | \$120/wk           | \$120/wk             | \$120/wk             | \$123/wk                        |
| <b>3- 5 years old (prepaid discount)</b> | \$110/wk           | \$110/wk             | \$110/wk             | \$113/wk                        |

## PROGRAM FEES FOR SCHOOL AGE

- **For Wescare Christian Academy students please contact the school office for Rates.**
- **Registration fee - \$40.00**
- **Tuition fees based on the following sliding Fee Scale:**
  - This sliding fee scale is available to all parents.
  - Please refer to sliding fee scale policy on page 12.
  - Applications must be completed, on file and determined eligible. Tuition rates will be determined based on the financial documents presented with the application and the following sliding fee scale:

**Scale based on Gross Monthly Family Income** (amount before deductions)

### FULL TIME WEEKLY RATES

Rates effective January 1<sup>st</sup>, 2015

| Gross Monthly Income                        | Less than \$10,000 | \$10,000 to \$15,000 | \$15,001 to \$20,000 | REGULAR RATE More than \$20,000 |
|---|--------------------|----------------------|----------------------|---------------------------------|
| SUMMER                                      | \$75/wk            | \$85/wk              | \$95/wk              | \$110/wk                        |
| SUMMER<br>(prepaid discount)                | \$70/wk            | \$75/wk              | \$90/wk              | \$100/wk                        |
| BEFORE & AFTER SCHOOL                       | \$60/wk            | \$65/wk              | \$70/wk              | \$82/wk                         |
| BEFORE & AFTER SCHOOL<br>(Prepaid discount) | \$55/wk            | \$60/wk              | \$65/wk              | \$82/wk                         |
| AM ONLY                                     | \$25 / wk          | \$35 / wk            | \$45 / wk            | \$82 / wk                       |
| PM ONLY                                     | \$40 / wk          | \$50 / wk            | \$60 / wk            | \$82 / wk                       |

**An additional charge of \$6 will be added during the school season for days that schools are closed and your child needs all day care.**

### DROP IN RATES – per day

|                               |          |          |          |          |
|-------------------------------|----------|----------|----------|----------|
| DROP IN BEFORE & AFTER SCHOOL | \$15/day | \$15/day | \$15/day | \$16/day |
| DROP IN FULL DAY              | \$20/day | \$20/day | \$20/day | \$22/day |

# SLIDING FEE SCALE POLICY

Effective November 1, 2007

1. Applicants must complete the sliding fee scale application in the enrollment package.
2. The source and amount of the monthly gross family income unit must be verified and documented. The income unit shall apply to persons who reside in the same household and who, according to North Carolina law, are responsible for the financial support of the child whose eligibility for child care services is being determined.
3. You will be required to submit one of the following items from all employers of the family income unit:
  - the last four pay stubs
  - wage printouts for the previous four weeks with employers signature.
  - or the most recent IRS tax form (for self employment only)
4. When multiple pay stubs are provided, the administrator will add the pay stub amounts together and then divide the total by the number of stubs to determine the average amount earned per pay period. Weekly income is converted to monthly income by multiplying the weekly amount by 4.333 (the number of weeks in a month). If the applicant is paid every two (2) weeks, that income is converted to monthly income by multiplying by 2.167 (the number of bi-weekly periods in a month). When income is received twice a month, then the average pay period amount is multiplied by two (2). The monthly income amount is recorded on the application.
5. Upon completion of the application you will be notified by the bookkeeper where you fall on the scale. The amount of tuition you will be obligated to pay per week will be agreed upon by signing a financial contract.
6. **\*\* In order to receive the prepaid discount amount on the sliding fee scale, tuition payments are due in advance on the Friday before each week. This discount will only be applied to accounts with a zero balance.** *Please understand if you pay the discounted amount and were not eligible for the discount, it will cause your account to have a \$10 balance and you will not receive any more discounts until your balance is paid in full.*
7. **All accounts must be paid in full by the last day of each month. Failure to do so will result in the withdrawal of your child.** Your child will not be able to return to Wescare on the first day of the month if a balance is owing from the previous month.

## TUITION DISCOUNT OPTIONS

- **Sibling Discount:** \$10 per week. For more than one child enrolled in preschool.  
\$ 5 per week. For more than one child enrolled in school age program or one child in preschool and one child in school age program.
- **Prepaid Discount:** Any applicable prepaid discounts are applied to accounts paid in full and in advance. In order to receive the prepaid discount amount, tuition payments are due in advance on the Friday before each week.

**This discount will only be applied to accounts with a zero balance. Please understand if you pay the discounted amount and were not eligible for the discount, it will cause your account to have a balance and you will not receive any more discounts until your balance is paid in full.**

- **Scholarships.** Scholarship applications are available to 25 applicants each year (Sept. 1 – Aug. 31) whose families meet the criteria outlined on page 13 - 14 of the parent handbook and complete the application process. Scholarship amounts are as follows:
  - \*\* \$18 per week for infants and toddlers
  - \*\* \$13 per week for 2 year olds
  - \*\* \$3 per week for 3-5 year olds.
  - \*\* \$35 per week for School Age (Full-Time Summer Program)
  - \*\* \$22 per week for School Age (Full-Time Before/After School Program)

## SCHOLARSHIP POLICY

Effective January 1, 2015

1. Applicants must complete the scholarship application in the enrollment package.
2. A signature is required on the application verifying the fact that your family meet one of the following criteria:
  - a) The parent/guardian is employed by Montgomery County Schools, Montgomery Community College or any surrounding educational institutions as a teacher and does not receive any tuition assistance from any other source.
  - b) Are currently a grandparent raising a grandchild enrolled at Wescare Center for Children and does not receive any tuition assistance from any other source.
  - c) Any public safety officials such as law enforcement officers, fire fighters, emergency medical technicians (EMT's) etc., and does not receive any other tuition assistance from any other source.
  - d) The applicant is an active member of an evangelical church and does not receive any tuition assistance from any other source. A verification letter from the pastor of this church is required.

3. Upon completion of the scholarship application you will be notified by the bookkeeper the amount of scholarship to be awarded to your family. The amount of tuition you will be obligated to pay per week will be agreed upon by signing a financial contract.

Please make your payments directly to the office. Your child's teacher is not allowed to take tuition payments. A drop box is located in the lobby for your convenience. Unless you request a receipt, we will consider your check as a receipt. Receipts will be given for cash payments.

Payment by check is welcomed. However, in the event of three returned checks, payment thereafter can only be made in the form of cash.

**A returned check fee of \$25.00 will be added to your account.**

Because our program and licensing regulations require us to engage staff based on the number of children enrolled, we cannot refund tuition for days your child is absent. Tuition will also be due for holidays (see page 24) so that we can support our staff through the holiday seasons.

Childcare Tuition Receipts will be issued at the end of each year for income tax purposes. If your child is no longer enrolled, you may pick up your receipt at the office or call and we can mail your receipt to you.

## HOLDING FEE

Holding Fees are to place your child's name on our waiting list for the next available placement and only for the following situations:

1. Initial enrollment into our program (a two week notice of start date is requested) or
2. To hold a spot through the summer months only. Placement will be given first to the children enrolled at the end of the prior school year.

A holding fee of \$100.00 will guarantee the next available placement for your child in our program. This deposit will be applied to your account and deducted from your tuition upon enrollment. **However, if you choose not to enroll your child, this \$100 holding fee is non-refundable within the first 6 months.**

## DROP IN POLICY

If you would like your child to attend on a drop in basis there will be a fee of \$25 per day. A Registration fee of \$40 is required for children that attend on a regular basis. (The School-Age drop in Fee is listed on page 11.) Payment is required each day your child drops in. Due to possible scheduling conflicts, children can only attend on a drop-in basis at the discretion of the director. Drop in spots are not guaranteed each day. If your child's room becomes full after their arrival they may be placed in another room for the remainder of the day. This is to maintain the state regulated staff/child ratio. Changing from full time enrollment to a drop in status is considered a termination of full time enrollment. Therefore, the same two-week notice is required.

## WITHDRAWAL NOTICE

Upon withdrawal of your child, a two-week notice is required. The two-week fee will be charged regardless of your child's attendance through the duration of the notice. In the event that a two-week notice is not given, the appropriate fees will be charged to your account.

# ARRIVALS AND DEPARTURES

## WESCARE OPENS EACH WEEKDAY AT 6:00 a.m.

For your child's safety, we require that you or another authorized adult bring your child to their classroom each morning and get them settled. Be sure the teacher is aware of your child's arrival by signing the time on the clipboard in your child's room. Teenagers under the age of 18 cannot drop off or pick up your child.

If you are going to be away from your place of work for the day, be sure to leave a phone number where you can be reached in case you are needed for a medical emergency.

Please call the Center by 10:00a.m. if your child will not be attending that day or if your child will arrive after 10:00 am. This helps us in preparation for meal time.

## WESCARE CLOSES AT 5:30 p.m.

When picking up your child, be sure the teacher knows that they are leaving (this procedure is for your child's protection). Be sure to sign your child out of the Center.

**\*\* We kindly ask that all persons are out of the building at 5:30p.m. in order that our staff may exit at their scheduled time. Unless identified as an emergency by the director, Wescare will charge a penalty fee of \$8.00 for those parents arriving between 5:30p.m. and 5:45p.m. and a penalty fee of \$15.00 will be added thereafter. If a child is picked up late more than twice within a calendar month, the child will no longer be able to attend Wescare Center for Children**

If someone other than persons on the "Authorized Pick-Up List" is to pick up your child, a written note must be given to the teacher at the child's arrival. Please have that person bring picture ID and report to the office upon arrival.

**We cannot release your child to anyone that is not authorized!**

## CLOTHING

Children should dress comfortably, simply and suitably for the weather. We do engage in a number of "messy" activities that can get clothes dirty. We do not want to inhibit the children unnecessarily, so we ask you to send them in comfortable old clothes that they can play in without hesitation. Remember also that children will be playing outdoors, so be sure their clothing is sturdy and durable. We also ask that you bring in a change of clothes according to the season, (please be mindful to change these clothes as the seasons change) packed in a gallon size ziplock bag. These will be used if your child's clothing accidentally gets wet or soiled.

Tennis shoes are a good idea, because they can be cleaned and easily dried in case they accidentally get wet. **Cowboy boots, open toed, open backed shoes, or sandals are not permitted.** They are awkward for running and climbing and they can hurt your child or another child during active play. Our playground also contains mulch that gets in their sandals and can cause injury. Exceptions will be made for school age children.



## Policy on Jewelry

No necklaces or rings are permitted in our pre-school. Necklaces and rings are choking hazards. If your child comes in with one of these, the teacher will take them away. If your child is under two years of age and wears ear rings, we ask that you use the type with the screw-on studs. If a child were to lose an ear ring, it could be a potential hazard to any child that were to find it. If your child does not wear the correct ear rings, they will be removed for the safety of the class. **\*\* Wescare Center for Children is not responsible for any jewelry worn by children or brought into our school.**

## **ITEMS TO BE PROVIDED BY PARENTS For Preschool Children**

All children need an extra set of clothing left at the Center (shirt, pants, underwear, socks). Please place this set of clothing in a gallon size zip-lock bag with your child's name on it, and place this in your child's cubby or box.

**\*\*Label all clothing prominently with your child's name.\*\***

## INFANTS AND TODDLERS

If you have a child in the infant or toddler room, please make sure your child has an ample supply of diapers and baby wipes. The caregiver will provide you with a notice when the supply gets low, but ultimately it is the responsibility of the parent to make sure your child has enough diapers and wipes for the day.

Parents of infants should submit a daily feeding schedule to be posted in the room. This schedule should be updated as the needs of your child change. The teacher will provide you with a form upon your first visit to the Center.

The following items must be clearly labeled with your child's name: Bottles are required to be labeled with your child's name and date that the formula was prepared. Bottle caps, pacifiers, baby food jars, blankets, diaper bags, etc. should have the child's initials on them. If items are not clearly marked, they could be easily confused with another child's (sometimes two or more babies have the same colors or prints as others). Wescare will supply blankets for each child if needed, however any blankets brought from home must be taken home daily to be laundered.

Wescare will provide "Parent's Choice" formula for all infants upon your request. If you request the "Parent's Choice" formula please bring empty bottles with your child's name and date on each bottle. If you would rather your child have another brand of formula please bring your bottles already prepared for the day. Formula shall be mixed and prepared at home. Each bottle and premixed cereal container must be labeled with your child's name and the date-this is required by law. Bottles must have a cap and be ready to be placed in our refrigerator upon arrival. The bottle caps must at least have your child's initials. Please do not bring glass bottles.



## CHILDREN'S PERSONAL BELONGINGS

Show and Tell may be on Friday of each week at the teachers discretion. Your child may bring something to share with the class **on that day only**. Items of value should remain at home. All items brought into school should be labeled to avoid confusion among toys. Wescare is not responsible for any misplaced or broken personal items.

## NAP AND REST POLICY

Naps and rest are appropriate and necessary activities for children. Generally, rest time is one to two hours. This however, will depend on the age of the child.

Mats are provided for all children and cribs are provided for infants. Sheets are cleaned and changed twice a week.

Please see the Safe Sleep Policy enclosed with this handbook for children under 12 months. Security objects are to be kept in the child's cubby. Cloth items need to be kept in a ziplock bag in the cubby. If these objects are left at the center all week, please take them home on Friday to be laundered. (or sooner if soiled)

It is our policy that if a child falls asleep their body requires the rest. Therefore we will make no efforts to keep a child awake during this time. A child who has finished a rest or nap of 30 minutes or more will not be required to remain on a mat or in a crib. However, we do require they sit quietly as not to disturb the other children who are resting.

## OUTDOOR PLAY

It is a regulation of the Division of Child Development that all children (even infants) are exposed to fresh air daily. Unless it is below 35 degrees or it is raining, the children will spend some time outside everyday. **Your child should be properly dressed for the weather at all times (i.e. hats, mittens, and warm coats)**. If your child is unable to go outside for any reason, they are considered not well enough to participate in our entire program and therefore should not attend that day.

The infants and one-year-olds will also have some outdoor time in a stroller, buggy ride or on the playground. Please be mindful as the season's change, to change the extra clothes in your child's cubby to suit the season.

## MEALS AND SNACKS

Please do not allow your child to bring any food to Wescare. This is unfair to the other children. Outside foods are only allowed for holiday party days and birthdays, which are arranged in advance with the teacher. The state requires that only store bought foods may be brought into the center on these special occasions.



Children are served breakfast, lunch, and an afternoon snack. A copy of the Center's monthly menu is posted in each classroom and on the parent board near the office. A copy of this menu can be obtained at the office upon request.

We are contracted with the North Carolina Division of Women's and Children's Health through The Department of Health and Human Services. We must maintain their minimum requirements as well as the local center's policy concerning the consumption of foods. **Wescare Center for Children finds it in the best interest of all children to make no substitutions concerning food or beverages without written orders from a physician stating allergies or other conditions that would give medical reason not to serve children the items on our menu.** Wescare will provide an alternative meal for any child with special dietary needs. You will find the four basic food groups offered to every child each day including meals provided to children with special dietary needs. Our food service coordinator provides a variety of extremely tasty foods. The cost of meals is included in the tuition.

Each class, beginning with the one year olds, has a 30 minute allotted time period in which to enjoy this social time. Breakfast is served in the classroom for the children in our one and two year old program between 8:15 am and 8:45 am. Three and Four year old children are served in the Cafeteria between 8:30 a.m. - 9:00a.m. Please understand the importance of bringing your child prior to 8:45a.m. if you wish for him/her to eat breakfast. We will conclude breakfast at 9:00a.m.

If your child will be arriving after 10:00a.m., please call the center to order your child's plate for lunch.

## HAND WASHING

**Upon arrival at the center, please wash your child's hands thoroughly using soap and warm water for 15 seconds and dry them with paper towels.** Frequent hand washing with soap and running water is necessary to prevent the spread of disease. It is our policy that children and adults wash their hands before preparing or eating snack, before and after water play, after handling animals, after using the bathroom, coughing, and wiping noses. Our teachers are to set a good example and teach children how to clean their hands.

## TOILET TRAINING

Your child's teacher will be happy to assist you in potty training your child. When you feel your child is ready to be potty trained, talk to the teacher, but remember, this must be a team effort. It will not benefit your child and may cause confusion if you do not work with your child at home. You will receive a daily report card of your child's efforts.

If your child is ready to graduate into our three year old program but is not potty trained, they will not move up in August. We do not have the facilities or the staffing in these rooms to change children who are not potty trained. Children will need to be completely potty trained, this includes proper wiping of themselves, for at least two weeks prior to moving into our three year old program in August.

## CLEANING DUTIES

Wescare employs a janitor to clean our facility every evening. His duties include sweeping and mopping all floors, disposing of the trash from every room, sanitizing all washrooms and cleaning laundry. Carpets are professionally cleaned every six months. Staff are required to maintain cleanliness in the restrooms at all times. The sheets from nap time are cleaned on a daily basis. Staff are required to take these items to the laundry room each evening. They are to sweep their floors and sanitize the changing tables between each use. They are required to wash the child's hands as well as their own hands after each diaper change or potty time. Unannounced room inspections are done by the administration to ensure these duties are completed.

## MEDICAL RECORDS

Medical and emergency information must be on file before your child can enter the Center. If you change your address, telephone number, or work number please notify the center. All medical, emergency and immunization records must be kept current. Please keep your child's teacher informed of shots your child has received as children sometimes have reactions to their shots. We are required by the state of North Carolina to keep current copies of these immunization records on file.

Listed below are the immunizations required by the State of North Carolina.

### By this Age

|                   |         |         |           |         |         |          |  |
|-------------------|---------|---------|-----------|---------|---------|----------|--|
| 3 Months          | 1 DTaP  | 1 Polio | 1 Hib     | 1 Hep B |         |          |  |
| 5 Months          | 2 DTaP  | 2 Polio | 2 Hib     | 2 Hep B |         |          |  |
| 7 Months          | 3 DTaP  | 2 Polio | 2-3 Hib   | 2 Hep B |         |          |  |
| 12 - 16 Months    | 3 DTaP  | 2 Polio | 3-4 Hib   | 1 MMR   | 2 Hep B | 1 Var*** |  |
| 19 Months         | 4 DTaP  | 3 Polio | 3-4 Hib   | 1 MMR   | 3 Hep B | 1 Var*** |  |
| 4 Years and Older | 5 DTaP* | 4 Polio | 3-4 Hib** | 2 MMR*  | 3 Hep B |          |  |

\* Children must receive their last DTaP and MMR before they start kindergarten and after age 4.

\*\* Children beyond their 5<sup>th</sup> birthday are not required to receive any Hib vaccine.

\*\*\* Vaccination required unless documentation of disease history. Acceptable documentation is a letter from the child's parent, legal guardian or physician stating approximate date or age of child's infection.

### Vaccine Tips

DTaP - **Diphtheria, Tetanus, and acellular Pertussis** are sometimes written as DTaP or DTP. If it is written as DT, ask for a doctor's note stating why DT was used instead of DTP.

Children age 7 and up receive Td, not DTP, DTaP or DT

Polio - May be written as either OPV, IPV, Sabin Polio or EIPV. Children who receive the third dose of polio after age 4 do not need a fourth dose.

Hib - **Haemophilus influenzae type B** may be written by itself or with DTP, such as DTP/Hib or Tetramune. Children receive up to 3 - 4 doses of Hib, depending on the type of Hib given. Also, if a child got one dose of Hib on or after age 15 months, whether the Hib was by itself or with DTP, no more Hib vaccine is needed.

MMR - **Measles, Mumps and Rubella** is a 3-in-one shot and must be given no earlier than the 1<sup>st</sup> birthday and before 16 months of age.

Hep B - **Hepatitis B** is required for children born on or after July 1, 1994.

Var - **Varicella (Chickenpox)** is required for children between 12 and 19 months of age who were born on or after April 1<sup>st</sup>, 2001.

## CHILD ILLNESS

If a child shows evidence of any contagious disease, fever, or nausea, we will immediately call you and inform you of his/her illness. According to the severity of the illness, we will request that you have someone pick up your child. We do not have facilities or personnel to care for sick children. When called, you or an alternate person are expected to pick up your child **IMMEDIATELY**. There are no exceptions to this rule. This is to protect the health of your child, his/her teacher, and his/her classmates. We appreciate your cooperation in this matter.

Minor injuries will be treated with soap, water, ice pack and Band-Aids. Should there be a serious accident, parents or other persons listed on the emergency form will be contacted. If no one can be reached, we will call the physician you have listed and/or transport your child to the nearest medical facility.

The following criteria will be considered in determining if your child must go home:

- Temperature of 101 degrees or more
- Inflammation of the eyes
- Have sudden onset of diarrhea with increased stool water
- Have scabies or lice
- Have an unknown rash

After your child has been ill, it is important to adhere to the following guidelines when determining whether or not your child is ready to return:

- Mood, appetite, behavior and activity are normal again.
- No fever for 24 hours or more.
- Antibiotics (if prescribed) have been used for a full 24 hours (48 hours in the case of strep throat).
- Vomiting, diarrhea cleared for 24 hours.
- Frequent coughing, excessive nasal discharge resolved.
- Pain (earache, cramps, headache, etc.) resolved.

**Children who have been sent home with a fever of 101 degrees or above can not return to the childcare center until 24 hours after the child's temperature has returned to normal without using medication.** This is to allow your child ample time to recover and stop the spread of illness to the other children.

When a potentially contagious illness occurs, notes will be sent home to parents of children who may have been exposed. It is also your responsibility to notify the Center if your child has a communicable disease, such as: RSV, pink eye, measles, mumps, chicken pox, head lice, etc. Please notify the childcare office when your child has a contagious disease.

If your child was sick during the night, vomiting or running a fever, he/she should not attend childcare the following day. Please do not give him medication and bring him/her in. In most cases, the child will run a fever within two or three hours after the medication was given, therefore, making him/her contagious to the other children. ***One parent not abiding by this policy may cause several parents time away from their work, costly medical bills and, most importantly, a sick child. Failure to abide by the above policy may result in the child's withdrawal from the childcare center.***

# MEDICATION

## Administering

In general, we feel that a child on medication needs to be at home. However, some medications must be given over a specific number of days, even though the child has improved. Parents may request under these circumstances that the child be given medication while at the Center according to the Wescare guidelines . We are not required by the state to administer any medications. In fact, we are assuming a huge liability with this responsibility. However, we do provide this service but strict guidelines MUST be followed.

1. Only prescriptions that have to be given three or more times a day will be administered at Wescare. The center would be responsible for administering at 1:00 am and/or 3:00 pm dosage if the medication was prescribed for three or more times a day. In the event of a prescribed medication that was to be given three times a day, Wescare would only be responsible for administering one dosage. If the medication had to be given four or more times a day, Wescare would administer the medicine up to two times. When instructions on the medicine bottle states the medicine should be administered three times a day, ask your pediatrician to suggest times that would avoid giving the medicine when the child is in our care.
2. No medication, vitamins, or special diets are administered unless instructions to administer such items are written, signed and dated by a licensed physician and are prescribed for that child.
3. Parents are encouraged to ask your pediatrician to prescribe medication which can be administered during the times that the child is at home.
4. Prescribed medicine must be in its original container bearing the child's name, date the prescription was filled, the physician's name, the name of the medication, the prescription number, duration, expiration date, and directions for dosage.
5. Prescribed medicine will be administered only to a child for whom it is prescribed for the duration noted on the prescription label. No drug or medication will be administered after its expiration date.
6. Over-the-counter medications will not be administered at Wescare. This includes Tylenol, Benadryl, PediaCare, Infant Gas Relief Drops and any other over-the-counter medication.
7. In addition, we are unable to apply sunscreen, bug spray, or chapstick. Parents are asked to apply these at home if they are needed.
8. PLEASE DO NOT LEAVE ANY MEDICATION IN YOUR CHILD'S BACKPACK OR DIAPER BAGS! This includes Tylenol, cough drops, throat lozenges, chapstick, lotions etc. **Medicine not signed in on the medicine chart is discarded.** The Center may receive demerits from the State if medicine is left in locked storage and not signed up for the day. The center is not responsible for the loss of medicine whether the loss occurs by theft, breakage, fire, or other causes.
9. On occasion, if a health concern persists or if a contagious illness is suspected, the Center Director reserves the right to require that a child be seen by a physician prior to returning to the Center. In this instance, the child will not be able to return to the center without a doctor's note that states the illness is not contagious.

## **Procedures for Signing Up Medication**

If your child has been prescribed a medication, you will need to sign the medicine chart posted in the classroom and fill out the medicine form giving the teacher written instructions with the dosage and any other needed instructions. If you forget to sign the chart AND fill out the medicine form, we will not assume anything and your child will not be able to receive the medicine. This procedure is permission from the parent to administer the medication. Asthma and allergy medication may be signed up for a period of 6 months. Medicine should be placed in the locked medicine box and refrigerated medicine in the locked box in the refrigerator in your child's room.

## **EMERGENCY PROCEDURES**

We have monthly fire and disaster drills at Wescare. We urge each family to plan what you will do if disaster strikes during the day when you are separated at work, school, etc.

The children are taught to listen to the teacher's directions. We will assemble and count everyone and give aid and comfort as needed. We will stay with your children until you or someone of your choice can get here.

It is mandatory for every Wescare employee to participate in a CPR & First Aid training each year. Wescare assures there is an employee on site at all times with first aid and CPR training.

## **DAILY CLOSING TIME POLICY**

**Wescare closes at 5:30 pm daily.** We expect all children to be picked up by that time. A late fee of \$8.00 will be charged if your child is still here between 5:31 p.m. - 5:45 p.m. and \$15.00 thereafter.

If an emergency arises and will cause you to be late picking up your child, please call the Center before the closing time. We suggest that you carry the Center phone number with you at all times.

In the event that your child is still at the Center after closing and we have not heard from you, we will take the following steps:

1. Make every attempt to reach you at home, work, or school.
2. Call the people listed on the Emergency and Authorization sheet as "persons to contact if you cannot be reached."
3. Call the authorities.

If a child is picked up after 5:30 p.m. more than twice, the child will no longer be able to attend Wescare Center for Children.

## CENTER CLOSING/INCLEMENT WEATHER

We will make every effort to serve you during hazardous weather. However, in the case of severe weather or hazardous road conditions, Wescare will be closed. This will be a decision of the Director. WFMY - TV (Channel 2) and WSOC - TV (Channel 9) will announce if we should close or delay the opening of the Center. We will be listed as “Wescare Center for Children” (not to be confused with Wescare Academy or After School). The director will also place a message on the answering machine at the Center. **Regular tuition rates remain in affect regardless of closures or delays due to inclement weather.**



## HOLIDAY CLOSINGS

Wescare operates Monday - Friday with the exceptions of the 9 specified holidays and one staff development day. Parents will pay tuition for these days so that we may support our staff. The days Wescare will be closed are as follows:

One Day: New Years Day, Good Friday, Memorial Day,  
Independence Day,  
Labor Day, \*Staff Development Day (TBA).

Two Days: Thursday and Friday for Thanksgiving,  
Two or Three days for Christmas.



\*Staff Development Day will be announced 30 days before we are closed. This is a paid training day for our staff. The quality of our program is important to Wescare. Therefore, our teachers will take this day each year to attend workshops that will better educate them for their position.

# DISCIPLINE AND GUIDANCE POLICY

At Wescare Center for Children, the term guidance is used for several reasons. It is a positive term, and implies working with the child to develop internal control of his/her behavior. Our goal is to encourage the children to become creative, independent, responsible, and socially mature human beings. This involves learning to make responsible choices, and accepting the consequences of such choices. Guidance takes several forms:

1. Environment - A place designed for children. The furniture is child-sized, with a lot of hands-on experiences.
2. Logical Rules - Such as keeping our hands to ourselves and taking care of the learning environment. These are discussed with the children, as well as why such rules are needed.
3. Curriculum - Is developmentally appropriate, based on the children's interests and level of readiness.
4. Positive Behavior - We reinforce the behaviors we encourage. Catch them making good choices!
5. Redirection - Often interesting a child in another activity can eliminate a potential difficulty. We might ask a child to help us or send them to a different area to play.
6. Positive Reminder - Telling the child what we want them to do, rather than using "no" or "don't."
7. Renewal Time - Occasionally a child needs to be removed from the situation for a brief time allowing them to consider alternate behavior.

We do everything we can to prevent these situations. In all instances, the goal is to extinguish the negative behavior so that the child and his or her classmates are in a safe and loving environment. Any ongoing situations will be discussed with the parents to ensure a cooperative approach. If your child is on the receiving end of this negative behavior, please bear with us and the children as they learn to become better friends!

Note: No corporal punishment will be allowed by the staff or administration. This is defined as the use of negative physical touching (spanking, slapping, pinching, etc.). Also, No unusual punishment will be allowed, such as humiliation, ridicule, threat, or coercion.

## AGGRESSIVE or DISRUPTIVE BEHAVIOR

We will make every effort to work with the parents of children exhibiting aggressive or disruptive behavior. We are here to serve and protect all of our children. Should it be determined that a child exhibits behavior deemed distressing to the physical or emotional well being of another child, the following action will be considered:

### INITIAL CONSULTATION

The Director will contact the parents to discuss the incident. Discussions with the parent will be to identify the problem and determine the best approach or solution to prevent further aggressive or disruptive behavior from the child. A Discipline Report will be filled out by the teacher and signed by the parent.

### SECOND CONSULTATION

The Director will contact the parent or the teacher will advise the parent upon arrival of the incident. The parent will be asked to sign a Discipline Report which documents the incident. The teacher will begin documentation on the Behavior Log and the parents will be asked to initial each incident. Please see the "Behavior Log" on page 27 which describes the procedures that will follow when the child's behavior takes away from the care and safety of the others.

### SUSPENSION

When the previous attempts have been followed and no progress has been made toward solving the problem, the child may be suspended from child care indefinitely. The child care Director may immediately suspend a child at anytime he/she exhibits a behavior which is harmful to him/herself or others. A parent may be called from work at anytime the child exhibits uncontrollable behavior that cannot be modified by the child care staff. That parent may be asked to take the child home immediately. Suspensions from the child care program may vary from a few hours to permanent expulsion.



## BITING POLICY

“Bite” is a word that brings to mind all forms of fears and worries. We try to prevent the incidents before they occur but unfortunately, it is not always possible. When it happens, it’s very scary, frustrating, and stressful for children, parents, and teachers. Unfortunately, there are no quick and easy solutions to it. Children, especially toddlers, are not always very verbal and often show their feelings physically. Biting is a normal stage of development for young children who are teething and are still developing their language skills. As they grow older, with our help and guidance, they will learn to replace biting with more appropriate responses.

Our program recognizes that biting is, unfortunately, an unavoidable occurrence in a group day care setting. We are always upset when children are bitten in our program, and we recognize how upsetting it is for parents. While we feel that biting is never the right thing for toddlers to do, we know that they bite for a variety of reasons.

Some examples of developmental reasons are:

- Teething pain or discomfort
- Sensory exploration of the surroundings
- Learning about cause and effect
- Learning through imitating others
- Developing autonomy
- Needing more attention
- Learning to hold on and let go
- Developing sensory integration

Some examples of an expression of feelings may include:

- Frustration
- Panic
- Anger
- Tension
- Anxiety
- Excitement
- Crowding
- An intense desire for a toy

Most of these reasons for a child biting are not related to behavior problems. With staff and parents working together, our program uses an established policy to work toward a resolution of the individual issues related to the biting.

### **WHEN BITING OCCURS the following procedure is followed:**

- The biter is immediately removed from the group with a firm “NO”. The bitten child is consoled and we give immediate attention and, if necessary, first aid. We clean the wound with soap and water and apply an ice pack to reduce swelling or bruising if the child is willing.
- The biter is not allowed to return to play and is talked to on a level that he/she can understand, and then redirected.
- When children bite the teacher is required to always document the situation. The parents of both children are informed the same day and given an “Accident Report” or a “Discipline Report” describing the incident. These forms are then signed by the director and are kept in a file in the office. We keep the name of the child who bit confidential because it serves no useful purpose and can make an already difficult situation more difficult. *(Please understand that sometimes when teachers are tending to the needs of the other children, incidents sometimes happen that a teacher is not aware of. If you find a bite mark on your child in the evening and were not informed of the incident, please inform the office and we will do our best to look into the situation and have the teacher write an Accident report).*
- The teacher will then begin a “BITING LOG” on the biter. It is at this time, that we focus on effective techniques that address the specific reasons for the biting.

# BITING or AGGRESSIVE BEHAVIOR LOG

**A BITING or AGGRESSIVE BEHAVIOR LOG HAS 3 ACTION NOTICES. Each Action notice has a two week time period.** (longer time spans between biting or aggressive behavior are not usually related and are treated separately): The action taken with each notice is described as follows:

**1<sup>st</sup> ACTION NOTICE:** If the child bites, demonstrates Aggressive or Disruptive Behavior three times within a two week period, the 1<sup>st</sup> Action notice will be given and the child will not be allowed to return for at least 24 hours.

The teachers work to keep the children safe and to help the children learn different, more appropriate behavior. Our teachers express strong disapproval for this negative behavior. When repetitive incidents occur, the staff in the specific classroom and the administrative staff observe the child and document incidents. We examine the environment and develop a plan with specific strategies and techniques for the teacher and parent to help the child stop the negative behavior. Staff also look for patterns with these incidents and make any changes in the classroom environment that may be contributing to the issue. We make special efforts to protect potential victims.

**2<sup>nd</sup> ACTION NOTICE:** If the child continues the negative behavior, the 2<sup>nd</sup> Action notice will begin for a period of 2 weeks. The parents will be expected to come to the center within the hour and speak with the child after each offense. After the 3<sup>rd</sup> offense, the child will not be allowed to return to the center for 48 hours. The parents may be asked to contact the child's physician or a professional behavior therapist for suggestions to control their aggressive behavior.

**3<sup>rd</sup> ACTION NOTICE:** If the child continues with the aggressive behavior a 3<sup>rd</sup> Action notice will be given. Again, during this two week notice and immediately after each offense, the parents will be expected to come to the center within the hour to speak with the child. After the 3<sup>rd</sup> offense and after we feel we have made every effort to make the program work for the child, the director may ask the family to withdraw the child.

There are several occasions throughout the year that our caregivers have the opportunity to attend training sessions on biting and aggressive behavior issues. In addition, we have current resources on biting available for staff and parents. We encourage parents to bring their concerns and frustrations directly to the teachers. However, the director is always willing to discuss any concerns you may have.

## DISCHARGE POLICY

Wescare Center for Children Reserves the right to immediately terminate enrollment of a child for the following reasons:

- Nonpayment or excessive late payment of fees. Balance on account must be received by the last day of each month.
- Failure to follow the policies as outlined in the parent agreement or parent instructional handbook.
- The child has special needs we cannot adequately meet with our current staffing patterns. This includes the quality of care for the other children being compromised because of continual one to one care of a child who is biting or has aggressive behavior issues.
- Physical abuse of staff or children by parent or child.
- Use of profanity or vulgar language to the staff or children by parent or child.
- Failure to provide requested forms and information required in the child's file (immunizations, medical forms, etc.)

# FIELD TRIP POLICY

## Wescare employees are aware and abide by the following Field Trip Policy:

- The driver shall be 18 years old or a duly licensed school bus driver and have a valid driver's license with not more than 3 active points.
- A first-aid kit will be located in the vehicle.
- Emergency and identification information about each child shall be in the vehicle.
- No child will ride in the load carrying areas or floor of the vehicle. All children must remain seated at all times.
- Children shall be loaded and unloaded from curbside, or in a safe, off-street area, out of the flow of traffic.
- The driver or other adult in the vehicle shall make certain that all children are received by a responsible person.
- Each child must have a signed permission slip to go on field trips.
- Child/Staff ratios must be maintained at all times.
- A cellular phone must be located in the vehicle.
- A count of the children shall be made:
  - 1) Prior to leaving our center
  - 2) upon arrival of the destination
  - 3) numerous time throughout the duration of the field trip.
  - 4) After everyone is loaded on the bus and before leaving to return to the center.

## AQUATIC ACTIVITIES

(a) This policy is for aquatic activities that take place in, on, or around a body of water such as swimming, swimming instruction, wading, visits to water parks, and boating. Aquatic activities do not include water play activities such as water table play, slip and slide activities, or playing in sprinklers.

(b) For every 25 children in care participating in aquatic activities, there shall be at least one person who has a current life guard training certificate. These certified lifeguards shall not be counted in the required staff-child ratios.

(c) Children under the age of three shall not participate in aquatic activities.

(d) Staff members will familiarize themselves with any specific guidelines provided by the pool operator or other off-site aquatic facility.

(e) The following staff-child ratios shall be maintained whenever children participate in aquatic activities:

| Age of Children   | Ratio Staff/Children |
|-------------------|----------------------|
| 3 to 4 Years      | 1/8                  |
| 4 to 5 Years      | 1/10                 |
| 5 Years and Older | 1/13                 |

Notwithstanding the staff-child ratios, at no time shall there be fewer than two staff members supervising the aquatic activity.

(f) Children shall be adequately supervised by center staff at all times while participating in aquatic activities. Adequate supervision shall mean that half of the center staff needed to meet the staff-child ratios is in the water and the other half is out of the water. If an uneven number of staff are needed to meet the required staff-child ratios, the majority shall be in the pool. Staff shall be stationed in pre-assigned areas that will enable them at all times to hear, see, and respond quickly to the children who are in the water and children who are out of the water. Children shall not enter the water before center staff are stationed in their pre-assigned areas. Center staff shall devote their full attention to supervising the children in their pre-assigned areas of coverage and shall communicate with one another about children moving from one area to another area. Staff shall supervise children that are in need of using the restroom or changing room.

(g) Prior to children participating in aquatic activities, please make your child aware of the following aquatic safety precautions:

- (1) Advise the teacher of any need for first-aid.
- (2) only water toys are permitted
- (3) **children shall not run or push one another**
- (4) swimming is allowed only when an adult is present
- (5) glass objects are not allowed anywhere near the pool area.

(h) DISCIPLINE. One verbal warning will be given to any child that does not follow the aquatic activity policies of our center. The second warning will be a time-out of 5 minutes outside of the pool. The third warning will be the disqualification of any further off premise group activities scheduled at our center. Parents will be notified and a meeting with the director will be required.

# CHILD ABUSE AND NEGLECT

At Wescare Center for Children we understand and abide by the North Carolina law which requires our staff to report any suspected cases of child abuse and neglect. According to North Carolina law, abuse occurs when a parent or caregiver injures or allows another to injure a child physically or emotionally. Abuse may also occur when a parent or caregiver puts a child at risk of serious injury or allows another to put a child at risk of serious injury. Neglect occurs when a child does not receive proper care, supervision, or discipline, or when a child is abandoned. North Carolina law requires any person who suspects child abuse or neglect to report the case to the county department of social services. In addition, any person can call the Division of Child Development at 919-662-4499 or 1-800-859-0829 and make a report of suspected child abuse or neglect in a child care operation. Reports can be made anonymously. A person cannot be held liable for a report made in good faith.

The North Carolina licensing standards require that the caregivers are trained in recognizing signs of child abuse and neglect. If such a case arises, the alerted caregiver will report to the center Director. If the Director feels that the suspicion calls for further investigation, beyond the Center, the Protective Services Unit of the Department of Social Services (DSS) will be notified. A written record will be kept of all information provided to DSS, including the date and the time of the report and the name to whom it was made.

When a person is reported to DSS, the Center does not give the parent notice that an abuse or neglect report has been made. It is the responsibility of DSS to investigate. If a physical injury requiring medical treatment is noticed, the Center will:

1. Seek medical treatment for the child through a hospital or the child's physician.
2. Include this information in the referral to DSS.
3. Follow the DSS direction regarding parental notification.

Wescare Center for Children cooperates fully with any investigation by DSS and with any investigation by the Abuse and Neglect Unit of the Child Day Care Section.

When a Center staff member is suspected, the Center will follow the directions of DSS regarding parental notification. If the Director suspects serious violations of policy, he/she will suspend the staff member pending investigation.

After an internal investigation of any reported incident, the Director will take action deemed appropriate for the safety and protection of the children.

## CHILD ABUSE PHONE NUMBERS FOR MONTGOMERY COUNTY:

- Child Help-Hotline ..... (800) 422 - 4453
- Montgomery County Rescue Squad ..... 572 - 1313
- Department of Social Services ..... 576 - 6531