

NORTHEASTERN COMMUNITY DEVELOPMENT CORPORATION **After School/Summer Camp Programs**

One of Northeastern Community Development Corporation's (NCDC) goals has been to develop strong childcare programs, which includes the After School and Summer Camp programs. Through the After School and Summer Camp programs, NCDC provides care for school age children, grades Kindergarten through 3. The only exception to this rule is those children who are currently enrolled as of April 20, 2005. These children will be exempt from the rule, and will be allowed to remain in the program until the completion of grade 5, or until their 12th birthday, whichever comes first. The intent of the program is to provide supervised enrichment, and hands on and recreational activities for the students of working parents who need childcare services.

NCDC has the resources and is committed to offering high, quality After School/Summer Camp Programs. NCDC is staffed by caring professionals, who provide the children with homework assistance and lead them in age-appropriate activities. We are a community-minded program that will provide a safe, warm, nurturing environment for your child. It is the responsibility of the center to provide a place where a child can be challenged, yet feel warm and secure.

NCDC has a four star rating and is licensed by the State of North Carolina. NCDC will follow all regulations of the state. Since we believe in equal opportunity childcare, we do not discriminate because of race, religion, sex, handicap or national origin.

PROGRAM DESCRIPTION

A daily activity plan will be developed which includes the following:

- **Snack Time:** Your parent fee includes an afternoon snack each day.
- **Quiet Time:** A quiet time when children will be given an opportunity to begin their homework. Note: Although we try, it is not possible nor is it the responsibility of the staff to assist each individual child with homework. NCDC merely provides a period of quiet time so that the child can start on his/her homework.
- **Physical Activities:** To include outside play, weather permitting.
- **Creative Activities:** These may include working in creative arts, science projects, drama and music, and nutritional activities. Creative time will be both teacher directed and free choice.

We request that you dress your child in comfortable, washable clothes and shoes. Children will go outside daily and will need to dress appropriately. We request that you keep an extra set of clothes in the classroom in case of spills or accidents. If you believe that your child is too sick to be outdoors, we request that you keep the child at home because state law requires that we take all children outside daily except in the case of severe weather. Because we encourage children to actively explore their environment we prefer that children not wear open-toed or backless shoes, cowboy boots, or looped or dangling earrings. If your child comes to the center wearing these,

we will request that the parent remove these articles of clothing and provide their child with more appropriate items to play in. We only request this to keep all children safe in our care.

POLICIES AND PROCEDURES

Enrollment in the childcare program constitutes an understanding that you will abide by the policies as follows:

PARENT'S EXPECTATIONS

- Parents may expect that their children are cared for in a safe and nurturing environment.
- Parents may visit with the Child Care Administrator about concerns related to their children or the program.
- The parents will be informed of any misbehavior on the part of the child.
- The Lead Teacher will regularly inform the parents about program activities.

PROGRAM'S EXPECTATIONS OF THE PARENTS

- NCDC expects that the parents will pay the fees on time as explained under the Fees and Payment Policy.
- The parents will keep the child's records up-to-date as explained in the Enrollment Forms section.
- The parents will pick-up the children on time as explained in the Hours of Operation section.
- The parents will follow the health policy as explained in the Health and Safety section.
- The parents will pay attention to any communications from the Lead Teacher regarding their child's behavior and cooperate in effort to bring about improvement in the situation.
- The parents will refrain from any form of loud, abusive or threatening language toward any staff member or child. Note: Such behavior will not be tolerated and could lead to your child's termination from the program.

CHILDREN'S EXPECTATIONS OF THE PROGRAM

- To have a safe, nurturing and consistent environment.
- To use all the program equipment, materials and facilities on an equal basis.
- To receive respectful treatment.
- To have discipline that is fair and non-punitive.
- To receive nurturing care from staff members who are actively involved with them.

PROGRAM'S EXPECTATIONS OF THE CHILDREN

The program expects that the children will:

- Be responsible for their actions.
- Respect the After School/Summer Camp rules according to the Discipline and Dismissal section of this handbook.
- Remain with the group and childcare staff at all times.
- Take proper care of materials and equipment, and return them to their place when done or before taking our new ones.

ACCESS TO INFORMATION POLICY

NCDC respects the privacy of each child registered at the center. Information required as part of the registration process is kept strictly confidential and is only accessible by certain staff members. The only outside agencies accessible to these files are the Health Department's Child Care Health Consultant, who provides an integral part of ensuring that the children under our care receives all necessary health interventions, and representatives from our governing agency, the Division of Child Development. Regardless of the agency, all information will be held in the strictest confidence. Parents should sign the Release of Information Form upon enrollment.

FEES AND PAYMENT POLICY

- Fees must be paid by check or money orders. There is a \$25.00 fee for all returned checks, regardless of the reason.
- There is a \$20.00 non-refundable registration fee for the After School Program. This fee is to be paid at the time of registration.
- Fees are paid in advance, and there are no refunds or fee adjustments for absences. Please see the attached insert for the fee schedule:

If a family has more than one child enrolled, the youngest child will be charged the full rate and each additional child will receive a 10% discount on their weekly fees. Parent fees are due and payable before services are rendered for a calendar week. If a child receives subsidy from the Department of Social Services or College of The Albemarle, or any other source, and the account is not satisfied by either of those entities, the parents will be responsible for any unpaid balance.

LATE PAYMENT POLICY

Payments that are not made by 9:00 a.m. on Monday (the first day of service) will be subject to a \$5.00 late fee. If payment is not made by Friday, 5:00 p.m. of the same week, your child cannot return to the center until tuition and all fees are paid. If payment is not received by Monday of the following week, your child will lose their space in our program and you may be subject to legal action. Subsidy payments are due by the 15th of each month. Payments not received by 9:00 a.m. on the 15th will also accrue a \$5.00 late fee. If full payment is not paid by the 20th, your child will lose his space in the program.

You will still be responsible for the past due amount plus a two weeks notice. **In the case of an extenuating circumstance, the Executive Director can use his/her discretion to make an exception.**

If a check is returned for non-sufficient funds on two occasions, you will not be allowed to use checks as a form of payment on the account. Certified funds such as a cashier's checks or money orders will be your form of payment.

Parents are responsible for the full tuition fee regardless of the times when children are absent due to holiday, vacations, emergencies, illness, and inclement weather. **Cash will NOT be accepted for tuition or fees. The child(ren's) names must be written on the bottom of the check or money order.**

SUMMER CAMP

Payments are due and payable prior to services being rendered for each calendar week. Payments that are not made on the first week day of service will be assessed a \$5.00 late fee. If payment is not received within three days of the due date, the child will not be allowed to continue attending the program. In the case of extenuating circumstances, the Executive Director may use his/her discretion to make an exception. All payments must be made by checks or money orders, and the child(ren's) names must be written on the bottom of the check or money order. **CASH WILL NOT BE ACCEPTED FOR TUITION OR FEES.**

If you are planning on going on vacation and/or your child will not be attending the After School/Summer Camp Program, you will still be responsible for payment during that period.

- There is no hourly rate available.
- Payments are to be made by check or money order and placed in the payment box at NCDC. Payment is expected by 9:00 a.m. on Monday of the week of service. Fees are payable in advance and there is no payment adjustment for the days your child is absent from the program.
- Payments are considered late after 9:00 a.m. on the date the payment is due, which is on Mondays. If payments are not made by this time, you will be assessed a \$5.00 late fee and your child may be suspended from the program until the payment is made.
- All checks and money orders must be made payable to Northeastern Community Development Corporation or NCDC for short.

Note: It is the responsibility of the parents to see that the payment is paid on time. This policy will be strictly enforced. Two late payments may result in dismissal from the program.

SUBSIDY

Some parents may be eligible for tuition assistance through their county's Division of Social Services (DSS). Parents may apply by contacting the DSS in the county where the child resides. Parents may choose to pay their parent fee weekly or monthly. Parent fees for those receiving

subsidy must be paid by the 15th of the month. The parent will be responsible for any unpaid balance by DSS. (See Late Payment Policy)

ENROLLMENT FORMS

Parents will be asked to complete the following:

Enrollment Application	Activity Permission Slip
Child's Pick-Up List	Immunization Records
Contract	Bus Transportation Request
Publication/Newsletter Consent	Permission Slip for Sunscreen
Discipline and Behavior Policy	Food Eligibility Application (must be completed annually)

NCDC expects forms to be kept current. The parent must provide new information to the administrator such as: emergency person's names, employers, phone numbers, arrival/departure changes, program application; and medication changes. This information is required. Failure to provide the information requested, might result in suspension until such information is provided.

HOURS OF OPERATION

NCDC's After School program begins at 2:30 p.m. and closes at 6:00 p.m.

Summer Camp begins at 7:00 a.m. and ends at 6:00 p.m.

It is required that each child arrive at the center prior to 10:00 a.m. on full days. This will allow the children to settle into the daily routine before rest time. If your child has an appointment or emergency, please let us know as soon as possible the date your child will be late and the estimated time of arrival. This will allow us to make sure your child is included in the daily activities.

ARRIVAL AND DEPARTURE PROCEDURES

The center opens each weekday at 2:30 for the Afterschool Program and 7:00 a.m. for the Summer Camp and full days during school. An adult must escort all children to and from the classroom. Parents should make the staff aware that the child has arrived at the center. **The person releasing the child into our care is required to sign the Arrival/Departure form located in each classroom and also write the time of arrival.** We require that each child arrive at the center prior to 10:00 a.m. on full days. This will allow the children to settle into the daily routines before rest time. If your child has an appointment or emergency, please let us know as soon as possible the date your child will be late and the estimated time of arrival. This will allow us to make sure your child is included in the daily activities.

The center closes promptly at 6:00 p.m. An adult must come into the classroom to receive the child and must let the teacher know that the child is leaving. **The person picking the child up is required to sign the Arrival/Departure form located in each classroom and also write the time of departure.** Our center will only release children to parents/guardians with written permission. We request that parents fill out the Child Care Pick-up List authorizing us to release your child to the individuals on this list. We will only release your child to a person on your pick-up list if they present us with a picture I.D. **Please make sure to list your emergency contact people on this form so that we can release your child to them in the event that you cannot be reached and there is an emergency that mandates your child to go home.** If anyone other than a parent/guardian or authorized person attempts to pick-up your child, we will not release them and will call the local police authorities if necessary. If someone other than the persons on the pick-up list is to pick up your child, a written, signed, and dated note must be given to the Administrator at the child's arrival. We will not accept faxed requests. Additionally, if a NCDC staff person suspects that the person retrieving the child is under the influence of drugs or alcohol, we will not release the child to them. We will contact another person on the contact list. If we observe that a person arrives to pick-up a child without a proper car seat safety device, we are not to let the child leave with that individual. If a child is not properly restrained in a car seat safety device, we will contact the sheriff's department.

CHILD CUSTODY POLICY

NCDC understands that there are instances where a child custody issue arises. We realize that this is very sensitive, but for the best interest of your child, please share this information with the Childcare Director upon enrollment. If the parent/guardian registering the child has temporary or permanent custody, you should bring NCDC a copy of that legal document. Without this document on file, the natural parent has all legal rights to visit and/or depart with the child. If we do not have custody papers on file and an unknown person claims to be a biological parent of a child, he/she will not have access to the child until it is proven that he/she is a biological parent. NCDC staff will contact the registering parent and inform him/her of the ongoing situation. If possible, a meeting between the parents will be arranged to discuss the situation on hand. If it is proven that this person is truly a biological parent and there is no legal custody document in place, NCDC will allow this person to have access to the child at any time while in our care.

SPECIAL NEEDS POLICY

Northeastern Child Development Center will try to accommodate children with special needs (physical, behavioral, cognitive, etc.). Close communication with the parents is essential in providing quality care. We request that parents keep us informed on the child's progress and evaluations so that we may provide appropriate care. Our center will not discriminate against children with special needs. We will admit any child on a trial basis for two weeks, after which we will require a conference with the parents. At this conference, we will assess whether we are able to adequately care for the child within our current staffing patterns. If we are unable to meet the child's needs within our current staffing patterns, we will give the parents two weeks notice and assistance to find more appropriate care. NCDC has a Caring for Children with Special Needs Section in the Policies and Procedures Notebook that is available for parents/guardians to review in your child's classroom

LATE PICK-UP POLICY

Parents whose child(ren) remains past 6:00 p.m. must pay an overtime fee. The fee for picking up children after 6:00 p.m. is \$1.00 for each minute that the child is here after 6:00 p.m. Late fees are expected to be paid by your next tuition payment. If payment is not made by the time you make your next tuition payment, your child will not be admitted until all fees are paid. The following procedures will be used when a child is not picked up by 6:15 p.m.

- Parents will be called first.
- If parents cannot be reached, the emergency contact persons will be called.
- The staff will keep trying to reach the appropriate persons until 6:45 p.m.
- If a child is not picked up by 6:45 p.m., and there is no contact with parents, or emergency persons, Child Protective Services (CPS) will be called.
- Staff has been instructed to turn the child over to Child Protective Services personnel and CPS will handle finding the parents.
- **THERE IS NO EXCEPTION TO THIS POLICY.**

It is essential that parents pick their child(ren) up on time or send a responsible party to get the child(ren) by closing time. If someone else is picking up your child, please make certain that he/she is listed on your pick-up form, and that you advise him/her that the program closes at 6:00 p.m. Late fees begin at 6:01 p.m. Late pick-up fees will be strictly enforced. (See Late Payment Policy)

Once your child has been signed out of the After School or Summer Camp program, NCDC is no longer responsible for the care of the child.

RELEASE OF CHILDREN

Children will be allowed to leave with persons other than the parent only if permission has been given to the Lead Teacher, either on the pick-up form or in writing. All children must be signed out by a parent/guardian or designated person. This means the adult must come inside the school to pick the child up. A picture ID will be required on initial pick-ups.

- The program should be notified if your child is enrolled in any extra-curricular activities.
- Once your child has been signed out, the After School/Summer Camp Programs are no longer responsible for the care of the child.

PROGRAM CLOSING AND DISMISSALS

The center will be closed throughout the year for holidays. NCDC will follow the Camden County School schedule for holidays with an additional closing on the 4th of July. These holidays may vary from year to year. The Director will have a copy of the school calendar for your review. Reminders will be posted before the holiday occurs.

In the case that Camden County is closed for teacher work days or other non-holiday related reasons, NCDC will be opened for a full day.

NCDC will not be operational during inclement weather if the Camden County Administrative Offices (not the School system) are closed. You can get information regarding inclement weather closing for Camden County by watching Channels 3, 10, or 13.

HEALTH POLICY

We feel that you are the best judge of your child's health, and we trust you not to bring a sick child to the center. However, if in the opinion of the teaching staff your child is sick, we will call you (or your emergency contact persons) to pick-up your child. **When a child is sick, we expect them to be picked-up immediately to help contain the spread of the illness.** We will allow the sick child to rest in our defined sick area while they wait to be picked-up. This will help control the spread of the illness. The following symptoms will be used in determining if your child will be sent home:

Temperature of 100 degrees or more	Skin rash that has not been diagnosed
Diarrhea (2 times while at the center)	Vomiting
Excessive coughing	Evidence of conjunctivitis (pink eye)
Difficult or rapid breathing	Persistent itching/scratching of body or scalp
Evidence of lice infestation, scabies, or other parasitic infestation	Lethargy/Unusual behavior
Green nasal discharge	

Children will be allowed to return to the center only after being symptom free for 24 hours, or a note from your family physician. If your child becomes ill at home, it is your responsibility to notify the center that your child is sick and will not be attending. **Contagious diseases (such as measles, mumps, chicken pox, head lice, etc.) must be reported to the center by the parent as soon as a doctor has diagnosed the condition.** This will enable us to notify other parents of possible exposure. A child with a contagious condition will only be admitted with a statement from a physician or if the child has been absent for a period of time equal to the longest incubation period of the illness as specified by the Department of Health. On occasion, if a health problem persists, the Administrator may request that a child be seen by a physician prior to returning to the center. . An Exclusion for Illness Policy is available in the Policy and Procedures Notebook located in your child's classroom.

The center attempts to minimize the spread of disease by regularly washing hands and disinfecting cots, tables, toys, etc. We provide antibacterial soap and paper towels at each hand washing facility.

Minor injuries will be treated with soap, water, ice, and Band-Aids. Should there be an incident requiring more first-aid than this (and is not an emergency), we will contact the parent (emergency contact persons) for permission to administer other first-aid. If no one can be reached, we will call the physician you have listed in your child's folder for instructions on caring for your child. If a serious incident occurs, we will call professional emergency personnel

and will then notify the parents (emergency contact persons) of the incident. Incident reports will be filled out by a teacher and given to the parent to sign for ANY incident, no matter how minor it may seem. **At no time will staff from the NCDC Child Day Care Center attempt to transport your child.** A complete copy of the Injury/Incident Reporting Policy is available in the Policies and Procedures Notebook and is located in your child's classroom.

MEDICATION POLICY

Staff of Northeastern Child Development Center will only give over the counter or prescription medication to your child with written permission. Medication will be given at the written request of a parent stating the name of medication, dosage, dates, and times the child is to receive the medication. **All medication must be in the original container, in date and labeled with the child's complete first and last name and the name and correct dosage of the medication. Prescription medications must be in the child's name it is to be administered to. Asthma and allergy medications can only be kept for six months at the center; we can follow the expiration date of other medications up to 1 year. Over the counter medicines must be age/weight-appropriate for the child, otherwise a physician's note is required. Over the counter medicines are good for only one month.** Medication must be given to your child's teacher upon arrival. **Do not put medication in your child's bag or cubby. Please do not put medications in your child's juice/milk cups, or bottles. If your child is required to be on medication, or have it available in the event of an emergency, such as an allergic reaction, you are required to provide Northeastern Child Development Center with such medication and the instructions as provided by the physician. Failure to provide this medication can result in dismissal from the program.** A complete copy of the medication Administration policy is located in the Policy and Procedure Notebook located in your child's classroom.

Parents must fill out the permission to administer medication form prior to leaving any medications at the center. When you have to give two dosages per day, please do so at home.

If a child is taking medications at home, we ask that the parents make the teachers aware of the name, dosage, possible side effects of the medicine may be, as well as the reason for the child taking the medicine. This will benefit the staff and child should your child begin demonstrating an unexplained condition or allergic reaction.

IMMUNIZATION SCHEDULE

Immunizations are an important part of a child's health care. NCDC believes that having up to date immunization records is crucial to responsible documentation for a child care facility. A complete Immunization Schedule Non-Compliance is located in the Policy and Procedures Notebook found in your child's classroom.

TRANSPORTATION OF CHILDREN

Staff of the Northeastern Child Development Center will not transport children at any time for any reason. We seek to protect your children from possible harm, and therefore do not allow our

staff to transport children even in the event of emergency. If there is an emergency situation, we will call the local EMS to transport your child to the appropriate medical facility. A complete Transportation of Children Policy is available in the Policy and Procedures Notebook located in your child's classroom.

EMERGENCY PROCEDURES

We have regular fire drills at the centers to prepare staff and children for an emergency situation. The children are taught to listen to the teacher's instructions in case of an emergency. In the case of a real emergency, we will assemble and count everyone and give comfort and first aid as needed. We will attempt to call parents (emergency contact persons) to have your child picked-up.

INSURANCE

Families must provide their own insurance since the program has no financial resources for such of its own. Many families are covered by the parent's policy at work.

NUTRITION POLICY

Your child will be served a nutritious breakfast, lunch, and afternoon snack on Full days, and an afternoon snack on regular afterschool days. We participate in the USDA Food Program that is administered by the N.C. Department of Health and Human Services. We follow strict guidelines in serving your child the appropriate amounts of fruit, vegetables, bread, meats, and milk each day. If your child has any food allergies, please notify us in writing as soon as possible so that we can prepare appropriate meals for your child. Your child will be served whole milk at breakfast and lunch. **If your child requires another type of milk due to allergy or sensitivity, the parent must provide us with the appropriate milk and a written notice from the child's physician before this milk will be served. Parents are not to bring bag lunches for their child unless the child is on a special diet. If this is the case, a note from the child's physician is necessary.**

Parents are not to bring food from home unless the child has a special medical condition or a religious belief that does not allow him/her to eat certain foods. In the case of the medical condition, a letter from the child's physician is necessary. If a special diet is required due to a religious conviction, a letter from the parent explaining this is required.

Parents may want to provide a treat in honor of a child's birthday. In this case, they should contact the Lead Teacher to determine the number of children to be served and plan the date. Baked goods must be purchased, not prepared at home.

FOOD HANDLING AND FEEDING

Mealtimes are a prime learning opportunity for children to learn proper manners, nutrition information and social and motor skills. NCDC also believes that sanitary practices during food preparation are crucial for the health and safety of the children. Therefore, NCDC has a written

policy in place that allows us to feed children in a way that promotes learning and health; and a policy concerning the proper handling of food. You should receive a copy of this policy upon your enrollment.

HAND WASHING

Frequent hand washing with soap and running water is necessary to prevent the spread of disease. Our staff and the children in our care will wash their hands before preparing and eating meals, after meals, before and after water/sand play, after toileting/diapering, after coughing, after wiping a nose. A complete Hand-Washing Policy is available in the Policies and Procedures Notebook located in your child's classroom.

CLEANING AND SANITIZING

NCDC believes that maintaining a clean child care environment is important for the health and safety of both the child and the child care provider. Our center has a regular and thorough sanitizing routine in place to clean toys, equipment, and rooms to help prevent the transmission of communicable illness. A complete Cleaning and Sanitizing Policy and Procedures Handbook is available in your child's classroom for your review.

OUTSIDE RULES

- Playing rough is not permitted. This included pushing, pulling or tackling.
- Throwing sand is not permitted.
- Always ask permission to use the restroom.
- Always stay in the designated play area with the group.
- Good citizens always line up quickly and quietly with no pushing when called to go in.
- When playing inside the building, please try to use quiet voices.

PARENT INVOLVEMENT

Parents are encouraged to participate in the following ways:

- Volunteer to help in the program; help by making presentations to the children.
- Talk to the Lead Teacher about ideas to improve the program and specific ways you would like to help.
- Visit or observe and schedule parent conferences.

SPECIAL CIRCUMSTANCES

When special circumstances arise (death, separation, crisis, etc.), we ask that the parents inform the Lead Teacher so that we may give your child the best possible care at such times.

VACATION POLICY

Parents are requested to provide the center written notice when taking a vacation. Please include the dates your child will be absent from the center and the anticipated return date. This should be submitted to the center prior to your child's absence.

EMERGENCY PROCEDURES

We have regular fire drills at the center to prepare the staff and children for an emergency situation. The children are taught to listen to their teacher's instructions in case of emergency. In the case of an emergency, we will assemble and count everyone and give comfort and first-aid as needed. We will attempt to call parents (emergency contact persons) to have your child picked-up. A complete Emergency Preparedness Policy and Plan are available in the Policy and Procedures Notebook located in your child's classroom.

CHILD ABUSE AND NEGLECT

Staff members are required by North Carolina law to report **suspected** child abuse or neglect. Your child's teacher or the Administrator will perform a health check on each child upon arrival. If we notice any unusual marks or bruises on a child, we will document them. If we have any reason to suspect child abuse or neglect, we are required by law to make a report to the local Department of Social Services. If at any time you suspect child abuse or neglect is happening to any child, we encourage you to contact the Department of Social Services and make a report of your suspicions.

NORTHEASTERN COMMUNITY DEVELOPMENT CORPORATION

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After School/Summer Camp Handbook

My signature below acknowledges that I have received a copy of the After School/Summer Camp, as written by Northeastern Community Development Corporation. I understand that it is my responsibility to become familiar with these rules and regulations as set forth by the program, and adhere to them to remain a part of this program.

Child's Full Name

Parent's Signature

Date

DISCIPLINE POLICY

Praise and positive reinforcement are effective methods of the behavior management of children. When children receive positive, non-violent, and understanding interactions from adults and others, they develop good self-concepts, problem-solving abilities, and self-discipline. Based on this belief of how children learn and develop values, this facility will practice the following discipline and behavior management policy:

We:

1. DO praise, reward, and encourage the children.
2. DO reason with and set limits for the children.
3. DO model appropriate behavior for the children.
4. DO modify the classroom environment to attempt to prevent problems before they occur.
5. DO listen to the children.
6. DO provide alternatives for inappropriate behavior to the children.
7. DO provide the children with natural and logical consequences of their behaviors.
8. DO treat the children as people and respect their needs, desires, and feelings.
9. DO ignore minor misbehaviors.
10. DO explain things to children on their levels.
11. DO use short supervised periods of "time-out": ("Time-out" is described below.)
12. DO stay consistent in our behavior Management program.

We:

1. DO NOT spank, shake, bite, pinch, push, pull, slap, or otherwise physically punish the children.
2. DO NOT make fun of, yell at, threaten, make sarcastic remarks about, use profanity, or otherwise verbally abuse the children.
3. DO NOT shame or punish the children When bathroom accidents occur.
4. DO NOT deny food or rest as punishment.
5. DO NOT relate discipline to eating, resting, or sleeping.
6. DO NOT leave the children alone, unattended, or without supervision.
7. DO NOT place the children in locked rooms, closets, or boxes as punishment.
8. DO NOT allow discipline of children by children.
9. DO NOT criticize, make fun of, or otherwise belittle children's parents, families, or ethnic groups.

“Time-Out”

“Time-out” is the removal of a child for a short period of time (3-5 minutes) from a situation in which the child is misbehaving and has not responded to other discipline techniques. The “time-out” space, usually a chair, is located away from classroom activity but within the teacher’s sight. During “time-out,” the child has a chance to think about the misbehavior which led to his/her removal from the group. After a brief interval of no more than 5 minutes, the teacher discusses the incident and appropriate behavior with the child. When the child returns to the group, the incident is over and the child is treated with the same affection and respect shown the other children.

Adapted from original prepared by Elizabeth Wilson, Student, Catawba Valley Technical College

The complete Discipline Policy is available in the Policy and Procedures Notebook located in your child’s classroom.

CHRONIC DISRUPTIVE BEHAVIOR

We will make every effort to work with parents of children having difficulties in childcare. We are here to serve and protect all of our children. Children displaying chronic disruptive behavior, which is determined to be upsetting to the physical or emotional well being of another child may require the following actions:

Chronically disruptive behavior is defined as verbal or physical; activity which may include, but not limited to such behavior that requires constant attention from the staff, inflicts physical or emotional harm on other children, abuses the staff, ignores or disobeys the rules which guides behavior during a regularly day and program time.

1. **Initial Consultation:** The Administrator may require the parents of any child who attends the center to meet for a conference. The problem will be defined on paper. Goals will be established and the parent and center will be involved in creating solutions to the problem.
2. **Second Consultation:** If the initial plan for helping the child fails, the parents will again be required to meet with the Administrator. Another attempt will be made to identify the problem and other solutions will be discussed. Also, there will be discussion of the consequences if progress is not apparent.
3. **Suspension:** When the previous attempts have been followed and no progress has been made towards solving the problem, the child may be suspended from childcare indefinitely. The Administrator may immediately suspend a child at anytime he/she exhibits a behavior that is harmful to him/herself or others (including staff). A parent may be called at any time by the childcare staff. The parent may be asked to take the child home immediately. Suspensions from the childcare program may vary from a few hours to an indefinite period. During a period of suspension, parents are still responsible to pay their regular rate for childcare if they wish for the child’s space to be held.

DISCHARGE POLICY

Our center reserves the right to cancel the enrollment of a child for the following reasons:

- Non-payment or excessive late payment of fees
- Not observing the rules of the center as outlined in the parent handbook
- Child has special needs that we cannot adequately meet with our current staffing patterns

- Physical and/or verbal abuse of staff or children by parent or child.

If a child cannot adjust to the program setting and behave appropriately, then the child may be discharged. Once a child has been discharged from any of our programs for behavioral issues or any other reason, readmission will be at the discretion of the director.

GRIEVANCE PROCEDURE

Our center welcomes comments from parents at any time. These comments can be made to the Childcare Administrator or Executive Director of NCDC. However, if at any time you are unsatisfied with our services or have a more serious issue, please take the time to let the Administrator know so that the problem can be resolved as quickly as possible. The Administrator will define the problem on paper and will establish goals to resolve the problem if necessary. We strive to provide the best possible care for your children, and you should be pleased with how you and your child are treated here at the center. If, in the rare instance, a parent has a complaint about the Administrator, the complaint should be taken directly to the Executive Director of Northeastern Community Development Corporation.

OTHER RESOURCES

Occasionally, parents may need information about children or children's issues. If you ever need this information, please contact the Division of Child Development or the local Child Care Resource & Referral office. The Division of Child Development can provide you with information on childcare regulations and specific information on child care centers and homes. Their phone number is 1-800-859-0829. Child Care Resource & Referral can provide parents with childcare referrals, information on childcare issues, and other family issues. They also have a lending library of resource books and toys that parents can checkout. Their phone number is 252-333-3206.

After School Tuition

Normal After School Week (Includes afternoon snacks)	\$50.00 per week
Full Day Care (Teacher Workdays, Holidays) (Includes breakfast, lunch and afternoon snack)	\$14.00 per day
Example: Students have school 3 days	3 @ \$10 per day \$30.00 (Based on new rate)
Students have 2 days off from school	2 @ \$14 per day \$28.00 (Based on new rate)
Total Charges for the Week	\$ 58.00 (Based on new rate)

Note: When we have such a week as exemplified above, every child will be charged the \$ 58.00 fee whether they choose to attend or not.

If a holiday falls on a weekday, no discounts will be given.

If a family has more than one child enrolled, the youngest child will be charged the full rate and each additional child will receive a 10% discount on their weekly fees. Parent fees are due and payable before services are rendered for a calendar week.

Summer Camp Tuition

The Summer Camp rate is \$70 per week. A one-time registration fee of \$10 will be charged for each returning student, and \$20 for each new student.

10/31/05