



Welcome

Welcome to SonShine Christian Child Care. To facilitate greater understanding between us, I have created this handbook. It covers my childcare philosophies, business policies and expectations. Please read it all. If you have any questions please feel free to ask them!

Regarding all statements in this handbook directed to the parent, the word parent should mean parent, guardian or adult person responsible for the child's physical and financial well-being.

Mission Statement

**“Train up a child in the way he should go and when he is old he will not depart from it.”
(Proverbs 22:6)**

The mission of SonShine Christian Child Care is to provide a loving, safe, stimulating Christian environment for young children to learn and grow in. I believe that children are God's "littlest miracles"; helping them grow and learn is a divine privilege. Each child will have the opportunity to gain self-esteem, confidence, independence, and self-discipline at his or her own individual pace. Most importantly I will strive to give each child an awareness and knowledge of God's love for them and His ultimate plan for their lives.

The ultimate mission of SonShine Christian Child Care is to reach out and touch the lives of the children and families of Kinston and Lenoir County and share God's love and message with all who enter our facility.

Philosophy

SonShine Christian Child Care was established in 2001 to assist families in the training of their children as the Bible reveals, "...in the way they should go..." (Proverbs 22:6)

My program is planned to nurture the spiritual, cognitive, emotional, social, and physical needs of each child. Some of my goals are to help children:

- Develop a love for learning, exploring, and hands on experiences.
- Learn to participate in group activities, how to get along with others and develop a feeling of security and belonging.
- Build large and small muscle motor skills through fun activities.
- Develop a love for God through daily devotion time, Bible stories and songs.
- To teach children to love God with all their heart and to love others.

My goal is to provide a Christian environment and program that is consistent with the highest standards, which will allow your child to develop to his/her full potential. I will strive to create challenging opportunities for children, inspiring them to do great things.

I strongly believe that parents are an essential part of the educational process. In acknowledgment of this important role, parent involvement is actively sought and strongly encouraged and always welcomed.

Communication

It is of the utmost importance that communication between parents and myself be open and honest. Please keep me aware of any important changes that might be occurring in your child's life that affects their daily routine.

I welcome questions, feedback, or discussions of any kind that are oriented towards a positive outcome for the children. Sensitive issues will be discussed in private outside of regular childcare hours by telephone. Conferences will not be scheduled as a routine part of your child's care; however, should you like to have a conference, you may request one at any time.

You are encouraged to call me at any time between the hours of 6:30 a.m. -6:00 p.m. If you call, text, or email during the day, please be aware that I may be busy with the children and may not be able to respond immediately. If you would leave a voicemail, I will call you back as soon as possible. The best time to call during the day is during our daily quiet time (12:30 pm to 2pm). Due to family and other obligations, I will not be available after child care hours. I ask that you do not call or text me after 6:00 pm unless it is an emergency.

I can be reached at the following:

- Cell: 252-361-2487
- Email: SonShineChristianChildCare@yahoo.com

Upcoming events, days off and any other pertinent information will be shared by text, phone call, postings on Facebook, Brightwheel/Daily Sign In Book, and/or near the day care entrance.

Admission

Before I can assume the responsibility of caring for your child the following criteria **MUST** be met:

- Required state forms and financial contract
- Food Program Enrollment Form
- Security Deposit paid or payment arrangement made
- Enrollment Fees paid

- DSS Voucher submitted (if receiving subsidized care)

A space in SonShine Christian Child Care will not be held if the above requirements are not met.

* Note: Immunization Information needs to be kept up-to-date at all times. Please inform me when your child will be receiving his/her immunizations.

You are required to keep me informed of any changes in address, telephone numbers, and other pertinent information listed on any/all of the above forms. If you have any questions regarding the completion of these forms, please feel free to ask.

Your child will not be considered accepted to SonShine Christian Child Care until your security deposit and enrollment fee are paid. Your security deposit equals two weeks of child care tuition. Your paid enrollment fee will be used to process any paperwork and/or purchasing any supplies/materials associated with enrolling your child. Our current enrollment fee is \$30.00. The enrollment fee for any additional children will be \$10.00/child. This fee is applicable for all full-time, part-time, preschool and drop-in enrollment. Registration fees are NON-REFUNDABLE.

For all slots held longer than two weeks in advance, you will pay ½ regular weekly tuition fees for each week your child is not yet in attendance. All monies are non-refundable and non-transferable should you withdraw your child before our agreed upon starting date. Child care slots are on a first come first served basis, so slots will not be held unless a security deposit has been paid.

ALL DEPOSITS and REGISTRATION FEES ARE NON-REFUNDABLE!

Ages Serves

Currently, SonShine Christian Child Care is accepting children ages 18 months to 11 years old. Additional ages will be considered for enrollment at the discretion of the provider.

Discrimination Policy

SonShine Christian Child Care is proud to welcome all children and their families regardless of race, creed, or religious preference. In all cases, the child must be able to participate to some degree and substantially benefit from the program without risk to himself/herself or to the other children and this must be accomplished without fundamentally altering the nature of my program. I do not make it a policy to deny enrollment to children with special needs, however, if after talking with the parents of such a child, I realize that I do not have the training, equipment, facilities, or if it will be a financial burden to care for their child, I will not accept the child. This is in the best interest of the child, since my goal is to meet the needs of each child.

Weekly Tuition

Currently SonShine Christian Child Care's tuition rates* are as follows:

- Infants \$175.00
- Toddlers-Preschoolers (5yrs old not yet in Kindergarten) \$160.00/week
- School Age
 - Before School or After School \$90.00/week
 - Before and After School \$100.00/week
- Drop In Care \$40.00/daily

*These rates are subject to change with 30 days notice.

Tuition payments are due on Mondays for the current week (you will be pre-paying for services). If Monday is a holiday or a vacation day, then payment will be due on the previous Friday. If it is easier for you to pay for 2 weeks or a month at a time, this is acceptable (as long as tuition is paid in advance)

FULL PAYMENT IS DUE WHETHER YOUR CHILD/CHILDREN ARE PRESENT OR NOT!!!!
This guarantees your child's space.

Tuition will be considered late if not received by the time you drop off your child on Mondays when you drop off your child. If tuition is not paid, a daily late fee of \$10/child will be accessed for each day payment is not received. If your child is not in attendance on Monday, **you are still expected to pay**. I also have a “**no pay, no stay**” policy. Your child may not be allowed to attend until all fees are made current. The reason for this is that I count on my income to pay bills and supplies that are necessary to operate my business. I am certain that you would not continue to work for a company that continued to give you your paycheck later than you're agreed upon payday. I also will not work under these circumstances. If no payment is received by Wednesday then your child will be immediately terminated from the program and/or legal procedures will begin.

Subsidy co-payments are due on the last day of the month for the following month. If the last day of the month falls on a Saturday or a Sunday then your co-payment will be due on the last Friday. **FULL PAYMENT IS DUE WHETHER YOUR CHILD/CHILDREN ARE PRESENT OR NOT!!!! This guarantees your child's space in my program.** Co-payments/parent fees are considered late if not received on the last day of the month. If tuition is not paid, a daily late fee of \$10 will be accessed for each day payment is not received. If your child is not in attendance on the last day of the month, you are still expected to pay. I also have a “**no pay, no stay**” policy. Your child may not be allowed to attend until all fees are made current. If you do not pay your copayment/parent fee it will be reported to your DSS caseworker. This may affect your eligibility in the subsidy program.

Payments may be made by check, (made out to Tenika Bell **NOT** SonShine Christian Child Care), cash, paypal, or Mobile Banking App (Cash App, Zelle, or Venmo) or Brightwheel. This is completely up to you. **Cash payments should be for the exact amount- change will not be made and accounts will not be credited** (if you pay with any amount over your tuition it will be considered a donation and used to buy craft supplies for our classroom). If a check is returned, I will notify you and ask you to pay all service charges along with a \$35.00 return check fee and a \$10.00 late fee. If your check is returned for any reason, future payments are required in cash and child care services may be terminated if NIF fees are not paid within five (5) business days. You will also be responsible for any fees I may be charged in the event I have to use a collection agency or file a claim in small claims court, to recover your tuition fees.

If you are in school or have a job that gives you summers off or taking maternity leave and would like to have your child home with you, you are still required to make your full child care payment to hold your child's space. **I DO NOT RESERVE SPACE IN MY PROGRAM WITHOUT PAYMENT.** If you plan on keeping your child home for any extended amount of time and opt not to pay for their space there is no guarantee your space will be available when you are ready to return.

Like every other business, SonShine Christian Child Care operates on a budget. The tuition policies are in place to ensure payment is on time and the operation of the business runs smoothly and meets your expectations of top-quality care for your child. I reserve the right to change tuition rates and other fees with a thirty-day notice. Meals and snacks are included in the tuition fees.

Additional Fees

Occasionally there may be additional fees charged to you. These fees may be used for but not limited to field trips, activity fees, curriculum fees, etc.

Taxes

Child care is a legally deductible expense. By law I am only required to provide you with my tax ID # (which can also be found on your printed receipts) I will gladly fill out a W-10 you provide to me. I am not required to give you a year-end total if I provide you with receipts, so as a courtesy please give me at least two weeks to fill out W-10s and provide you with a year-end totals.

Financial Hardship

We have all experienced financial difficulties at one time or another. I will make every effort to work with you so that your child can continue coming to SonShine Christian Child Care. However, there may be a time or circumstance when I may request that you not bring your child until payment can be made.

Trial Period

There will be a two-week (10 calendar working days) trial period for all new children enrolled in SonShine Christian Child Care. During these two-weeks, either the parent or the provider can terminate without prior notice. After the two-week trial period, parents can only terminate care with a two-week written notice.

Hours of Operation

“Typically” child care is available Monday-Friday from 6:30am to 5:30pm (part time, additional hours, evenings, overnight, and/or weekend care available at the **provider’s discretion.**)

Parent’s that have jobs where their hours and/or days change from week to week must submit their schedule in **WRITING** or by **TEXT** on the day their schedule is given out. If there are changes to your schedule, prior notice must be given to the provider.

You are required to call, text, or email me no later than 7:00am if your child will be late or not coming that day. I often have school drop offs and/or other errands scheduled and must leave on time. I also need to know how many children to prepare meals for. If you are late dropping off it will be responsible for bringing your child to wherever I am or wait in my driveway with your child until I return.

There will be no refunds or adjustments made to your child care fees or hours if you fail to call when arriving late resulting in my leaving the premises or closing child care for the day.

Arrivals & Departures

Children are to arrive clean (please change your child’s overnight diaper/pull-up before coming to child care), dressed (including shoes), (no pajamas, unless you don’t mind your child wearing their pajamas all day) and fed (unless arriving before a meal time). **I prefer that there are no pick-ups or drop offs during the designated daily quiet time (12:00pm-3:00pm).** If your child has an appointment during our quiet time I ask that you come get them right after lunch.

All children (even subsidized children) **must** be signed in and out daily. Currently we are using the Brightwheel app to do daily sign in and out. I will sign in a child who is dropped off by the bus, picked up

from school, and/or whose parents do not come in the morning. You will need to sign them out. Parents are also expected to escort their child in and out each and every day. Please do not let your child run out to the car without you---this can be very dangerous.

It is normal for some children to have difficulty separating from parents or cry when being dropped off. Please be very brief (no more than 5 minutes is sufficient) during drop off times; the longer you prolong the departure the harder it gets. **A smile, cheerful good-bye kiss, and a reassuring word that you will be back are all that is needed. In my experience, children are nearly always quick to get involved in play or activities as soon as parents are gone.** You may call or text me any time to check on your child, if you like.

Drop-off and pick-up times are not good times to discuss problems. Little ears and minds hear and understand everything. I am not comfortable discussing children in the presence of anyone except their parents. Topics that concern day-today events or light-hearted discussion are fine. If your child misbehaves during these times, please correct their behavior. My house rules apply from the time they walk in until the time they walk out. This is a time of testing when two different authority figures are present (parent and provider), and this situation will be tested at one time or another to see if the rules still apply. I will remind your child if inappropriate behaviors are being displayed. Please be prepared to back me up. If your rules or desires are being tested, I am ready to back you up.

My normal procedure is to release the child only to his/her parents or someone else the parents designate. If someone other than the parent is to pick up the child, please notify me ahead of time. A verbal notice is fine on that day if this person is on the list of people who are authorized to pick up your child. If the person is NOT on that list, I MUST have written permission to release your child. Please inform emergency contacts, or people designated to pick up your child, that if I do not know them, I will need to ask for photo identification. I do not mean to offend them. This is simply a measure taken for your child's protection. I will not let a child leave without a parent's verbal permission even if that person is listed as one of your designated pickup people.

Note: Please make sure that the people listed to pick up your child are aware that in the event I cannot reach you during an emergency or you do not show up to pick up your child, I will call them and ask them to pick up your child.

Note: Custodial Agreements

It is important that you indicate on your enrollment form who the custodial parent is and who may or may not pick your child. It is also helpful to furnish a copy of the divorce decree or custody agreement, which will be kept in your child's file and all information will be confidential. Without a copy of the official papers, I may not be able to prevent your child from leaving with his/her non-custodial parent.

Overtime Fees

If your child is picked up after 5:30pm or is dropped off or picked up outside the time stated on your voucher issued by the DSS, you will be charged an overtime fee.

Please consider my schedule when dropping off early or picking up your child/children late. First thing in the morning I am still trying to get myself ready for the day. I will NOT open my door before 6:30am for any reason so please do not continuously ring my doorbell or call me to tell me "you're at the door." (The

grocery store will not open up for you 5 minutes early just because you're at the door, neither will I.) In the evening, I often have places to go.

An overtime fee of \$15.00 will be assessed for the first 15 minutes (or any portion of that time). The same will apply to any additional 15 minute period or portion thereof. For example, if you are 5 minutes late picking up your child, your overtime fee will be \$15.00. It will be the same if you are 10 minutes. If you are 16 minutes late your fee will be \$30.

If you know you will be unavoidable late, it will be your responsibility to have an authorized alternate person pick up your child/children. It is not my responsibility to tell you that I have plans so that you can be here on time. Bad weather (except in extreme situations) will not be an accepted late excuse and you will be billed accordingly.

Parents picking up late will be asked to sign a form confirming their overtime and recognizing that a fee will be assessed. Your child/children will not be able to attend child care until overtime fees are paid or other arrangements are made with the provider. The above fee will also be charged to you if another person is supposed to pick up your child and is late.

Note: This rule will be strictly enforced. More than two late pickups could result in termination of your enrollment in the program.

Absences

You will be financially responsible for all absences. In the event your child leaves or does not attend SonShine Christian Child Care during their scheduled time to include but not limited to doctor appointments, illness, birthday parties, school functions, sporting events, accompanying you to work, preschool/Early Head Start/Head Start/More@4/3School, going to a friend's or relatives' house, vacations, staying home with parents, day camps, you are responsible for the time they would normally be here. A place has been reserved for each child that cannot be filled on a short-term basis.

Please call, text, or email me when appointments, absences, etc. will affect your child's schedule. Any child absent for more than three consecutive days without any notification, or who is absent with a delinquent account, may be considered, at the discretion of the Provider, to be dropped from enrollment and the space may be made available to other families.

Although I will make every attempt to be available each day, there will be occasions when I am unable to provide service (such as family illness, funeral, training out of town, etc.). In the event of such a situation, I will take five (5) paid sick/personal/training per calendar year. I will try to give you as much advance notice as possible. It will be your responsibility to obtain and pay for alternate care during this time. I strongly suggest that you have a family member, a friend, or a substitute provider lined up for the times I am closed due to illness or emergency.

When I must be away for a short time (1 - 4 hours), backup care may be provided by a substitute provider. If I am unable to use a substitute then it will be necessary for me to close for half the day or the full day. Substitute providers are authorized to carry out the terms of this contract.

Open Door Policy

I maintain an open door policy for parents. This means that you are always welcome to call or drop in unannounced to see your child during the day unless prohibited by a court order. Open door does NOT mean that my door will be kept unlocked all day. I believe that it is extremely important to keep the doors locked for the safety of the children. I do not want unwanted or unexpected visitors to enter my home without my permission or knowledge. I also do not want little ones leaving the house unsupervised. Your child's safety is my first priority.

I ask that if you would like to visit with your child during child care hours that you come before or after naptime. If your schedule only allows you to come at this time, you will be asked to sign your child out and asked to return after naptime. This is to ensure that the other children are not disturbed.

I would appreciate you taking into consideration my schedule when dropping in or calling, and remember that visitors usually cause the children to be disruptive.

Holidays & Vacations

I will be taking the following holidays with pay: New Year's Day, Martin Luther King Jr. Holiday, Good Friday, Memorial Day, Juneteenth, July 4th, September 3rd/Labor Day, Veteran's Day, the Wednesday before Thanksgiving, Thanksgiving Day, the Friday after Thanksgiving (Black Friday), and a week during the Christmas holiday. I will typically be closing early on New Year's Eve (usually at 3pm).

Note: If the holiday falls on a Saturday child care will be closed the Friday before. If the holiday falls on a Sunday child care will be closed the Monday after.

In addition to the above-mentioned holidays, I will be taking up to two (2) one week vacation per calendar year.

Inclement Weather

During extremely bad weather (i.e. hurricanes, snow storms, etc.) SonShine Christian Child Care will follow Lenoir County Public School's schedule of operation. If child care is closed for a week or less, parents are required to pay the full rate of tuition. Closings for two or more weeks, parents are required to pay half (½) rate.

Emergency Declarations & Natural Disasters

In the event of an Emergency Declaration of a National Disaster, SonShine Christian Child Care will follow the recommendations of the North Carolina Division of Child Development and Early Education, the Center for Disease Control, our county or state Health Department and local authorities.

Health and Illness Policy

A Child Medical form and immunization record is required to be on file on the first day of enrollment at SonShine Christian Child Care. This form must be completed by the parent and the child's health care provider and must list any allergies, physical handicaps, etc. Immunization records must be updated and kept current.

Currently, SonShine Christian Child Care is only providing care for healthy children. Parents must make other arrangements for the care of their child when they show symptoms of any deviation from normal health. If your child becomes ill at SonShine Christian Child Care you will be immediately notified. Your

child is expected to be picked up within 30 minutes. Your child will not be permitted at child care with any of the following conditions.

Your child will not be accepted into child care if he/she has had any of the above symptoms within the last 24 hours. A sick child should be allowed to recover fully after any illness so that the other children in the group do not become exposed. Your child may return to care 24 hours after a break in symptoms or with written authorization from your child's health care provider stating the name of the illness and when the child may return to care.

If your child is thought to have a communicable disease, you will be notified and asked to pick him/her up. He/She will be isolated from the other children and given special attention and comfort until you arrive. Your child will be accepted back into child care with a note from his/her health child care provider. All the other parents will be notified of the possibility of a communicable disease and what symptoms to watch for.

If your child is out sick, regular fees still apply. I have the right to determine when a child should be sent home due to illness.

If someone in my family has any of the above symptoms, I will call, text or email you as soon as I am aware of the situation, so that you may determine whether or not you want to expose your child to such symptoms. However, I reserve the right to ask you to make other arrangements if I feel the illness in my household will hinder the quality of care I can provide for your child.

Daily Health Check

A Covid 19 daily health check will occur via Brightwheel when you sign your child into the app. You answer yes to any of these questions your child will not be allowed to say at child care. If you or any of the children you are dropping off have been exposed to Covid 19 and or have been asked to quarantine and you knowingly bring them to child care you will be immediately terminated.

Medications

Please inform your child's health care provider that he/she is in child care and that you prefer to give medications at home, morning and evening. Knowing this many health care providers will order longer acting medications. Limiting medications dispensed away from home prevents medication errors. If medication needs to be administered at child care the following conditions must be met.

NO EXCEPTIONS!

- No over the counter medicine (I.e. fever reducers, pain relievers, cough medications, teething medicines, etc.) will be given.
- Written authorization must be given by the Parent. Parents **must** fill out an Authorization to Give Medication Form. Do not leave medicine in your child's diaper bag, book bag, or cubby. **HAND IT DIRECTLY TO ME!**
- Medication must be in its original container and labeled with your child's name on it. (Ask the pharmacy to divide the medicine so you can have one to leave at child care and one for home.)
- Medications that have expired or prescription medication not written for your child will not be given.

Parents are required to fill out the proper forms completely. Instructions for how medications should be administered need to be in **detailed writing**. There will be **NO EXCEPTIONS** to this policy. If you do not comply with this policy, I will not administer any medicine to your child.

Special Health Needs

SonShine Christian Child Care does not exclude children with disabilities or special health needs (such as but not limited to autism, allergies, asthma, diabetes, developmental delays, physical disabilities, etc.). I believe that all children benefit when children with and without special needs are cared for together. Our program accepts children with special health needs as long as a safe, supportive environment can be provided for the child with reasonable accommodations.

Upon enrollment or identification of a health need, a conference with the parent, myself, and the child care health consultant is required to review the child's care requirements. In addition to the routine enrollment forms required by the NC Division of Child Care Development and Early Education, an Individual Health Plan and Emergency Action Plan shall be on file. These plans shall be reviewed at least yearly, or whenever there is a change in the child's condition or treatment plan.

Medical Emergencies

I have received training in CPR and First Aid as required by the state. In cases of minor injury or accident I will administer basic first aid. All injuries not requiring immediate parent notification will be documented and reported to the parents when the child is picked up at the end of the day.

In case of an EMERGENCY, I will administer the necessary aid. The Kinston Police Department or Paramedic Unit will be called and your child will be transported to the hospital designated on your Emergency Release Form. **YOU WILL BE NOTIFIED IMMEDIATELY**. An injury report will be completed and you will be given a copy as well as one will be sent to the NC Division of Child Development and Early Education (DCDEE). If an ambulance is called to transport your child, the cost of the ambulance will be your responsibility.

You are responsible for all costs involved in emergency medical treatment, including emergency transportation, if required. Neither the owner or SonShine Christian Child Care, nor my family will be held liable for any sickness/injury of either parent/guardian or child while on these premises, or while your child is in the company of myself during field trips or outings.

Meals

This child care participates in the Child and Adult Food Program. This is a federally funded program that issues dietary standards from the USDA to ensure that children receive nutritionally balanced meals and snacks while in my care. I serve breakfast, lunch, and a PM snack each day. All menus are available for you to look at per your request. If your child will be arriving after one of the mealtimes listed below please feed them **BEFORE** you arrive at child care. **Please do not bring in McDonalds, Burger King, Bojangles, etc., cereal bars, pop-tarts, baggies of cereal, sippy cups, etc.** and ask if your child can finish it at the table. You will be asked to take your child back to your car to finish their meal. This cuts down on the other children becoming upset because they cannot have what another child is having and keeps me in compliance with my food program.

Except for class parties please do not send candy, gum, or snacks with your child.

I believe mealtimes should be a pleasant time; therefore, children are always offered and encouraged to try different foods but are not forced to eat. If your child chooses not to eat, they **will not** be offered anything until the next snack or mealtime. If your child has a severe food allergy or special dietary needs I must have a notice from your child's health care provider stating what foods are restricted. (I will provide you with the form)

Meal/Snack Time

7:30-9:00 am Breakfast

11am-12 pm Lunch

3-4pm Snack

Supplies

You are responsible for supplying diapers*, pull-ups, pacifiers (for children under 13 months), a full change of clothing (including socks and underwear) appropriate for the weather, swimsuit and towel (during the summer months) any other supplies that your child/children may need. Please send supplies in a large Ziploc bag labeled with your child's name. (Please do not send any diaper bags, or book bags due to limited storage space). **Sandals, flip flops, jellies, cowboy boots, hard soled dress shoes, open-toed shoes are not allowed for outdoor play in order to reduce the likelihood of injury.** (If your child wears types of shoes to child care please send a pair of sneakers for them to change into for outside play)

*Diapers and wipes are provided for children under the age of 3 years old. After your child's 3rd birthday you will be responsible for supplying diapers/pull-ups and wipes if your child still needs them. If you prefer not to use the brand provided by me you will be responsible for bringing a whole package of diapers to be stored under the changing table. (I will let you know when your supply is running low.) If your child needs a pacifier you will need to leave at least two here at child care. If supplies are requested and you fail to bring them, I will purchase them and add them to your bill.

Please do not send your child to child care wearing anything new or special. Your child will be painting, playing on grass, in sand, playing with chalk and other various activities. Please do not expect me to keep your child's clothes clean and free from stains. I will not be responsible for "cute" clothes getting messy. Children will participate in all activities regardless of their dress. Soiled clothing will be sent home and a clean change of clothes should be brought back the next day. All items need to be labeled with your child's name or initials. You must maintain these items at all times. If there is a special occasion that calls for special clothing (a doctor's visit or a trip to the photographer) please send the special clothing with your child and I will help them clean up and get dressed prior to your arrival.

Personal Belongings

Toys should not be brought from home unless it is something that can be shared with the group (i.e. books). Little ones have a difficult time sharing with others, and it is even harder with their own special toys. The only exception to this rule is on our Show and Share Day. If toys are brought, please note that they may be put away, if they are the cause of disagreements among the children. Any property that is brought to my home that is lost or broken is not my responsibility. All personal items must be clearly marked with the child's name. **No electronics (cell phones, tablets/Ipads, laptops, game systems, etc.) are allowed to be used here by your child if not being used for remote learning/extracurricular activity.**

Cleanliness & Hygiene

I do my best to maintain strict cleanliness and hygiene standards. Children's hands are washed upon arrival, before and after meals, before and after using the sand and water table, after messy play, after playing outside, and after using the bathroom or having their diaper/pull-up changed and whenever hands are visibly dirty. I use paper towels/individual wash clothes for drying hands, so children do not have to use the same towel. Each child is given the opportunity to wash their face and brush their teeth before naptime. The children use hand sanitizer when they can't immediately wash their hands. I wash my hands before beginning work, immediately before handling food or feeding children, after using the bathroom or helping a child use the bathroom, after checking and changing soiled diapers/pull-ups and clothing, after coming into contact with any bodily fluid (wet or soiled diapers/pull-ups, runny noses, spit, vomit) after handling a pet or pet equipment, after clearing our classroom, bathroom, or my kitchen, and before and after giving medication or applying ointment.

Naps & Quiet Time

Rest time gives everyone a much-needed break during the day. Without rest time, some children are argumentative in the afternoon, short-tempered with others, and not really happy when they go home in the evening. Naptime is my only opportunity to take a break, clean up after lunch, do paperwork, return phone calls, and do activity planning. Please do not ask me to keep your child up at naptime. If you do not wish to have your child take naps, my program may not fit your family's needs.

- **Toddlers & Preschoolers:** All children who have not entered Kindergarten are required (by state law) to have a rest period. I will provide everything required for your child to have a comfortable quiet rest. The radio/Echo dot/Ipad is used for background music. Children are allowed to wake up on their own, with no loud noise, bright lights or other harsh methods. The bedding will be washed weekly or if they become soiled.

No child is forced to sleep; however, they must remain quiet and still. Children who wake up before the others will be guided in finding a quiet time activity to engage in that will not disturb any sleeping children.

Routine Care for Toddlers

Diapering will be done at least every two hours or as necessary. Toddlers will be placed on a clean changing area and then changed and will be assisted with hand-washing at the sink. Any clothing that becomes soiled will be placed in a plastic bag and sent home.

Toilet Teaching

I will be glad to assist you when you feel your child is ready for toilet teaching (typically between the age of 2 ½ and 3 years old); however I will not train your child for you. This is an important period for your child and is generally more successful when we work together. The initial teaching needs to be done at home for at least two weeks successfully before it can be effectively started here at child care. During this time, I will provide you with handouts that offer training tips. Children will be allowed to come to child care in cotton training pants/underwear (with plastic covers) after they have been accident free for at least two weeks in pull-ups.

Parents will need to supply several pairs of training pants with plastic pants plus a couple of extra changes of clothing each day (don't forget the socks and shoes!)

Do not bring your child in panties or underwear until he/she has naptime and bedtime control established. During toilet teaching, I ask that the child be dressed in “kid friendly” clothing as much as possible. The best items are shorts and pants with an elastic waist. Try to avoid really tight clothing, leggings, dresses, over-sized (baggy) shirts, onesies, pants with snaps and zippers, and overalls. These are difficult for children to remove “in a hurry”.

Preschool Activities

From August through May for children 2½ - 5, will be involved in preschool activities. Some of the activities included are learning letters, numbers, language and skill development, doing arts and crafts and the Bible. Currently we are Funshine Express curriculum. There will be a preschool books and materials fee each August 1st (or upon enrolling in our program) to cover the cost of any materials (curriculum books, art and craft supplies, etc.) for the year.

The goal of preschool here at SonShine Christian Child Care is to have fun and provide a little extra learning stimulation. It will not be a rigorous academic program as young children still learn best from participating in and observing the environment around them.

Indoor and Outdoor Play

Children learn best through play. Because of this, I provide a variety of age-appropriate toys and games for both indoor and outdoor play. Our classroom is set up in learning centers that are open to the children to play in for much of the day. Our learning centers are: Dramatic Play (Dress-up/Housekeeping), Blocks, Science/Nature Center, Reading Center, Sand and Water Play Area, Math and Game Center and Art and Writing Center. Toys may be rotated or placed temporarily out of use so that the children do not become bored. Younger children have less-developed organizational skills and can get easily frustrated or upset when there are too many toys to choose from. It is also more difficult for them to help with cleaning up when there are toys everywhere, because it is so overwhelming to them. For this reason, during free play times, each child may select one or two things at a time to play with. They will be shown how to put those things away before selecting something else.

Toddlers are given as much interactions as is possible in a multi-age group with lots of cuddling, rocking, talking to, etc. They will also be given the opportunity to develop their large and small motor skills by doing such things as climbing, throwing, catching, kicking, and manipulate objects such as large knob puzzles, and stacking toys.

We will be playing outdoors every day that the weather permits for a minimum of one hour. Please make sure that your child is appropriately dressed for outdoor play at all times. Our activities will include backyard playground (swings, slide, and climber) water play (outside water table or sprinkler in the summer), biking/riding toys, sandbox, and more.

We encourage participation in all areas of play but no child will be forced to play if he/she doesn't want to.

Discipline

My philosophy is that you use guidance to teach a child. I achieve this through love, consistency, and firmness. I stress two main patterns of behavior: respect for other people and respect for property. To reinforce these behaviors I use the following procedures. Rules are first explained to the children and then followed up with lots of reminders and plenty of positive reinforcement. For children ages 3 and older, redirection and “time-out” are used. In a time out situation the child will be separated from the

group and asked to sit in a designated area. There the child will sit for one minute times their age (example a three year old will sit for no more than 3 minutes) After time is up I will discuss with them, what behavior caused them to be put in time out and what we can do to correct it. The child will then be encouraged, but never forced to give the offended party an apology. The “Do’s and Don’ts” of our child care have been outlined for you and you will be required to sign a discipline and behavior management policy.

Please keep in mind that there WILL be disagreements between children. Young children, especially those who are not adept at communication, have a hard time expressing their feelings. Sometimes they hit or throw toys, etc. Although teaching children appropriate behavior is what I will be doing, remember that this behavior is age appropriate in most cases.

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

Prevention of Shaken Baby Syndrome and Abusive Head Trauma

SonShine Christian Child Care believes that preventing, recognizing, responding to, and reporting shaken baby syndrome and abusive head trauma is an important function of keeping children safe, protecting their healthy development, providing quality child care, and educating families. In accordance with 10A NCAC 09 .1726 has developed and adopted a policy to prevent SBS/AHT. Behaviors that are prohibited include (but are not limited to):

- Shaking or jerking a child
- Toss a child into the air or into a crib, chair, or car seat
- Pushing a child into walls, doors, or furniture

IF SBS/AHT is suspected 911 and parent/guardian will be immediately contacted. Instances of DCDEE by calling 1-800-859-0829 or the local Department of Social Services. *The parent will be required to sign off that they have read over this policy.

What Is Expected from Your Child

- To take turns and share
- Listen to their teachers and parents
- To be kind to everyone
- To be helpful
- To laugh, smile, play, and be happy
- To always do their best

Parental Involvement

There will be times and ways you can get involved in your child's child care experience. You are welcomed and encouraged to participate in any or all of these. Some examples of ways to be involved include but are not limited to:

- Chaperone a field trip

- Provide treats and/or helping with parties
- Lending objects for our preschool themes
- Helping your child at home with concepts we are studying in preschool
- Helping your child prepare for “Show and Share”

Donations

Donations help me keep costs down, so if you have any of the following items on hand and are willing to donate them, it would be greatly appreciated. This is not mandatory.

- Paper of any kind
- Art Supplies
- Boxes of Kleenex during, “runny nose reason”
- Paper towels
- IDEAS! We welcome any ideas that you may have for fun activities or crafts

Birthdays and Parties

Each child's birthday is his/her "Special Day." I will provide treats for your child's special day. You are welcome to bring store bought treats, decoration, games, etc. to help celebrate as long as there is enough for everyone. Please discuss this with me in advance so we can plan accordingly. I also have holiday parties occasionally throughout the year. Sign-up sheets will be posted at the front door for your assistance with these days as needed on a voluntary basis.

Transportation

SonShine Christian Child Care has permission from the NC Division of Child Development and Early Education to transport children. Transportation for school age children to and from their school may be available for a small fee that will be added to your child’s weekly tuition.

Field Trips

One of the goals of SonShine Christian Child Care is to provide your child with lots of different learning experiences. Some of these learning experiences occur outside of child care. We take several field trips and participate in different activities here in town and in surrounding areas. Some of our field trips may require a fee.

All children will be placed in safety-approved car seats as required by North Carolina State law. You may be requested to provide a car seat* for the day and/or pay any fees associated with the trip. You will be required to sign a permission slip that I will carry with me. I also carry copies of the emergency forms. In the event of an emergency away from the childcare home, your child will be cared for and you will be notified. It is not required that your child attends the field trip, but it will be your responsibility to find and pay for alternate care if you do not wish for them to attend. You still pay your regular child care fees.

Whenever I take the children on field trips I like for us to dress alike so that it’s easier to keep up with everyone in the group. When dressing your child on field trip days, I ask that you dress them in jean bottoms (pants or shorts for the boys; pants, shorts, caprice or jean skirts for the girls) and I’ll provide them with their t-shirts once they arrive at my home. I ask that you return your child’s t-shirt unwashed the next day. If you fail to return your child’s t-shirt you will be responsible for paying all fees associated with for replacing it.

*Note: SonShine Christian Child Care will not be responsible for any car seats/booster seats left at this child care home. This includes but is not limited to: theft, damage, and vandalism. I do not have anywhere to store your child's seat other than under my carport. It will be the parents responsible to clean out any seats that have been left outside.

Safety Drills

I have a written emergency evacuation plan and routinely practice a fire, lockdown, and shelter in place drills with the children.

Pets

SonShine Christian Child Care does have pets on the premises. Currently we have a Chihuahua, named Bailey and a Yorkie named Grace. Both are current on their vaccinations including rabies. The children will be closely supervised when the dogs are accessible to ensure that both the children and the dogs are protected from harm. If your child is allergic to pet dander, please inform me.

House Rules

Please respect my profession, my home, and me. **I AM AN EARLY EDUCATOR, not a babysitter.** The respect that you show me, including my home, furnishings, equipment, yard, and other children will communicate itself to your child and will make for a better working relationship. There are certain house rules that all children will be taught and expected to follow. In addition, although I realize that I must expect a certain amount of wear and tear where children are concerned, I do not want to have my home "demolished".

Please do not expect my home or your child to be perfectly clean at pickup time. Sometimes we can get pretty messy when we are playing, eating and doing crafts. I will try to keep things as neat as possible, but fun and the well-being of the children will **ALWAYS** take precedence over cleaning.

The following rules are enforced for the safety and well-being of everyone. There will be no running permitted in the house. Hitting, pushing, biting, grabbing, kicking, spitting, or pinching other children/adults will NOT be allowed. No standing or climbing on chairs, tables, or furniture. There will be no use of obscene, derogatory or disrespectful language. Children may not walk around the house with food, cups or bottles. Respectful treatment of other people and all property, toys, and furniture is expected. Please support me in the enforcement of these rules, in order to create a better environment for all.

If your car is leaking oil, please park along the street and not in my driveway while picking up and/or dropping off your child. (The children are sometimes allowed to ride their bikes in the driveway).

Children and families are welcome in any area of the home that is used for child care purposes. My family and I also need some privacy and separation from the child care. It is important for them to feel that they have their "own" space.

Tobacco-Free Policy

SonShine Christian Child Care understands that the use of the tobacco products on child care premises and in vehicles used to transport children or during any off premise activities is an environmental hazard and detrimental to the health and safety of children, staff, and visitors. In accordance with NC Child Care Rule 10A NCAC 09,1719 smoking and use of tobacco products is prohibited. This policy applies to all

staff, families, visitors, and volunteers. *The parent will be required to sign off that they have read over this policy.

Destruction of Property

Accidents happen! Toys sometimes get broken. I understand that, but if your child intentionally breaks a toy or any property in my home, you will be 100% responsible for the repairs and or replacement cost of the item and any additional expenses that occur because of the damage.

Termination Policy

We hope it doesn't happen, but it may be necessary to say good-bye and terminate our child care relationship. Children grow up, work arrangements change, people move away, and a child's needs may change. Regardless of the reason we need to agree in advance that the transition will be kept as loving and comfortable for your child as possible. Parents can terminate the child care agreement with two weeks written notice. The provider can terminate without notice for any of the following reasons (but not limited to):

- Failure to pay tuition on time
- Failure to pay overtime/late fees
- Failure to complete and/or return the required forms
- Lack of parental cooperation
- Making false complaints to the DCDEE or other state agency
- Bad mouthing me to other parents
- Physical or verbal abuse of any person or property
- Lack of compliance with handbook regulations
- Failure to show up for three (3) days in a row without communication with provider
- Serious illness of child or provider
- False information given by parent either verbally or in writing

I ask that you give two-weeks written notice of termination for which full payment is due, whether or not your child is in attendance. Termination notice will not be accepted or given out while the provider or parents are on vacation.

If a WRITTEN two-week notice for termination is given, your security deposit (totaling two week's tuition) will be credited towards your last two week of attendance at SonShine Christian Child Care. If you terminate your enrollment without providing notice at least two weeks before the last day, you will forfeit this deposit. If your security deposit was waived at the time of your enrollment you will be responsible for paying your last week fees. Any outstanding fees must be paid on or before the child's last day. If it becomes necessary for me to resort to legal action to collect fees, the parents will be responsible for legal fees incurred on my part.

Note: Two week notice means two full weeks of Monday- Friday care. If you terminate in writing on a Wednesday then the next two full weeks of Mon.-Fri. care applies.

REVISIONS TO HANDBOOK, CHILD CARE AGREEMENT & CONTRACTS

Revisions to this handbook, our agreement, and the accompanying contract/forms will be made as needed. I reserve the right to make changes in rates and policies, as I deem necessary. You will be notified in

writing, of changes that may occur. Every attempt will be made to give at least two weeks' notice of changes. Agreements will need to be updated by you when any of the following changes occur:

- If the number of children in care change
- If the hours child care is needed change
- If you or your spouse's employment or residence change
- If who may or may not pick-up the children from child care changes
- If any of the emergency contacts, doctors or dentist change

Agreements and enrollment information verification may be requested at the beginning of each year or by September 1st.

I have received via email

(parent's email address)

and have read through the current SonShine Christian Child Care Parent Handbook. I agree to comply with the procedures and policies of this handbook.

Parent Signature: _____ Date: _____

Parent Signature: _____ Date: _____