

Community Life Development Center

PARENT HANDBOOK



Community Life Academy (CLA) PK and School Age Programs

- **Pre-K Program (ages 4-5)**
Monday – Friday from 8:00 AM – 2:00 PM
- **Before and After-School / *Wrap-a-Round* Care (ages 4-12)**
Monday – Friday from 6:30AM – 6:00PM
- **Summer Learning Fun Camp (ages 4-12)**
Monday – Friday from 7:30 AM – 5:30 PM

Serving Our Community since 2018

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Updated 14 October 2026

Welcome

Community Life Development Center (CLDC) thanks you for your interest in our school age program “Community Life Academy”. This handbook is intended to give you information regarding the policies and procedures of our center school and to answer any questions you may have.

We place great emphasis on individuality. We also recognize individual cultural diversities and special abilities of each child. We offer a relaxed and comfortable Christian family style environment that is conducive to learning to meet the needs of each family member that utilize our program and services.

We are committed to providing quality behavior models to ensure the very best learning experiences for your child as well as for your family. Every day is a special day for our families. Be assured that your child’s care is quality care. All children will have fun while learning and know they are loved because this is their home away from home.

Our family thanks you for allowing us to be a part of your *child’s growth and educational development*. **If you have any questions, comments, suggestions and/or concerns at any time please do not hesitate to call us at (910) 867-7828.**

*Please remember that our doors/hearts are always open to you and your family.

“Helping Parents to Train up their Child in the Way they should *Grow*”

In Service for Our Community

Please read this handbook carefully and keep it in a convenient location for quick reference. If you have questions or suggestions at any time, please feel free to call us.

As a State licensed facility, rules and guidelines must be followed. This handbook is a representation of those rules from and by CLDC, PFC, PFHE, CCA, Fire and Health Dept., and DCDEE. The signed contract is an agreement to the terms and conditions between the Parent/Guardian, CLDC, PFC, PFHE, CCA, Fire and Health Dept., and DCDEE.

Enrollment: In order to enroll your child, a parent/guardian must meet the Center Director or Representative to share information about the child, discuss our supervision and discipline policies and procedures of our academy and complete required application and enrollment forms. **The Registration Fee and first week's tuition must be paid prior to the first day the child is scheduled to attend.** All payments are due the Friday before next week of service.

Inside you will find information regarding our Program and Services we provide:

- Mission Statement and Program Description
- General Information
- Hours of Operation and Federal Holidays
- Registration Requirements
- Payment Schedule and Fees
- Food Program (we utilize Cape Fear Tutoring)
- Transportation Safety
- Safe Sleep Policy
- Medical / Illness / Infection Control
- Child Abuse and Neglect
- Emergency Plans and Inclement Weather
- Medical Liability Release Form
- Discipline and Behavior Management Policy
- Center Adjustment
- COVID-19 / CDC / WHO / DCDEE Information

In accordance with Federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating based on race, color, national origin, sex, age, or disability. To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, 1400 Independence Ave. SW, Washington, DC 20250-9410, or call (800) 795-3272 (voice) or (202) 720-6382 (TTY)

Our Purpose: is to provide quality Christian youth development services in a safe, healthy, and loving family style environment, where proper growth and development - can and will take place.

Mission Statement: To enhance the developmental stages in a child's life for effective participation in our challenging economy to succeed as a world-class citizen.

We will fulfill our Mission by:

- Preparing children for initial and continued success in life
- Guiding children through the early developmental stages of life
- Ready children for proper education and lifelong learning experiences
- Applying and reinforcing character education
- Encouraging children in developing self-confidence, self-discipline, leadership, decision-making, communication, problem-solving and citizenship skills
- Helping children make informed youthful decisions by applying practical life skills
- Making appropriate provisions for children with special needs to succeed in our educational program

Our Philosophy: is to provide all children loving care in a teaching, learning and caring Christian family style nurturing environment. We believe that proper health, safety and nutrition play an important part in a child's early brain development which is the critical component to optimum growth in young children. We focus on developing the whole child. Socialization and self-help skills are needed to succeed in life. Children enrolled in our youth development program are given the opportunity to explore ~ experiment and create in a safe, semi-structured, Christian family style nurturing environment. We will develop both curriculum and activity plans that will help your child grow physically, socially, intellectually and emotionally.

Program of Care: The proper development of a child is a lifelong process by which children develop and refine self-identity as related to growing up. Children have reached an age where they can explore the world as it appears to them. Experiences during these developmental stages are designed to be exploratory in nature. Children enrolled at CLDC will develop a better knowledge of self, a deep respect and love for God, family, and the world they live in.

Activities will include structured playtime, language and communication, stem-task-tic math and science, large and small motor skills activities, story time, creative arts and crafts, music and dance movement activities, and other fun learning recreational activities.

Through a mixture of guided and undirected creative play, children in our care will have the opportunity to learn about color, shapes, textures, numbers, letters, animals, seasons, feelings, senses, nutrition, manners and creative concepts such as "pretend" play, art, music, drama and dance.

Children can learn all these things and more through creative play.

I do not believe in pushing any child to learn at an accelerated rate and will not make a child feel pressured to achieve any developmental milestones.

By providing the right kind of fun, safe learning environment, I believe that children will learn at their own appropriate pace.

We endeavor to educate, equip, and impact the youth world.

GENERAL INFORMATION:

HOURS OF OPERATION:

Monday – Friday
6:30 AM – 6:00 PM

CLDC will CLOSE on ALL Federal Holidays.... These are paid holidays.

NO discounts for Holidays

We will notify parents months in advance when we are closed for training and or vacation.
(see Calendar / Newsletter)

FEDERAL HOLIDAYS:

New Year's Eve & New Year's Day
Martin Luther King Jr. Day
President's Day (Staff Training Day)
Good Friday / Easter Monday
Memorial Day
Juneteenth
4th of July / the day Before or After
Labor Day
Columbus Day (Staff Training Day)
Thanksgiving and the following Friday
Christmas Eve and Day / the Day After

When the holiday falls on a weekend, our Centers may close either the Friday before or the Monday after the holiday. The actual days of closing will be provided for the parents at the beginning of each month and posted on the Parent Bulletin Board. **(See our Monthly Calendar & Newsletter)**

REGISTRATION REQUIREMENTS: Before admission, parents and/or legal guardians **must complete and sign all documentation prior to enrollment.** State Law *requires the medical form* for each child enrolled to be completed and signed by an NC physician *on file within 30 days of enrollment.*

- Registration Forms and Statement of Understanding Form
- Child's Identifying and Emergency Contact Information
- Child's Medical History Report (copy of Shot Records)
- Discipline and Behavior Management Policy
- Transportation / Field Trip Authorization / Off-Premise Activity
- Cape Fear Tutoring Food Program Application (CFT)
- NC Childcare Law & Rules
- Parents Contract of Agreement for Childcare Services

FEE SCHEDULE PER PROGRAM:

****All Payments are due in advance payable to: CLDC)****

Our families enjoy our affordable market rates

Payments are due each Friday for the next week of service or Bi-weekly or monthly. Payments are accepted online through our payment portal in brightwheel. A receipt will be given for all payments made and recorded in your file. If payments are not received in a timely manner *your child will be suspended from the program*

LATE PAYMENTS: Late fee of \$10.00 per day will be assessed if tuition payments are not received in a timely manner and your child will be suspended /terminated from our program and if on subsidy (CCA, DSS, PFC, PFHE) a letter / email will be sent to subsidy agency stating non-payment of parent fee.

I understand that late /overtime fees begin one minute after my Subsidy Voucher authorized time, or the time stated on my parent contract. The following overtime rate applies: \$25.00 per 30 minutes, per child. To keep late payments down be on time to pick up your child(ren). Overtime fees are charged to your account for payment to be paid before returning the next day.

***** NOTE THIS *****

******If you're going to be late, please call us, the phone call does not justify picking up your child late, the late fee will still be assessed; but a courtesy call will keep us informed; unless paid prior arrangements have been made for extended care **DON'T BE LATE ~ YOU WILL BE CHARGED*****

TERMINATION FEE: 2 weeks' tuition (10 days) is charged to any parent/guardian who withdraws their child/children without giving a proper two weeks' notice.

COURT FEES: Should it become necessary to go to court over non-payment of fees owed, Court and Attorney fees will be added to your bill.

VACATION: If the parent takes vacation you are responsible for your time slot and must pay the weekly fee or you may terminate and re-enroll if slot is available.

ENROLLMENT: Enrollment is open to all children regardless of race, color, sex, sexual orientation, creed, handicap (unless unable to adequately accommodate), national origin or ancestry. We accept children 4 years and up. We provide full-time, part-time as well as drop-in hourly care.

Caring for Your Child(ren) is Priceless!!!

TRIAL ENROLLMENT: Each child will be accepted into the program on a two-week trial basis. During this time the child will have an opportunity to adjust to the other children and the program. If at any time during this time, the Center Director or parent determines their child is no longer appropriate for the program; parents will be required to withdraw the child. We may refer you to a center to better suit your child's needs.

ARRIVAL: Parents are asked to sign your child in on Brightwheel while in parking lot in your car, then bring your child in and sign-in on our weekly attendance sheet.

DEPARTURES: No child will ever be allowed to leave the facility with any person not authorized by the parent/legal guardian. Upon Departure, each parent or guardian will sign his/her child out on Brightwheel again while in your car. **Parents must come inside the center to pick up and to gather their personal belongings.** If anyone other than yourself is picking up your child, you must send in writing and verbally notify the center director **and** your child's teacher in advance. If the person is not authorized on your original paperwork, please remember to give a dated written note to the center director to update your file. Authorized individuals must present an acceptable form of I.D such as a driver's license at the time of pick up to verify they are on the child's pick-up list. It is expected that the parents will drop and pick up their child according to the time agreed upon on the parent contract / subsidy voucher.

All late fees (**separate from tuition**) will be paid directly to the director at the time of pick up, **use payment envelopes provided or online payment portal.**

*Please Understand; **our spirit of love, kindness, patience and true concern for your child and family must not be misunderstood.** This is our Profession!! And **caring for your child** is one that we **ALL** take very seriously, so **YOU MUST** consider the cost, and be a great steward to your family and finances.*

ATTENDANCE: Our curriculum starts around 8:00am inside/outside the facility. And please notify the staff in advance when your child will not be attending. In case of an emergency, or if you are off from work or school, vacation, or unexpected illness, we realize advance notice is not always possible, but please **call as soon as possible,** the morning of the absence.

ABSENCES: **Tuition is charged each week regardless, whether your child attends, unless on hourly drop-in basis or term.**

STAFF: An effective quality program cannot be carried out without qualified staff. Our staff have a negative TB test, criminal record checks, First Aid/CPR; Playground Safety, BSAC, Health, Safety and Nutrition, ECE Credentials /Administration Credentials, ServSafe / Food Handler course. Throughout the year staff members continue their education with monthly workshops / in-service training, and annual early childhood conferences, etc., offered by Partnership for Children, FTCC and other colleges in Early Childhood Education/ Child/Family Development, Psychology and Business Administration AA/BA/MA Degree Program.

***Directors / Lead Teachers** have degrees or working on their degrees and have several years' experience working with young children. Assistant teachers and other staff have a minimum of a high school diploma.*

NUTRITION POLICY / MEALS: **Breakfast** is served from 7:00 AM – 9:00 AM, **Lunch** is served 11:00 AM -12:00 PM, **PM Snack** is served 3:00 PM – 3:30 PM and **Dinner** is served 4:00 PM – 5:00 PM. *No child will go more than three hours without a meal or snack being provided.*

We provide well-balanced meals and nutritious snacks for all children. We plan our menus in accordance with the Child and Adult Care Food Program (CACFP) / USDA requirements for Children in Child Care. Our teachers are encouraged to eat with their class, serving as role models. Manners and etiquette are part of our daily routine. Our menu is posted on the bulletin board.

If your child has food allergies, provide this information in your child's enrollment forms. If your child has any other nutritional needs, please have medical statement completed by NC physicians and we'll do our best to meet those needs. We are not, however, able to make exceptions due to food dislikes.

Breakfast/Snacks (2 of 4 groups)

Milk
 Meat or meat alternate
 Grains or bread
 Fruit or Vegetable

Lunch or Supper

Milk
 Meat or meat alternate
 Grains or bread
 2 Different Servings of Fruit / Vegetables

Birthday and Holiday Treats - If you wish to celebrate your child's birthday at the center, please send small, single serving items that are approved by your child's teacher. As we may have children with food allergies, the treats must be purchased in stores and contain complete ingredient statements. If we do not have a list of ingredients, our teachers are instructed not to serve the food to the children. This is the only way for our center to ensure that food served to the children will not cause any allergic reactions. **No homemade food items are allowed.** If you would like to send small gifts, please check with the teacher to make sure it is age appropriate. Balloons are not allowed because of the choking danger they present.

If your family does not participate in birthday celebrations, please let us know.

No parent or child is allowed to bring outside food into the building for a meal. It is unfair against health codes and can cause an allergic reaction of another child. **Parents are more than welcome to wait outside while their child finishes their meal or treat, or they can take their child to lunch.**

INFECTION CONTROL: DAILY/ WEEKLY / MONTHLY CLEANING SCHEDULE: Our cleaning schedule is posted throughout the center. We take every precaution to prevent the spread of germs and disease. The classrooms, floors, bathrooms, toys, tables, chairs, kitchen, etc. are disinfected and or sanitized daily / hourly or more often when needed. Frequent hand washing is an integral part of our daily routine, however, many young children in-group care settings frequently become ill despite precautions taken.

**OUR CENTERS ARE SMOKE FREE.
 So, Parents, NO SMOKING on grounds.**

SICK CHILD POLICY: Any child who shows any signs of illness **should not** be brought to the center. **If a child becomes ill during the day** you will be **called to pick up the child** immediately. The child will be separated from the other children until picked up. All parents need to have alternate arrangements for the care of their child during this time of illness.

For the protection of all children, the center should be notified immediately if a child contracts or has been exposed to a contagious disease.

If your child is absent due to illness, please let us know. We may need to notify the other parents if their child has been exposed to a contagious illness while in our care.

Your child may not return until he or she has a **Dr's note** stating your child is no longer contagious and feels well enough to participate in all activities.

If your child is taking prescribed medication to treat a contagious illness, **he or she must be on the medication and/or fever-free** for at least 24 hours before returning with a Dr.'s Note.

If your child has any of the following, he or she may not attend the childcare program:

- Fever of 100.1 degrees or more
- COVID -19 positive
- Vomiting / flu virus

- Sore Throat / Strep
- **Earache**
- Diarrhea (**2 or more watery stools in a 24-hour period**)
- Conjunctivitis (**pink eye**)
- **Head Lice** (untreated)
- Severe, high pitched, or wheezing cough
- **Infected skin, unidentified spots, or rashes**
- Other Contagious Illness
- **Does not feel well enough to participate in all activities**

***** Please Understand this Policy & Medical Information *****

NO EXCEPTIONS

MEDICATION POLICY: We are not allowed to administer any medication currently. Any medication to be given to a child must be administered by the parent prior to the child coming to the center or after they leave for the day at home by the parent.

MEDICAL INFO: Parents and/or legal guardians must notify us when a child has been given any medication prior to coming to the center so that we may document and watch for any negative reactions to the medication.

- Providers **WILL NOT** administer prescription or non-prescription medication! Unless in extreme emergency situations and with Dr. note of proper procedures of how to administer, such as; Epi-Pen or Nebulizer.

HEALTH AND SAFETY POLICIES AND PROCEDURES: A high priority of ours is to provide a *safe environment* for your child. To ensure your child's safety, the following procedures have been adopted:

- Immunizations need to remain up to date to maintain enrollment.
- Teacher/Child Ratios will be strictly maintained.
- No child is ever left alone or unsupervised.
- A telephone is available onsite and offsite if an emergency arises.
- A monthly fire and emergency safety drills are performed at varying times and posted for review by you the parent(s) and DCDEE.
- An emergency transportation authorization form for each child and health records of children with allergies, special needs, or health conditions requiring special procedures or precautions will be kept on file and used while transporting a child in case of an emergency.
- An annual Travel and Activity Authorization form will also be kept in the vehicle while on field trips once completed and signed by the parent/legal guardian to participate in the field trip

SAFETY: It is very important that parents and center staff work together to ensure a safe environment for each child.

To help prevent accidents and the spread of germs, help us teach your child (ren) our safety rules to be safe both at home and school.

- Children are to walk not run inside, except when participating in a supervised game.

- Abusive language or conduct will not be tolerated at any time.
- Children are not to climb on toys or furniture unless designed for climbing.
- Children are not allowed to throw objects such as sand, blocks or toys that might injure another child or staff member.
- Hitting, kicking, spitting, pushing, shoving or biting another child or staff member will not be tolerated at any time.
- We must wash our hands and face upon entering the center, before & after playing outside or in play centers, before & after each meal, and before & after going to the bathroom.
- We encourage our children to brush their teeth after each meal / morning and night.

Note: We **will not** be responsible for any items such as toys, jewelry brought from home if they are lost or broken. We ask that such items be left at home.

When a child is involved in a minor accident / incident: First Aid will be administered, and parents will be called as needed. An incident report form will be completed and given to the parent on the day the incident occurred. A copy of the incident report will also be kept on file at the Center and available for review by the Division of Child Development and Early Education (DCDEE).

In cases of serious injury: Appropriate First Aid and CPR procedures will be followed as needed. Parents will be notified immediately (as deemed safe for the child).

If the child is taken to the hospital (noted by parent in Emergency Information), the Director will take the child's folder to the emergency room with appropriate forms authorizing treatment. An incident report form will be completed and given to the parent on the day the incident occurred. A copy of the incident report will also be kept on file at the Center and available for review by the NCDCDEE.

CHILD ABUSE AND/OR NEGLECT: We are required by law to report any suspected or confirmed incidents of child abuse and/or neglect to the Cumberland County Department of Social Services. Please do not let it happen.

NEED A STRESS BREAK OR A PARENT'S NIGHT OUT? (Call Any Time).

If your child arrives at any of our centers with any kind of injury or bruise, please notify the child's teacher and the Center Director so it can be properly documented.

EMERGENCY PREPAREDNESS & RESPONSE PLANS & INCLEMENT WEATHER:

- Emergency Preparedness & Response Plans are available in the office & online in daily contact.
- Fire and Exit Signs are posted at each doorway.
- Smoke detectors are throughout the building.
- Fire Extinguishers are located near the exits.
- Fire Evacuation Plans are posted on walls in each classroom.
- Injury Contingency Plans. The provider will administer First Aid and/or CPR and call 911 if necessary. Parents will also be contacted.
- Fire Contingency Plans. Providers will use the fire evacuation plan and call 911 if needed. Parents will also be contacted.

In case of a Local Emergency or Inclement Weather, please check the Radio and/or Television broadcast announcements. **Please Note that we follow the Cumberland County School Reporting System for Closing during inclement weather.**

If the Center closes due to any other emergency situations (power, failure, fire, etc.), you will be called/notified.

CLDC will either close or close early for hurricanes, fire, or serious accidents. If any of the situations occur, you may call the Center Director (910) 551-4497 or Administrator (910) 977-2584 for clarification on closing information.

If the weather becomes hazardous during the day, and it is necessary to close early, parents will be notified by telephone to pick up his/her child (ren) ASAP.

If we are open during inclement weather (heavy rain, freezing temperature) outdoor activities will be substituted with indoor gross motor activities.

Health, Safety Codes and Fire Drills: Safety drills are conducted once a month/quarter. The director/appointee will sound the alarm/ code. Each teacher will give instructions as to what the children should do, grab safety bags, and attendance sheets. Evacuation routes are posted in all classrooms, and all exits are clearly posted. Children are taught "Stop-Look-Listen" Stop what you are doing, look at the teacher, and listen for what to do and where to go.

CHILDCARE SETTING ADJUSTMENT

1. WHAT IS NORMAL: It is normal for your child to have some fears and misgivings about being away from you. Children, like adults, need time to get used to new situations. Try to prepare your child for the changes as far in advance as possible. Discuss any concerns. Talk about some of the new people your child will meet and the new things your child will do. If you are enthusiastic, soon your child will be too.

2. FIRST EXPERIENCE: If this is the first time your child has been separated from you, it is natural for her/him to be hesitant. A cheerful good-bye kiss, a smile, and a reassuring word that you will be back after work is all you need to do. The teacher will take it from there. Please do not sneak out when your child is not looking. Usually, the child will settle down shortly after you leave.

3. COMMON BEHAVIORS: Depending on their age, some children will "act out" their feelings by:

1. Clinging to you and refusing to let go.
2. Having tantrums.
3. Forgetting their toilet training.
4. Not eating.
5. Waking up at night or having bad dreams.
6. Thumb sucking.
7. Bed-wetting.
8. Expressing a desire to stay home.
9. Not sleeping during nap time

4. WHAT TO DO: Usually these problems are temporary. If your child is treated lovingly, this behavior should go away. Please feel free to call when you arrive at work. Chances are that your child will be busy playing and you can relax and concentrate on work.

Please be brief at pick up times, as well. This is a time of testing, when two different authority figures are present (the parent and the provider). All children will test to see if the rules still apply. During arrival and departure time, I expect parents to back up our rules. If you do not, I will remind the child that their behavior is inappropriate and take action to correct, if needed. Please be in control of your child during pick up times.

It helps your child tremendously if they are aware that you will be on time, arriving early (or late) in that they come to expect regularity and thrive on it. Please keep us informed so as we can in turn keep your child informed!

DAY'S ON-THE-GO: Sometimes, we're on the go to various educational field trips. Children are transported in our center vans. We provide adequate notice before field trips and require your written permission for your child to participate.

PHOTOGRAPHS / VIDEO & PUBLICITY: Photographs / Video of students participating in our programs may be taken from time to time and may appear in brochures, bulletin boards, social media, and our website, etc. Permission to photograph/Video is part of this agreement.

VIDEO / SOCIAL MEDIA POLICY: Our Center adopts the philosophy that children learn best through interactive, "hands-on" activities; however, children love to watch TV / DVD, and we do occasionally watch them together. At times we feel a video / DVD may enhance a particular concept in our lessons, and sometimes we watch "just for fun" video / DVD. Children are given the choice of choosing an alternate activity whenever video / DVDs are watched.

PARENT INVOLVEMENT POLICY: Parent involvement is valued, expected, and essential to the functioning of our program. *Parent involvement is an extension of our curriculum.* When children see parents actively participating in their education then parents can shine in their child's learning experiences. Parents are welcome in the classroom, chaperone on field trips, serve as a **parent representative on our Advisory Board**, assist in grant writing, prepare art projects at home, donate supplies to classroom, participate in fundraising efforts and participate in fundraising efforts and participate in center / community wide charity events. Parents' meetings will be held quarterly as needed and will be announced.

FUNDRAISERS: We ask our parents to participate in community fundraisers to help raise money for our Graduating Class / Summer Camp / Thanksgiving and our Christmas Feast programs. We pray for your support, which is a positive way to show community and family support.

RESPECT FOR FAMILIES: We have many different cultures and faiths represented within our center families. Often one tradition or holiday is taken for granted while others are ignored. We also know that some holidays are extremely commercialized. We do not intend to offend any of our families by any of our activities. If we have a planned activity / celebration on a special day and you do not wish your child to participate. Please understand you have the right and the privilege not to.

But in our family, we pray that everyone who shows up will be allowed to participate.

Our Discipline and Behavior Management Policy

Praise and positive reinforcement are effective methods of our 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, our Christian family style childcare centers will practice the following discipline and behavior management policy:

WE DO:

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-outs”: (“Quiet-Time” is described on the next page.)
12. **DO** stay consistent in our behavior management program.
13. **DO** make on the spot corrections.

WE DO NOT:

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, parents, families, or ethnic groups.

I, the undersigned parent or guardian of _____ (child's name), do hereby state that I have read and received a copy of the Supervision Discipline and Behavior Management Policy and that the facility Director and our Representative have discussed the Supervision Discipline and Behavior Management Policy with me.

Signature of Parent or Guardian

Date of Enrollment

A Special Note to Our Parents

As a parent you should be aware that we make every effort to ensure the safety of every child in our care by hiring qualified professional staff, but accidents or incidents can and will happen and it's all about how you as a parent will view the situation. We know that your child is your baby and you send them out in the world to be cared for while you work or go to school and you expect them to be nurtured in a way to make you proud that you left them with such a caring center. But you know your child, and please know that we as professional educators and teachers also get to know your child quickly and we will share with you about your child's developmental journey and behaviors.

- Age-appropriate behavior management and discipline techniques for children:
 1. See the Supervision / Discipline and Behavior Management Policy above
- Acceptable and unacceptable techniques used to handle children to prevent injuries:
 1. See quiet time procedures below
 2. We use if and then statements
- Procedures of how our administration will ensure proper supervision, discipline and behavior management techniques are being implemented by staff:
 1. All staff members must read and sign within the first two weeks of hire that they will follow all policies and procedures.
 2. ***Staff members are required*** to take staff development classes from DCDEE, PFC or other approved trainers and attend center staff meetings / training as needed. Staff members are also required to regularly review the supervision policies and discipline policies and procedures every 90 days to ensure that they remain at the forefront of their minds, daily habits and training.
 3. The Administrator and Director(s) of the center(s) are always in contact with our teachers in reference to proper procedure in working with children. We have a very friendly open learning environment and peaceful atmosphere. We can hear and see in all directions what's going on in any classroom, and we adjust when needed.

Supervision Policies and Procedures: Supervision of children is always a priority, as educators we must always make sure they are supervising our children to the best standards. The list of supervision policies and procedures must always be followed.

- When children are arriving and departing from the facility each day
- When children are toileting
- When children are on the playground and when entering the building from the playground
- When more than one group of children is combined
- When children are preparing for and eating meals
- When children are napping/resting
- When children are transitioned from one area to another
- When children are being transitioned from one care giver to another
- When staff members need to complete tasks outside of classroom
- Procedures for supervisory staff members to visit each classroom and monitor staff members' implementation of the supervision plan.

- Procedures for periodic review of the supervision plan with all staff members, including the review of the plan in the orientation of new staff members before they assume childcare responsibilities.
- Procedures for staff members to notify administrators and parents when an incident occurs.
- Consequences of staff members' non-compliance with supervision policies and procedures
- Age-appropriate behavior management and Supervision techniques for children (**See Children with Challenging Behavior Training within first 90 days of hire**)
- Acceptable and unacceptable techniques used to handle children to prevent injuries.
- Effective management of children's challenging behavior
- Consequences for staff members who fail to comply with the facilities supervision policies and procedures and/or childcare requirements.
- A plan for regular review of the supervision policies and procedures with all staff members including the review of the supervision policies and procedures in the orientation of new staff members before they assume childcare responsibilities.

Supervision should always be pleasant, responsive, and warm.

Supervision Strategies:

- We will maintain safe Arrival & Departure procedures.
 - Staff/Child Ratio
- Set up the environment for proper growth and development
 - Staff Position
 - Scan & Count
 - Listen
- Anticipate Children's Behavior
 - Engage & Redirect

Supervision Policy During Nap/Rest

- We will dim the lights but keep enough light to ensure visibility for supervision & safety.
 - Follow a nap chart which will be posted in each classroom and updated when needed
 - We will play soft music to calm the little sleeping spirits
 - We will visually check all children every 15 minutes during naptime
 - Supervision should be pleasant, responsive, and warm
 - For non-nappers provide books and quiet toys or activities.

Supervision During Toileting Ratio must be maintained always.

Staff must have visibility of the bathroom & classroom.

Staff should guide children physically & verbally.

Visually sweep the restroom when entering and exiting.

Abuse / Discipline & Ethics Policy

1. We honor the ability to care for your child (ren); therefore, we have established the following standards of excellence to help fulfill this mission.
2. It is our responsibility to interview and screen all staff, parents, and children.
3. It is our responsibility to maintain the confidentiality of our parents and staff members.
4. We will respect each other's privacy and protect the rights of every child in our care, to include families and staff.
5. We will maintain clear written guidelines on behavior management (Discipline Management Policy) and give to each parent and staff member.
6. We will maintain the highest degree of excellence by demonstrating a caring heart, commitment, honesty, integrity, and dependability.
7. We will maintain a peaceful, safe, and positive environment for all who enter.
8. Respect cultural diversity and individuality of anyone we serve or employ and **never- ever speak negatively towards any child, or staff member.**
9. We must be willing to follow the instructions of those appointed over us and participate in opportunities for self-development and growth.
10. Maintain the standards & policies set forth by the State of North Carolina DCDEE, CLDC's in reference to the health, safety, nutrition and welfare of our children, and staff.
11. We will report any observation of or incidents of suspected child abuse or neglect.
12. We will maintain a smaller classroom size which will provide opportunities for frequent breaks and choices.
13. We have every opportunity for in-service training to keep abreast of new information and current laws.
14. We will never leave a child unattended or left in "quiet/peace time" for more than 3 minutes.
15. If at any time you feel you cannot maintain the standards set forth in this handbook, please notify the Center Director or the Administrator.
- 16. We will not hesitate to terminate anyone who has overstepped our policies.**
17. The care we provide your child (ren) is inestimable, so let's all do our best to make it extraordinary and change lives.

“Calming/Quiet Corner Procedure”

“Calming/Quiet Corner” is the removal of a child for a short period of time from a situation in which the child is misbehaving and has not responded well to other discipline / behavior techniques. The **“Calming/Quiet Corner”** space is located away from classroom activity but within the teacher’s sight.

During **“Calming/Quiet Corner”**, 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 2 minutes, the teacher discusses the incident and appropriate behavior with the child. Once forgiven, the child returns to the group, the incident is over, and the child is treated with the same affection and respect shown to the other children.

++++++ **Under NO circumstances is physical punishment used.** ++++++

When a child is having a difficult time following directions or respecting self, others, or equipment, developmentally appropriate guidance techniques are used. These techniques are as follows:

1. **Positive Reinforcement:** The child will be highly encouraged when he/she is demonstrating acceptable behavior.
2. **Redirection:** The child is redirected to another activity and given an opportunity to try again at another time.
3. **"When...Then" Statements:** A statement in which the child is encouraged to accomplish something before going on to something else. Sample: "**When** you finish picking up the blocks, **then** you can go outside.
4. **"If... Then" Statements:** A statement in which the child is encouraged to make a positive choice. Sample: "**If** you pick up the blocks, **then** you can go to the play area".
5. **Calming / Quiet / Peace Time:** The child is separated from the group for a *child’s age-regulated* period. This technique is used only when a child is exhibiting *temper tantrum* type behavior or *hurting self, others, or equipment*. When the child shows that she/he is ready to demonstrate acceptable behavior, the child is encouraged to join the rest of the group.

~~~Under NO circumstances is physical punishment used ~~~

When a child’s behavior is constantly upsetting our peaceful atmosphere, the entire staff member’s spirit or is dangerous to others, a conference will be called with the parents. If problems cannot be resolved, termination procedures will be activated.

Closing Statement: *Please be aware that the policies described in this handbook are subject to change at the sole discretion of CLDC at any time. Every organization requires a set of rules so that the group may operate smoothly and safely to accomplish its goals. Failure to adhere to the policies set forth in this handbook can result in discharge from the center. We ask and thank you for your cooperation in the observance of the policies set forth in this handbook.*

Community Life Development Center Statement of Understanding

I, [redacted] (Parent's Name) fully understand that any form of rude behavior, verbal abuse, threats of ***non-payment***, or disrespect towards our provider(s), will result in Loss of privileges or *immediate termination of services* from CLDC. I also understand that I will be liable for all payments and fees accumulated and/or unpaid up to and including the date of termination.
[redacted]

I will provide what's necessary for my child/children while in care, such as bottled water, a change of clothing, underwear, socks & shoes and any items as needed. [redacted]

I understand that *late fees* begin one minute after my Subsidy Voucher authorized time, or the time stated on my parent contract. The following overtime rate applies: ***\$25.00 per 30 minutes, per child***. To keep late payments down be on time to pick up your child(ren). ***Overtime fees are to be paid when the parent arrives to pick up the child or before returning the next day.*** [redacted]

I understand that the *Childcare rates are based on a weekly market rate*, therefore when a child will not attend due to illness, doctor's appointment, holidays, and parent day off, etc.-**absent days will not be deducted from the rate**. Rates will still be charged for holidays / family vacations in lieu of holding open the child's space. [redacted]

I further understand that my child/children are accepted on a two-week trial basis. We give all children the time needed to adjust to a new social environment and guidance. In addition, this contract can be voided and/or terminated at any time with two weeks' notice from the provider or the parent/guardian. Payment is still required for the full two-week notice. [redacted]

I hereby acknowledge receipt of the CLDC Informational Parent's Handbook, NC Summary of Laws and Rules for Childcare Centers, parents' contract and admission forms and accept the terms and conditions of the contract as outlined in this Handbook. I further understand that my signature denotes a legal contract. Unless voided or terminated by the Director or me the parent. [redacted]

Mother/Guardian [redacted]

Date [redacted]

Father/Guardian [redacted]

Date [redacted]

Center Director _____

Date _____

Community Life Development Center

➤ Community Life Academy (CLA)

Pre-K Program| Before and After-School Wrap Around Care| Summer Learning Fun-Camp

PRE-ENROLLMENT INTERVIEW

The Center Director or Representative has reviewed these items with me.

Printed Name	Date
1. Center Hours of Operation/ Center Goals	_____
2. Tuition, Fees and Payment Policy / Parent Contract	_____
3. Discipline / Supervision Policies and Procedures	_____
4. Sign-In / Out Procedures / Brightwheel	_____
5. Prevention of Shaken Baby Syndrome & Abusive Head Trauma and Child Maltreatment	_____
6. Emergency Preparedness & Response Plan	_____
7. Emergency Medical Care Plan / Ill Child / Medication Policy	_____
8. Holiday / Vacation Policy	_____
9. Privacy Permission Agreement	_____
10. Curriculum / Developmental Activities	_____
11. Screen Time 4yrs & up	_____
12. Delivery and Transportation of Children	_____
13. Termination Policy / Two (2) week Withdrawal Notice	_____
14. Inclement Weather / Safety Procedures	_____
15. Complaint Procedures	_____
16. Summary of NC Childcare Laws and Rules	_____

I have received CLDC's Parents Handbook, Parents Contract & Summary of NC Childcare Laws

_____	_____
<i>Signature of Parent(s) or Guardian(s)</i>	<i>Date</i>

I have completed the following forms:

☐ Child's Application Emergency Information	☐ Immunization Form / Shot Record
☐ Children's Medical Report	☐ Cape Fear Tutoring Food Program
☐ Discipline & Behavior Management Policy	☐ Parent Contract / Payment Policy
☐ Transportation Permission and Off Premise Activity Form	
☐ Shaken Baby Syndrome & Abusive Head Trauma	

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and extend across the width of the page. There are no margins, text, or other markings on the paper.