

SAXAPAHAW VILLAGE KIDS PRESCHOOL AND DAYCARE



SVK

Parent Handbook 2022-2023

Phone: 336-525-2545

Email: SaxapahawVillageKids@gmail.com

Webpage: SaxapahawVillageKids.com

Saxapahaw Village Kids Policies for 2022/2023 (updated May 2022)

Saxapahaw Village Kids is a licensed childcare program sponsored by

Saxapahaw United Methodist Church

Contents

1. PHILOSOPHY AND GENERAL INFORMATION	4
1.1 Our Mission Statement	4
1.2 Our Program	4
1.3 General Information	5
1.4 Role of Faith	5
1.5 Hours of Operation	5
2. ENROLLMENT	6
2.1 Children Enrolled	6
2.2 Enrollment Policy	6
2.3 Admission Requirements	7
2.4 Registration Fee	7
2.5 Children’s Clothing and Personal Belongings	7
3. FEES AND DAYS OF OPERATION	8
3.1 Fee Schedule	8
3.2 Payment Policy	8
3.3 Late Pickup Fee	9
3.4 Calendar	9
3.5 Inclement Weather Policy	9
4. YOUR CHILD’S DAY	9
4.1 Meals	9
4.2 Daily Activities	10
4.3 Rest Time	10
4.4 Co-Curricular Programs	10
4.5 Discipline Policy - Social Behavioral Expectations	11
4.6 Suspension / Expulsion Policy	11
4.7 Toilet Training / Diaper Policy	12
5. YOUR CHILD’S HEALTH	13
5.1 Keeping a Sick Child Home	13
5.2 Illness or Injury Developing During the Day	13
5.3 Other Health Issues	14
6. YOUR CHILD’S SAFETY AND SECURITY	15

6.1 Arriving and Leaving the Daycare Safely	15
6.2 Release of Children	15
6.3 Emergency Evacuation	15
7. PARENT PARTICIPATION / RIGHTS	15
7.1 Communication	15
7.2 Other Parental Rights Information	16
8. CHILDCARE LAW AND REGULATIONS	16
8.1 Overview of Child Abuse or Neglect	16
8.2 Child Care Management Requirements	17
8.3 Resolution of Child Care Management Issues	17

1. PHILOSOPHY AND GENERAL INFORMATION

1.1 Our Mission Statement

The mission of Saxapahaw Village Kids is to build and continually refine a daycare center where children ages 2 to 5 are cared for and encouraged as they develop and learn. We will focus on treating each child as a unique individual and foster each child's natural curiosity and creativity, making particular use of the outdoors and innovative teaching methods. We will make an intentional effort to keep the center affordable for all families.

1.2 Our Program

Saxapahaw Village Kids recognizes that each child has unique skills, talents and interests. We also recognize that children are innately curious about the world around them, and that they are capable of tremendous learning and amazing creativity. We will provide a safe environment where children will be treated with care and respect. We will help each child develop his or her unique abilities.

Our center has two separate classrooms, the Daffodil Room and the Orchid Room. In order to align with early childhood, developmentally appropriate, practices, students are placed in classrooms based on age and development. As a general guideline, students in the Daffodil Room are approximately two to three and a half years of age. Students in the Orchid Room are approximately three and a half to five years of age.

There are three critical components Saxapahaw Village Kids will utilize to meet the above goals.

The first is outdoor play. We understand the positive impact of authentic interactions in nature on early childhood development. Our classrooms are designed with a wide variety of natural materials available to the children every day, and our students actively explore outdoors each day rain or shine. We regularly take nature walks that extend into the surrounding natural environment.

The second key component centers on the idea of community. We recognize the fact that the well-being of children is the collective responsibility of the entire community. We embrace the gifts of the wonderful Saxapahaw community by visiting local farms, businesses and artists. In addition, we regularly invite community members into our space to share their stories. We also acknowledge parents as crucial partners and as the first and most important teachers of their children. We actively encourage and support parental involvement by providing a variety of opportunities for volunteering and community-building events.

The third component is the use of interactive and creative teaching methods inspired by the Reggio Emilia approach to education where children develop through contextual learning, collaboration, and utilizing "the hundred languages of children." Our goal is to meet with each family as part of the enrollment process and learn about each child and his or her particular strengths and interests.

1.3 General Information

Saxapahaw Village Kids is a non-profit ministry, owned and operated by Saxapahaw United Methodist Church, and is dedicated to providing quality child care for the families of Saxapahaw and the surrounding communities. We seek to provide a nurturing and safe environment for the children entrusted to our care.

We are established and licensed as a religious-sponsored daycare. In North Carolina, daycare centers can be regulated under the state's star-rated system or they can be regulated as religious-sponsored daycares. Any religious-sponsored child care facility is exempt from meeting some of the childcare requirements, but must meet all the health and safety standards as set forth in the child care rules. Saxapahaw Village Kids chooses to voluntarily meet all star-rated system regulations in addition to state health and safety standards. Please see North Carolina General Statute 110-106 for further details. More information can be found at the Division of Child Development website: http://ncchildcare.nc.gov/parents/pr_sn2_ov.asp (** This link won't open for me**)

Our director is Renee Lynch, (saxapahawvillagekids@gmail.com).

The daycare is overseen by a Daycare Board. The board is composed of two members of Saxapahaw United Methodist Church, two community members, one parent of a currently enrolled child, the Daycare Director, and the pastor of the Church.

1.4 Role of Faith

Saxapahaw Village Kids affirms core values shared by people of many faiths. These values include compassion, honesty, respect, open-mindedness, reliability, a sense of adventure, a love of learning, and being a good steward of our resources. These values are promoted by the teachers, the director, the pastor, and the volunteers.

If a parent has questions or concerns, please contact the pastor (William Sander, 919-988-0616, wsander@nccumc.org).

1.5 Hours of Operation

The daycare opens its doors at 7:15 a.m. and closes at 5:45 p.m. Monday through Friday. Children cannot be dropped off prior to 7:15 a.m. It is our preference that children be dropped off by 8:30 a.m. in order to participate more fully in the day's activities. Please be sure your child is picked up by 5:45 p.m.

2. ENROLLMENT

2.1 Children Enrolled

The daycare offers a developmentally appropriate program, focusing on the individual needs, interests, and abilities of all children. Children are grouped chronologically and developmentally, while taking into account space availability and maintaining staff-child ratios.

2.2 Enrollment Policy

It is our desire to welcome as many children as possible to SVK each year. Given our goals and limitations, we will adhere to the following steps:

- Most enrolled children attending SVK start at the beginning of the school year in August. If your child turns 2 in September or October you may choose to enroll in August and pay tuition to hold the spot until their birthday, at which point they may begin attending regularly.
- Applications are accepted for the next school year from August to December. For example, if you want to enroll a child in August of 2023, applications can be turned in any time between August and December of 2022.
- We strongly encourage parents to visit the daycare before or concurrent to submitting an application in order to better understand our program and assure that this is a good fit for their child.
- In January of each year the Daycare Director will review all applications, prioritizing them in the following manner:
 - a. Siblings of children who already attend the daycare will be given top priority.
 - b. Since one of the key components of our program is community, proximity to the daycare will be given consideration.
 - c. In an effort to reflect the diversity of our community, the remaining applications will be given consideration.
- Parents will be notified of their enrollment status no later than January 31st.
 - a. If your child is enrolled, the Daycare Director will set up a conference to turn in your child's completed enrollment paperwork packet. At this time parents are required to pay the \$75 registration fee.
 - b. If your child is placed on the waitlist, you will be notified of your position on the waitlist.
- Recognizing that the needs of families change as they move or change jobs, we gladly accept applications for the waitlist from January to June of the year prior to enrollment. For example, families interested in applying for the waitlist for August of 2023 may submit their waitlist application between January and June of 2023.

- **WAITLIST DEADLINE: The waitlist expires at the end of each calendar year. Parents must re-apply for the following school year in August.**

2.3 Admission Requirements

The following forms must be completed and returned in order for your child to enroll at Saxapahaw Village Kids Daycare:

- Child’s Application and Emergency Medical Care Information
- Children’s Medical Report: Record of a physical examination by a licensed physician must be on file within 30 days of enrollment.
- Immunization History: Immunizations are expected to be current upon enrollment. Please contact the director if you wish to request an exemption from this requirement for religious reasons.
- Documentation of Receipt of Handbook
- Documentation of Receipt of Discipline Policies
- Documentation of Receipt of Summary of Child Care Law
- Off-Premise Activity Authorization
- Permission to Administer Topical Ointment/Lotion/Powder
- Nutrition Opt-Out Form
- Photo Release Form
- Electronic Funds Transfer Authorization Form
- Permission to Sign Out Form (if needed)
- Documentation of Receipt of Probationary Enrollment Policy

All forms are included in our enrollment paperwork packet and will be provided to families at the time of enrollment.

2.4 Registration Fee

The registration fee of \$75 must be paid at the time of enrollment. Checks are to be made payable to Saxapahaw United Methodist Church.

2.5 Children’s Clothing and Personal Belongings

Please send your child to the daycare each day with the following items:

- A sheet and a blanket (labeled with your child’s name) that will cover your child at naptime and can be taken home daily for laundering.

- Two full changes of clothes (shirt, pants, underwear, and socks) labeled with your child's name. Please be mindful of your child's unique needs. For example, if your child is in the process of potty training you may want to send additional changes of clothes.

We plan many activities that could result in your child getting wet and/or needing fresh clothing. With this in mind there are several important things to remember:

1. Your child will have his/her own cubby to keep clothing and other belongings.
2. **Please label all of your child's belongings.** SVK is not responsible for lost or missing belongings.
3. Dress your child in comfortable, washable clothing. Let your child know it is okay to get dirty.
4. Good play shoes and socks should be worn at all times. For safety reasons, the children should not wear flip-flops or other open-toes shoes.
5. In winter, hats and gloves or mittens and warm jackets or coats are necessary. Children of all ages go outside every day, weather permitting.

3. FEES AND DAYS OF OPERATION

3.1 Fee Schedule

In an effort to make high quality child care affordable for all families, Saxapahaw Village Kids uses sliding scale tuition, based on family income. If there is available space, we will make every effort to accommodate part-time children. Tuition will be pro-rated. **Full time enrollments are prioritized.** A \$75 registration fee is required upon enrollment. An annual supply fee of \$100 will be collected in August at the beginning of each school year and used to purchase classroom supplies for the students.

Annual Household Income	Tuition for the Daffodil Room	Tuition for the Orchid Room
0-\$34,999	\$563/month	\$520/month
\$35,000-\$49,999	\$672/month	\$628/month
\$50,000-\$74,999	\$823/month	\$780/month
\$75,000-\$99,999	\$996/month	\$953/month
\$100,000 and above	\$1083/month	\$1040/month

3.2 Payment Policy

All tuition is paid through electronic funds transfer (EFT) from your bank account. Please fill out the EFT form included in the enrollment paperwork packet. EFTs may be scheduled on the 1st or the 15th of the month. In the event that a scheduled payment is returned or bounces, the family will be charged a \$35 returned payment fee. This fee will be assessed as part of your next regular EFT payment.

Always talk to the director about any financial problems or concerns you may have. In emergencies we may be able to help you. We are here to work with you and your child. To that end, please keep the following in mind:

1. In order to remain actively enrolled in the daycare, full tuition payment is required (even in the event of absence for illness or vacation).
2. The SVK school calendar is given to all families and is posted on our website with closure dates for holidays and workdays. Tuition rates are calculated based on a total annual tuition which takes these closings into consideration. In addition, tuition is collected if the daycare is closed due to inclement weather.
3. You are required to give one week's written notice before withdrawing your child from the daycare.

3.3 Late Pickup Fee

We recognize and understand that emergencies do occur and can result in late pickups. For the first two late pickup offenses a late fee of one dollar per minute, with a minimum of \$5.00 will be charged when a child is picked up after 5:45 p.m. The time will be based on the daycare's official clock located next to the sign in book. After the second offense a minimum fee of \$25 plus \$1 per minute will be collected. Should a third offense occur, the Director will schedule a conference to discuss these offenses. Continuous late pickup offenses could result in termination of enrollment. Late fees will be assessed as part of your next regular EFT payment.

3.4 Calendar

Please see the yearly calendar for holidays, teacher workdays and other closure days. The yearly calendar is available anytime online at www.saxapahawvillagekids.com.

3.5 Inclement Weather Policy

In the event of inclement weather or other unforeseen circumstances that may occur that affect travel and/or the operation of the daycare, a closing or opening delay will be reported. We will alert families of any delays or closures by 6:30 a.m. via email. This information will also be posted on our Facebook page and notifications will be sent to parents through the Brightwheel© application. If an early closing must occur once the daycare is already operating, we will contact each family by phone. We ask that you try to be in touch with the daycare if we are experiencing inclement weather. In the event of a utility outage, we are required to close the daycare after 30 minutes without power and/or water, regardless of the cause. If you have questions, please call the daycare.

4. YOUR CHILD'S DAY

4.1 Meals

SNACK: A morning and afternoon snack will be provided by the daycare. Morning and

afternoon snacks will consist of at least two components selected from: dairy, fruit, and grain. A snack schedule for each week will be posted on the information board and sent to families via email

LUNCH: Please pack a healthy lunch for your child each day. Take the following state guidelines into consideration when packing your child's lunch:

- A healthy lunch **MUST** include foods from at least four components: milk, 2 or more fruits or vegetables, protein, bread or bread alternatives. A healthy lunch might be a peanut butter sandwich, carrot sticks, apples and milk to drink.
- Please make the lunch as “user friendly” as possible to encourage independence.
- **We will provide 1% milk for lunch.** If you would like your child to have any other type of milk or dairy substitute please provide it daily labeled with your child's name.
- Lunch **must** have your child's name and date each day.
- Sugary foods such as cookies or candies every day are discouraged.
- On special occasions like birthdays, if a parent wants to provide birthday snacks or treats, please notify the teacher in advance.

Please let us know of any known allergies.

4.2 Daily Activities

Our daily activities include a balance between individual play, whole group and small group activities, and outdoor exploration.

In the classroom, learning centers are available for child-initiated exploration and play including dramatic play, science, art and creative expression, building and construction, and literacy. Group activities include child-initiated projects and provocations designed to expand on the documented interests and ideas of the students.

Outdoor play includes use of the open-ended Outdoor Learning Environment as well as the surrounding area. Some examples of these activities include nature walks, gardening, dramatic play in the tree fort or on the stage, and water play.

4.3 Rest Time

Rest time is provided every day and children are encouraged to rest quietly. Our program is physically engaging and active throughout the morning. This designated rest time allows your child to decompress and mentally process all that he/she has discovered throughout the day. Daily rest time is essential to success in early childhood. While students are not required to sleep, they must be able to successfully rest quietly during scheduled rest time for the well being of the whole group.

Please try to allow your child to finish his/her naptime before pickup to prevent disruption of your child's nap, as well as the naptime for other children.

4.4 Co-Curricular Programs

We strive to provide a variety of learning opportunities for our students. Students enrolled in the Orchid Room will have the opportunity to participate in the following co-curricular programs made possible through partnerships within our community:

- Movement Monday: Mindfulness & Yoga Class with a Growga© certified instructor.
- Wildlife Wednesday: Interactive experiences with exotic animals from Wild Tails, LLC.
- Farm Fridays: Hands-on experiences organized in the Fall and Spring with local farmers

The classroom teachers also work together with the Director to schedule field trips and special guest visitors directly related to project learning in the classroom. You will be asked to complete a field trip permission form for all trips. You will be notified at least the day before your child is to go on any trip. We must receive the signed field trip permission form in order for your child to participate.

4.5 Discipline Policy - Social Behavioral Expectations

Our program goals for helping children develop self-control and learn acceptable forms of social behavior are:

1. To help children learn to interact positively and cooperatively with their peers.
2. To allow children the space to resolve their own conflicts with staff prepared, when necessary, to intervene and guide them through conflict resolution.
3. To set fair and consistent boundaries.
4. To teach and role model positive, healthy behaviors.

SVK implements a Supportive Social Learning strategy as an alternative approach to discipline. This strategy is characterized by a commitment to conversation and relationship building and is defined by four primary components:

1. The teacher appreciates all perspectives in the classroom and includes everyone in creating a shared responsibility for the classroom community.
2. Relationships in the classroom community take precedence over any other agenda.
3. The teacher views all children as capable of overcoming conflicts and being socially successful.
4. The teacher enters all interactions with a questioning posture and a commitment to conversation.

4.6 Suspension / Expulsion Policy

Unfortunately, situations arise when we must suspend or expel a child from our program, either on a short term or permanent basis. **We want you to know that we will do everything possible to work with the family of the child in order to prevent this policy from being enforced.** At

the same time, the following are reasons that may cause us to expel a child from this center immediately:

- The child is at risk of causing serious injury to other children, him/herself, or the staff.
- A parent/guardian threatens physical or intimidating actions towards staff members, or is physically and/or verbally abusive to staff.

In the majority of cases, we are committed to working with families to prevent suspension or expulsion. The following are reasons that may lead to a short-term suspension or permanent expulsion: failure to adjust after a reasonable amount of time, ongoing uncontrollable tantrums/angry and aggressive outbursts, ongoing physical or verbal abuse to staff or other children by the child.

In order to prevent suspension or expulsion, the staff is committed to taking proactive steps including, but not limited to:

1. Using positive discipline when dealing with challenging behaviors.
2. Consistently applying logical consequences.
3. Examining the classroom environment and activities and making modifications, if possible.
4. Verbally informing the parents of the disruptive behaviors.
5. Documenting disruptive behaviors and maintaining these documents in confidentiality.

If these proactive actions do not lead to positive change, then:

1. The director will notify the parent/guardian, both verbally and in writing, of the behavior warranting a suspension or expulsion.
2. The director, classroom staff, and parents/guardians will have a conference to discuss how to encourage positive behaviors.
3. The parent/guardian will be provided with literature or other resources regarding methods of improving behavior.
4. A referral may be made to an outside agency.

If these additional steps still do not lead to positive change, then:

1. The parent/guardian will be informed regarding the length of the suspension or expulsion.
2. In instances of short-term suspension, the parent/guardian will be informed of the expected behavioral changes required in order for the child to return to the center.
3. The parent/guardian will be given a specific suspension or expulsion date that allows parents an adequate amount of time to seek alternate childcare. This time period is typically one to two weeks, depending on the risk to others' welfare and safety. Note that this time period may not be provided for behaviors that are immediate causes for expulsion.
4. The parent/guardian should not expect a refund of tuition already paid.
5. This schedule is meant to serve as a period of time so that the parent/guardian may work on the child's behavior or come to an agreement with the center. Failure to satisfy the terms of the plan may result in permanent expulsion from the center.

4.7 Toilet Training / Diaper Policy

When you feel your child is ready for potty training, we are happy to work with you.

Potty training is encouraged in the Daffodil Room (approximate ages 2-3.5). Since the Orchid Room (approximate ages 3.5-5) is not equipped for diapering, students should be potty trained and mostly independent in the restroom before moving into the Orchid Room.

Please keep your child in pull-ups until the child can be accident free at school for the entire day.

We ask parents to use pull-ups with detachable sides for more efficient changing when they are soiled. Remember that the activity level here at the center can distract your child from responding to an urge to use the potty, more so than at home. Therefore, we will use diapers/pull ups until your child can consistently announce that he/she must use the bathroom and can control his/her bladder and bowels for a few minutes beyond that announcement.

If your child has transitioned to underwear and is unable to remain accident free during the day, he/she must return to wearing pull-ups until the staff is confident that the child can remain accident free for the duration of the day.

5. YOUR CHILD'S HEALTH

5.1 Keeping a Sick Child Home

One of the key factors in maintaining acceptable health conditions at the daycare is for the parents to make a responsible determination concerning their child's health prior to arriving at the daycare. All children in attendance are expected to follow the daily plans. Please keep your child home when you feel he/she cannot participate fully in all daily activities.

Listed below are examples of when you should keep your child home; these are signs of contagious disease:

1. Upset stomach or has vomited in the last 24 hours
2. Diarrhea during the last 24 hours
3. Fever (unmedicated) in the last 24 hours
4. Rash
5. Open, draining sores or blisters
6. Red eyes or crusting on lashes
7. Sore throat
8. Earache
9. Any unusual or lethargic behavior

The daycare requires that you keep your child at home if he/she is ill. Please make teachers aware when your child is on medication. If your child has a fever/infection, he/she must be symptom free for 24 hours without the aid of medication such as Tylenol prior to returning to the daycare. This includes ear infections, as in most cases children are in pain or are uncomfortable with ear infections. Children are observed upon arrival. Any child who shows signs of contagious illness will not be allowed to stay. If we see that a child cannot participate fully, a parent will be called for pick up.

5.2 Illness or Injury Developing During the Day

Always keep your contact information up to date.

If your child becomes ill or injured during the day, parents will be contacted. The status of any child's health regarding attendance at the daycare is left to the discretion of the Director following communication with the child's teachers and parents. Please come for your child within one hour of when called for illness or injury.

Slight injuries while at the daycare will receive first aid treatment by the staff. First aid will consist of cleaning with mild soap and water and applying ice, if necessary. When medical care is needed, the daycare will do everything possible to contact the parent. The decision to call your emergency contact person, call a doctor, or dial 911 will be determined by the Director based on the seriousness of the injury or illness. When medical treatment is required, all injuries are documented on an Injury Report that a parent/guardian will be asked to sign.

5.3 Other Health Issues

Developmental Growth: Parents are notified when developmental growth appears to need attention.

Communicable Diseases: When dealing with communicable diseases, Alamance County Health Department guidelines are followed. If your child has contracted a communicable disease such as measles, mumps, or chicken pox, please contact the Director immediately. The daycare will notify parents of other children who have come in contact with your child.

Head Lice: Saxapahaw Village Kids has a No Nit Policy in place which calls for the exclusion of a child from the daycare until all lice, nits (eggs) and egg casings have been removed.

Allergies: If allergies are suspected or develop while your child is enrolled at the daycare, they should be reported to the Director as soon as possible. A written statement from your doctor about the condition is required for the child's safety and proper care. If a staff member notices any allergic symptoms, they will be reported to the parent for further medical attention.

Biting: Unfortunately, in the toddler age groups, biting will sometimes occur as a way to express their emotions. This can become an issue in toddlers who are having trouble expressing frustration or who have not developed their verbal skills sufficiently to articulate their emotions. As toddlers become preschool age their verbal skills improve, they are better able to cope with strong emotions, and biting is much less likely to occur. Every effort of supervision will be used to control biting. Appropriate cleaning of the bite and notification of the incident will be made to the parents of both the biter and the bitee. The following steps will be taken in the event of habitual biting:

1. On a given day, after two biting incidents that result in broken skin, the child will be sent home.

2. After two days of being sent home for biting, whether consecutive or not, parents of the child will be required to schedule a conference with the director and the child's teacher before the child may return to school.
3. After the parent conference, if the child has another biting incident that results in broken skin, the consequence is immediate expulsion.

5.4 Administering Medicine to Children

The Director or Lead Teacher is authorized to give medication under the following conditions:

1. Medication must be prescribed by a doctor and in the original container, marked with the child's name, date, doctor's name, amount to be given, how often to give, druggist's label and the name of the medication. In the case of non-prescription medications for situations such as chronic medical conditions and allergic reactions we will require a note from a doctor.
2. Medication will be kept in a designated locked cabinet at the daycare.
3. Parents must completely fill out the daycare's medication permission form, sign it, and provide it to the classroom Lead Teacher. Please note that the dosage "as needed" is not acceptable by State Laws. There must be a specific dosage and a specific time for the medication to be administered.
4. Any noticeable reaction to the medication will be reported to the parent by the Director.

Note: We must have a signed permission form in order to apply topical ointment such as sunscreen.

6. YOUR CHILD'S SAFETY AND SECURITY

6.1 Arriving and Leaving the Daycare Safely

An adult must accompany all children while on the premises. **All children are to be signed in and out by a responsible adult.** The person arriving with a child is responsible for the child's safety until signed in and released to the designated caregiver. At departure time, once the authorized adult has signed out a child, they are responsible for that child's safety.

6.2 Release of Children

If anyone other than a parent picks up your child, he/she must be on the "Permission to Sign Out Form". This form is included in the enrollment paperwork packet. Your child will not be dismissed to anyone who is not on this form.

6.3 Emergency Evacuation

We will hold a fire drill every month to practice emergency evacuation routes. The fire alarm will sound and each class will follow designated evacuation routes to the nearest exit. The teacher takes the daily sign-in sheet with him/her. Once the class has reached the designated safety area outside, the teacher will conduct a face-to-name check to account for all students.

In accordance with state childcare licensing guidelines, our program has an Emergency Preparedness Response Plan in place and on file with the state. This plan outlines the steps that will be taken in the event of a wide variety of emergencies. This plan can be viewed by parents upon request.

7. PARENT PARTICIPATION / RIGHTS

7.1 Communication

A child develops best when the parents and caregivers work together. Conversations between parents and teachers at drop-off and pick up times are encouraged. These can be wonderful moments for brief exchanges that help us bridge the gap between home and school. To honor confidentiality, our staff will not have conversations with adults about other families or children. We include children in conversations when appropriate. We do not talk about developmental and/or behavioral concerns in their presence and strive to keep all conversations in the presence of children positive. Meetings (in person or by phone) should be scheduled for extensive and detailed conversations. The following activities and notes are planned for the purpose of providing on-going, reciprocal communication with families:

1. Individual conferences with the teachers and/or the Director may be scheduled as needed. For sensitive matters, conferences will be conducted in private when time can be scheduled for all involved parties to be available.
2. Newsletters and printed flyers will be sent out periodically to inform parents of upcoming activities. SVK uses the Brightwheel© application for daily notes to parents.
3. Feel free to contact the classroom teacher or director by email or phone whenever necessary.
4. You are always welcome at the daycare and in your child's classroom.
5. Community events will be scheduled throughout the year to promote relationship building between our families such as potluck dinners, Parents Night Out, and playground workdays.
6. Parents are strongly encouraged to volunteer. Parent involvement improves the quality of care for all children.

7.2 Other Parental Rights Information

1. Parents have the right to see the information that is kept on file about their child. All information kept in these files is confidential.
2. Pictures of children will not be published without written consent of a parent/guardian. A Photo Release Form is included in the enrollment paperwork packet.

8. CHILDCARE LAW AND REGULATIONS

The North Carolina Department of Health and Human Services, Division of Child Development, establishes Child Care Regulations in accordance with the North Carolina General Statutes

regarding Child Care Facilities. A summary of these are published by the North Carolina Division of Child Development, and a copy of this will be provided in the enrollment paperwork packet.

8.1 Overview of Child Abuse or Neglect

North Carolina began to address the problem of child abuse and neglect through law when the General Assembly enacted a voluntary child abuse reporting law in 1965. In 1971, it enacted a mandatory reporting law that makes all citizens, but especially professionals, responsible for protecting children by reporting child abuse and neglect. As of January 1, 1980, the North Carolina Child Abuse Reporting Law requires that any person who has cause to suspect that any child is being abused or neglected must report the case of that child to the Alamance County Department of Social Services at 336-229-2908. All SVK staff are required to complete Recognizing and Responding to Suspicions of Child Maltreatment training. In addition, a report of suspected child abuse and neglect in a childcare center may be made by calling the NC Division of Child Development at 1-800-859-0829.

8.2 Child Care Management Requirements

The North Carolina Department of Health and Human Services, Division of Child Development provides childcare centers in North Carolina with guidelines they must adhere to in order to operate. These childcare requirements specify the licensing standards of a childcare center, including staff/child ratios, space and equipment requirements, staff training, age-appropriate activities, health and safety and discipline guidelines.

8.3 Resolution of Child Care Management Issues

Any concerns or issues you may have regarding the daycare should be brought to the attention of your child's teacher. If you feel the concern is not resolved, you may involve the Director. **The Director will have the final say on the resolution of the issue or concern.** The Director will make every effort to respond to emails regarding concerns or issues within one business day.