

Welcome  
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Mission Statement and Philosophy.....	1
Goals .....	1
Vision.....	1
Children Served .....	2
Days of Operation .....	2
Childcare Defined .....	2
Registration/Admission .....	2
Arrival and Operation of Center .....	2
Departure and Closing of Center .....	2
Tuition Fees .....	3
Late Fees .....	3
Late Payment .....	3
Returned Checks.....	4
Services Available Upon Request.....	4
Trial Period .....	4
Holidays.....	4
Absences and Vacations.....	4/5
School Closing/Inclement Weather.....	5
Emergency Procedures.....	5
Field Trips .....	5
Outdoor Play.....	5
Meals and Snacks .....	5
Nap and Rest time .....	5
Clothing .....	6
Personal Belongings .....	6
Toilet Training .....	6
Birthday and Activities .....	6
Handwashing .....	6
Health .....	6
Cleaning .....	7
Medication .....	7
Emergency Procedures .....	7
Recording Devices.....	7
Child Custody .....	7
Child Abuse and Neglect.....	7
Parent Involvement .....	7
Discipline/Guidance .....	7
Changes in the Handbook .....	7

# **Mission Statement**

At Everything Childcare, we believe in the children that we serve and the uniqueness will bring to this world. Our mission is to provide quality care that enhances your child's physical, emotional, spiritual and developmental needs. We provide each child with an atmosphere of love conducive to creative play and exploration of their growing world. The safety and well-being of children is our top priority.

## **Vision**

To mold and shape the next generation...inspiring future leaders.

## **Philosophy:**

We believe that children learn more from birth to age five than any other time in their lives. 90% of their brains are developed during this time of their lives. As educators, we promise to work diligently to create a strong foundation that will prepare your child for kindergarten and years to come. We operate with a strong focus in Science, Technology, Reading, Engineering, Arts and Math (STREAM), encouraging children to use critical thinking skills, build curiosity and develop a lifelong passion for STREAM learning.

## CHILDREN SERVED

Everything Childcare Learning Center will serve children age's birth to twelve. The purpose of this program is to provide a quality childcare program. We will work diligently to prepare your children the next level in their education.

## DAYS OPERATION

Hours of operation are Monday through Friday 6:30 AM- 7: 00 PM. (10HPC) ECLC will be closed on all Federal Holidays. (Please review closures schedule)

## CHILD CARE DEFINED

### Fulltime Care:

This consists of 25 hours or more a week. No more than 10 hours a day per child. Anything over 10 hours will incur additional fees.

### Part time Care:

This consist of 20 hours are less. No more than 10 hours a day per child. Anything over 10 hours will incur additional fees.

### Unscheduled Care:

This consists of any time outside the agreed time interval. If your child is scheduled to arrive at 9am and they arrive at 8:50 am. This is considered unscheduled care. Unscheduled childcare is also defined as your child staying past the agreed departure time. If you child is scheduled to leave at 600pm and they are picked up at 6:05pm.

ALL ADDITIONAL FEES ARE DUE ON MONDAY MORNINGS.

## REGISTRATION/ADMISSION

Parents are required to have an interview prior to admission. During the initial interview the administrative professional will discuss our programs, special needs, registration forms and etc. A nonrefundable registration fee of \$55.00 is due at the time of enrollment. \$ 35.00 Supply Fee is charged in January of each year.

## ARRIVAL AND OPERATIONS

ECLC opens each weekday at 800 AM for full day programs. All children must be signed in daily by an adult. Please annotate the time that they are dropped off and picked up. Children must be signed in by 9:45 a.m. daily. Children will not be allowed after 9:45 a.m. without a doctor's excuse. If a child goes to the doctor they must be signed in by 10:30am. No children will be allowed after 10:30 am

even with a doctor's excuse. Please call in advance if your child will not be in attendance. Children arriving late interrupts those children that are preparing to take their naps.

#### DEPARTURE AND CLOSURE

First shift ends at 530 PM. Second Shift ends at 1100 PM. Children are to be picked up at the agreed upon time. Please contact the facility to let us know that you are running late. Late fees will apply to all late pickups.

#### TUITION FEES

1. Weekly tuition will still be required if your child is absent for any reason. This includes but is not limited to family emergencies, sickness, holiday breaks, vacations etc. If planned at least 15 day in advance 50% of the tuition will be forgiven. Please understand that written request must be made 15 days in advance in order to receive this benefit. This allows me to temporarily full your child's slot to recoup loss wages.
2. Weekly tuition should be viewed as high importance. Your childcare provider is running a business. Consider the bank that handles your car loan, your cable company or your cellular phone service. If you decided to only drive your car, use your cellphone and watch cable 10 days out of the month they will still require full payment. Regardless of your usage or the circumstances surrounding it.
3. Weekly tuition is not solely based upon your child showing up daily. Work is done behind the scene in preparation for your child's arrival. Food, games, entertainment, printed materials, and etc. are just a few areas in which your weekly tuition covers. If your payment is not made timely or at all it creates a negative return for the provider.
4. Weekly tuition will be required if you dis enroll your child without providing a two week notice. You will be billed for two weeks. If the tuition and any late fees associated with it is not paid the debt will be forwarded to smalls claim court. All fees to include court costs, lawyer fees, and debt owed to Everything Childcare Learning Center and any additional fees will be solely your responsibility.

### PAYMENT DUE DATE

Payments are due in advance. Parents are required to pay Monday mornings at drop off. If a closure falls on a Monday, tuition is always due the Friday before. If tuition is not paid on time you will be billed \$ 35.00 Late Fee.

### LATE FEE

Tuition paid after 530 PM on Monday (Friday if Monday is a holiday) will be subject to a \$35.00 late fee. To avoid the Monday morning late fee it's suggested that you pay on Fridays. If payment and late fee aren't paid by Wednesday morning at drop off your child will not be able to attend until the account is brought current.

### LATE PICKUP

Late pick up fees are \$3.00 per minute after scheduled pick up time has passed. These fees will be due on Monday morning. Please call if you are running behind schedule. Calling won't prevent the charges but it will allow me time to make arrangements if I need to. Collecting late fees are not as important as you being on time.

### EMERGENCY PROCEDURES FOR LATE PICK UP

In the event that the facility isn't notified the following actions will be implemented;

1. Attempt to reach parents at all numbers listed on enrollment paperwork.
2. Call people on "Emergency List" and "Authorized Pickup List".
3. Call Authorities

### RETURN CHECK

As a courtesy Everything Childcare Learning Center will accept checks. All return checks will be assessed a \$25.00 return check fee. After two incidents of return checks we reserve the right to refuse all future checks from you.

### SERVICES AVAILABLE UPON REQUEST

Everything Childcare Learning Center seek to meet all your childcare needs. We offer specialized care for each family. This includes but not limited to overnight care, weekend care, transportation, parent advocate etc. Please ask and we will do our best to accommodate you.

### TRIAL PERIOD AND TERMINATION OF CARE

Two week trial period will be in place to ensure that your child transitions well into our program. At the end of the two weeks parents and owner reserve the right to terminate childcare.

To withdraw a two week written noticed is required. Payments must be made in full for the remaining two weeks. If parent withdraws without notice, parent is still responsible for two weeks tuition and any unpaid fees. All unpaid balances at the time of withdraw will be handled in small claims court. Parents will be responsible for all late fees and legal fees. End of the year

We reserve the right to cancel enrollment for the following reason

- Non payment and excessive late fees
- Not observing rules of center and written contract
- Facility is unable to meet the needs of you children
- Physical and/or verbal abuse of staff or children by parent or child
- Constant behavior issues

### HOLIDAYS

Everything Childcare Learning Center are closed on all Federal Holidays. In addition to all federal holidays ECLC Creative will also be closed on the day after Thanksgiving and Christmas. A yearly calendar will be sent home in January of each year. Please mark your calendars when the calendar is sent home.

### ABSENCES AND VACATIONS

Anytime a child is gone for more than two weeks they will be dropped from enrollment list. A new enrollment fee will be charged if you would like to re-enroll

your child. An opening must be available to accommodate. You will also be responsible for weekly tuition.

#### VACATION

Your child will receive one free week vacation per year. Three months without interruption (continuous enrollment) is required before this benefit can be used. The three month period will start over if a child is dropped/withdraws from the program. A two week notice is required when planning to use vacation time.

#### INCLEMENT WEATHER

School will be closed if we experience severe weather or hazardous roads condition. We follow the same schedule as the public school system. Tuition credit will be given if closure date exceeds three days.

#### FIELD TRIPS

Field trips for the children may be planned occasionally to offer a variety of experiences. Field trips are supervised and follow state regulations. Adheres to state seat belt laws on all field trips. Any time that parents can volunteer to go with us on a field trip it is greatly appreciated.

A permission form must be signed by the parent and on file (for each field trip taken). In order for your child to participate in any activity that is held outside of the home, a permission form must be signed. Before each trip, the parent will contain detailed information on the current activity and any other information that needs to be discussed on the trip.

#### OUTDOOR PLAY

We are required by the state to spend time outside daily. Outside play is necessary for developmental and health purposes. We will monitor the weather throughout the day to ensure that its appropriate conditions for play. If inclement weather is present we will play indoors.

#### MEALS AND SNACKS

Meals will be served based on the time that your child is in care. We provide all meals. Our meal consists of healthy and nutritious items.



## Meal Schedule

Breakfast 8:00 – 8:30 AM

Lunch 11:30-12:00 PM

PM Snack 2:30-3:00 PM

## Naptime

12:00– 2:15 PM

Please discuss any food allergies with the staff. No outside food, gum, candy, beverages and other food are allowed.

## NAP AND REST TIME

All children will be required to take nap or rest time each day. This will be scheduled after lunch. Children are not required to sleep but they must remain quiet during rest time. Center will provide blanket and sheet for naptime.

## CLOTHING

Dress your child in washable, sturdy, play clothes for school. Messy art and creative activities are planned every day for your child will want to participate. Tennis shoes are a good idea, because they can be easily cleaned and easily dried. All children need an extra set of clothing appropriate for the weather at the center. An extra set of clothing including underwear, socks, pants and a shirt must be left at school permanently in case of something to change into.

Children should dress comfortably, simple and suitably for the weather. Remember, the children will be playing outdoors, so make sure there clothing is sturdy and durable. Dress in layers on cold days! An extra sweater or jacket at school is recommended since the temperature often changes noticeably. Lost clothing is a problem most of us just cannot afford. Parents should consider labeling your child's name on jackets, sweaters, and a change of clothing.

## PERSONAL BELONGINGS

Please do not allow children to bring toys, games, candy or gum from home. The childcare has enough toys for all the children to share. Toys from home are hard

to share and Everything Childcare Learning Center and its staff will not be responsible for lost or damaged toys bought from home.

#### TOLIET TRAINING

Children that are not potty trained will not be allowed to enter in the full day preschool program until they are. However, ECLC will assist parents in potty training when they have children enrolled in all other programs. If your child is not potty trained pampers, pull ups and wipes will be required.

#### BIRTHDAY AND ACTIVITIES

We will celebrate birthdays and holidays. Parents are encouraged to participate in all activities. Only store bought food can be brought in for birthdays and events.

#### HANDWASHING

Staff and Children will practice good hygiene practices. Handwashing will be done throughout the day.

#### HEALTH

Please do not bring sick children to school. Children with a fever of 100 or more must remain out for 24 hours after a fever has broken. Children with ring worms, diarrhea or any contagious virus must remain out until a doctor statement is provided that clears them to return. If your child has something contagious please do not bring them to school if you are picking up other children.

#### CLEANING

We maintain a clean environment. Cleaning is done daily throughout the day by staff. We also conduct deep cleaning monthly.

#### MEDICATION

A medicine consent form must be filled out and signed on any child requiring medicine. Medicine must have pharmacy name and number. Only medicines from a doctor can be given. No other over the counter medicines can be given. No expired medicine can be given to a child. Medicines in others names cannot be given. Instruction and dosage must be visible. Only dosage on the bottle can be given. If the doctor changed the dosage a written statement from the doctor must be submitted. Tylenol can only be given in an emergency with verbal consent from parent or guardian

#### EMERGENCY PREPAREDNESS

In case of an EMERGENCY, we will administer necessary first aid. The Cumberland County Police Department or Paramedic Unit will be called and your child will be transported to the hospital. YOU WILL BE NOTIFIED IMMEDIATELY. If an ambulance is called to transport your child, the cost of the ambulance will be covered by the parent or guardian.

#### RECORDING DEVICES

Recording devices are not to be used within Everything Childcare Learning Center without prior consent. Charges will be filed and services will be terminated on the spot and immediately. In the event that this happen you will still be obligated to pay two weeks of childcare.

#### CHILD CUSTODY

If a child is to be withheld from a parent due to a court ordered non visitation agreement please inform Everything Childcare Learning Center. We will need to have a certified copy on file.

#### CHILD ABUSE AND NEGLECT

All staff are mandated reporters by the state of North Carolina to report all suspected cases of abuse and neglect to the Department of Social Services.

#### PARENT INVOLVEMENT

Parents are encouraged to participate in activities. Monthly Parent meetings will be conducted to discuss the progress of your child.

#### DISCIPLINE/ GUIDANCE/ CHRONIC DISRUPTIVE BEHAVIOR

Children will go over expectations daily. They will be familiar with rules and regulations. In the event that they choose not to abide by rules discipline will occur. We will use redirection strategies, teach positive behaviors and time out. If we feel as though there is a chronic behavior problem parents will be notified verbal and in writing. If the problems persists we will create a behavior management plan to use at home and ECLC to create continuity.

Under NO CIRCUMSTANCES corporal punishment will not be used at Cornerstone. There be any spanking, physical abuse, verbal abuse, name calling or isolation used. Neither food nor sleep will ever be withheld from children as a means of punishment.

#### CHANGES IN HANBOOK

This handbook is subject to change at any given time. Parents will be notified in writing when changes have been made.