



Family Handbook

5★ Ratio Facilities

Advance

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Advance, NC 27006
336.940.3975

Clemmons

2005 Lewisville-Clemmons Road
Clemmons, NC 27012
336.766.8222

South Winston-Salem

1290 Hartman Plaza Drive
Winston-Salem, NC 27127
336.764.0670

Downtown Winston-Salem

702 N. Cherry Street
Winston-Salem, NC 27101
336.721.0105

www.achildsworldnc.com

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Welcome

Welcome to A Child's World Learning Center. Thank you for choosing us to be a part of the most important years of your child's life. We have created this handbook so that we may describe our program, our goals and our policies in hopes that your transition into our program will be smooth and enjoyable. Please read the following information and keep it handy for future reference.

Our Mission, Our Philosophy

Our mission is to provide a safe, nurturing environment with a quality development program that meets the needs of the whole child as an individual so that she or he becomes a life-long learner.

We believe:

- the first five years in a child's life are the most critical in determining how they develop as a person.
- the learning of important skills can be achieved through independent play and teacher-directed activities.
- in teaching children three simple, but important concepts: be safe, be neat and be kind.
- children flourish in an environment that is positive, nurturing, fun, and encourages them to grow and learn in their own unique ways.

Program

Our curriculum is bias-free and developmentally based. We focus on developing the whole child by providing activities to help stimulate the individual child's social, emotional, physical and intellectual needs.

Our professional staff encourages exploration and growth in a well-equipped environment that is stimulating, safe, consistent and nurturing. We strive to enhance each child's natural curiosity and love for learning. We want children to develop habits of observation, questioning and listening. We want them to become aware of their own feelings as well as others around them. We want them to have an open mind that prepares them to utilize their intellectual and creative abilities, for now and later in life. A Child's World Learning Center provides the opportunity for each child to master tasks that are appropriate to his or her individual development. As a part of our curriculum we recognize and celebrate many holidays including Christmas and Easter. Our curriculum is diverse and creative to help children gain knowledge of other cultures and beliefs.

Each classroom has a daily schedule posted on the parent board for easy reference. This schedule includes activities for the day from the time the center opens until closing. The schedule acts as a guide only; allowances are made for unexpected events or a child's specific needs.

A written schedule of planned events and activities is posted on Monday of each week. The plan includes one age-appropriate activity in each of the following four developmental areas: (1) social; (2) emotional; (3) intellectual and, (4) physical. These activities allow the child the choice to participate either as part of the group, or individually.

Age Range of Children Served

Our center serves children from 6 weeks to 12 years of age. We offer traditional full-time care.

School Age Program

A Before and After School Program is available during the school year for children attending kindergarten through fifth grade. Our in-house van service provides transportation from the center to area public schools, before and after school hours, starting at 7:30 a.m.. Your Center Director can provide details as to available transportation. Children who eat breakfast at A Child's World Learning Center will need to arrive in adequate time to finish their meal prior to leaving for school. Full-day child care is also available for school age children when public schools are closed. In order for our classes to remain "in ratio" and developmentally appropriate, we are unable to provide full-day care on days when public schools are open. Children who may be absent from public school during regular hours may arrive at the normal afternoon time and participate in the After School Program as usual. We also provide a summer camp that offers the children a variety of fun and educational activities.

Arrival

A Child's World Learning Center opens weekdays at 6:30 a.m. Parents or guardians are required to deliver their child to his or her classroom, notify the caregiver in charge of the child's arrival and sign the child in on the sign in/out sheet located on the clipboard. Parents must take their child to wash his or her hands upon arrival. Children may not be left unaccompanied in the parking lot, dropped off at the front entrance, or left in the playground, lobby or halls. Parents are responsible for the child's safety until the caregiver has been notified of the child's arrival. Once the child is in the classroom and has been delivered, the caregiver will take charge of the child and assume liability for their safety and instruction. In instances where a parent chooses to remain in the classroom after this transfer has occurred, the caregiver will still take charge of the child unless the parent removes the child from the classroom. In instances where a parent remains in the classroom to observe following the transfer, the parent is asked to honor this policy and allow the caregiver to instruct the child without interference or comment.

Full-Day Care Schedules

Our full-day care schedules are followed as a way to ensure that your child has the comfortable routine that they desire. Our schedules also ensure that parents can take comfort in knowing what their child is doing throughout the day. Schedules may vary depending on individual routines and nap times. Diaper changes are made every hour, or as needed, unless a written note from the parents indicates otherwise. Bathroom breaks and frequent sanitation breaks (hand washing) are also taken as needed.

Typical full-day schedules are provided on the following pages.

Typical Infant Schedule

6:30 a.m.	Learning Center opens
6:30 a.m. – 9:00 a.m.	Breakfast and free choice activities
9:00 a.m. – 9:30 a.m.	Morning snack
9:30 a.m. – 10:00 a.m.	Teacher directed age-appropriate activities
10:00 a.m. – 11:00 a.m.	Outside time/gross motor skill activities
11:00 a.m. – 11:30 a.m.	Lunch time and free choice activities
11:30 a.m. – 2:00 p.m.	Nap time and free choice activities
2:00 p.m. – 3:00 p.m.	Afternoon snack free choice activities
3:00 p.m. – 3:30 p.m.	Outside time/gross motor skill activities
3:30 p.m. – 4:00 p.m.	Teacher directed, age appropriate activities
4:00 p.m. – 5:30 p.m.	Free choice activities
5:30 p.m. – 6:00 p.m.	Prepare for departure by 6:00 p.m.



Typical Toddler Schedule

6:30 a.m.	Learning Center opens
6:30 a.m. – 7:00 a.m.	Free choice activities, combined with infants
7:00 a.m. – 8:00 a.m.	Breakfast and center play
8:00 a.m. – 9:00 a.m.	Diaper change and free choice center play
9:00 a.m. – 9:30 a.m.	Morning snack and clean up
9:30 a.m. – 10:00 a.m.	Outside time/Gross motor activity
10:00 a.m. – 10:30 a.m.	Diaper Change and clean up/Storytime
10:30 a.m. – 11:00 a.m.	Group time/Teacher directed, age appropriate activities
11:00 a.m. – 11:30 a.m.	Lunch Time
11:30 a.m. – 12:00 p.m.	Clean up and prepare for rest time
12:00 p.m. – 2:00 p.m.	Nap time
2:00 p.m. – 2:30 p.m.	Diaper Change and clean up/Storytime
2:30 p.m. – 3:00 p.m.	Afternoon snack
3:00 p.m. – 3:30 p.m.	Outside time/Gross motor activity
3:30 p.m. – 4:00 p.m.	Group time/Teacher directed, age appropriate activities
4:00 p.m. – 4:30 p.m.	Diaper change and music time
4:30 p.m. – 5:30 p.m.	Free choice center activities
5:30 p.m. – 6:00 p.m.	Prepare for departure by 6:00 p.m.

Typical Twos Schedule

	6:30 a.m.	Learning Center opens
6:30 a.m.	– 7:00 a.m.	Free choice activities
7:00 a.m.	– 8:00 a.m.	Breakfast and manipulative
8:00 a.m.	– 9:00 a.m.	Diaper change/bathroom break Free choice center play
9:00 a.m.	– 9:30 a.m.	Morning snack and clean up
9:30 a.m.	– 10:00 a.m.	Group time/Teacher directed, age appropriate activities
10:00 a.m.	– 10:30 a.m.	Diaper change/bathroom break and Storytime
10:30 a.m.	– 11:15 a.m.	Outside time
11:15 a.m.	– 11:45 a.m.	Lunch
11:45 a.m.	– 2:00 p.m.	Clean up and prepare for rest time
12:00 p.m.	– 2:00 p.m.	Nap time
2:00 p.m.	– 2:30 p.m.	Diaper change/bathroom break and story time
2:30 p.m.	– 3:00 p.m.	Afternoon snack
3:00 p.m.	– 3:30 p.m.	Group time/Teacher directed, age appropriate activities
3:30 p.m.	– 4:30 p.m.	Outside time/Gross motor activity
4:30 p.m.	– 5:30 p.m.	Diaper change/bathroom break and music time Free choice center activities
5:30 p.m.	– 6:00 p.m.	Prepare for departure by 6:00 p.m.



Typical Threes Schedule

	6:30 a.m.	Learning Center opens
6:30 a.m.	– 7:00 a.m.	Free choice activities
7:00 a.m.	– 8:00 a.m.	Breakfast and manipulatives
8:00 a.m.	– 9:00 a.m.	Bathroom, free choice center play
9:00 a.m.	– 9:30 a.m.	Morning snack
9:30 a.m.	– 10:15 a.m.	Outside time/Gross motor activity
10:15 a.m.	– 10:45 a.m.	Group time/Teacher directed, age appropriate activities
10:45 a.m.	– 11:15 a.m.	Free choice center play
11:15 a.m.	– 11:30 a.m.	Bathroom and Storytime
11:30 a.m.	– 12:00 p.m.	Lunch time
12:00 p.m.	– 12:30 p.m.	Bathroom and prepare for nap time
12:30 p.m.	– 2:30 p.m.	Nap time
2:30 p.m.	– 3:00 p.m.	Bathroom and fingerplays
3:00 p.m.	– 3:30 p.m.	Afternoon snack
3:30 p.m.	– 4:00 p.m.	Outside time/Gross motor activity
4:00 p.m.	– 4:30 p.m.	Group time/Teacher directed, age appropriate activities
4:30 p.m.	– 5:30 p.m.	Bathroom and free choice center play
5:30 p.m.	– 6:00 p.m.	Prepare for departure by 6:00 p.m.

Typical Fours Schedule

	6:30 a.m.	Center Opens
6:30 a.m.	– 7:00 a.m.	Manipulatives
7:00 a.m.	– 8:00 a.m.	Breakfast and manipulatives
8:00 a.m.	– 9:00 a.m.	Bathroom break and free choice center play
9:00 a.m.	– 9:30 a.m.	Morning snack
9:30 a.m.	– 10:15 a.m.	Group time/Teacher directed, age appropriate activities
10:15 a.m.	– 10:45 a.m.	Small group activity
10:45 a.m.	– 11:30 a.m.	Outside time/Gross motor activity
11:30 a.m.	– 11:45 a.m.	Bathroom
11:45 a.m.	– 12:15 p.m.	Lunch
12:15 p.m.	– 2:30 p.m.	Nap time
2:30 p.m.	– 3:00 p.m.	Bathroom break and Storytime
3:00 p.m.	– 3:30 p.m.	Afternoon snack
3:30 p.m.	– 4:00 p.m.	Group time/Teacher directed, age appropriate activities
4:00 p.m.	– 4:30 p.m.	Outside time/Gross motor activity
4:30 p.m.	– 5:30 p.m.	Bathroom break and free choice center play
5:30 p.m.	– 6:00 p.m.	Prepare for departure



Typical Full-Day Schedule for School Age Children

	6:30 a.m.	Center Opens
6:30 a.m.	– 7:30 a.m.	Arrival, greetings, free choice activities and clean up
7:30 a.m.	– 8:00 a.m.	Snack or breakfast
8:00 a.m.	– 9:00 a.m.	Planning / preparations for the day, group activities
9:00 a.m.	– 9:30 a.m.	Snack and clean up
9:30 a.m.	– 11:30 a.m.	Planned activity time or scheduled field trips
11:30 a.m.	– 12:00 p.m.	Outdoor play
12:00 p.m.	– 12:15 p.m.	Cool down - Quiet activities for transition to lunch time
12:15 p.m.	– 12:45 p.m.	Lunch
12:45 p.m.	– 2:00 p.m.	Rest and quiet activities
2:00 p.m.	– 2:30 p.m.	Group time
2:30 p.m.	– 3:00 p.m.	Free choice - Activity areas, projects, games, etc.
3:00 p.m.	– 3:30 p.m.	Snack and clean up
3:30 p.m.	– 4:30 p.m.	Project time - planning
4:30 p.m.	– 5:00 p.m.	Outside play
5:00 p.m.	– 5:30 p.m.	Free choice - Activity areas, projects, games, etc.
5:30 p.m.	– 6:00 p.m.	Preparation for departure

Departure

A Child's World Learning Center closes weekdays at 6:00 p.m. and it is expected that all parents will pick up their children prior to closing. There is a late fee charged for children left at the center past 6:00 p.m.; \$5.00 is assessed immediately and an additional \$1.00 per minute is added to the child's weekly account for any and all late arrivals. Parents should notify the center as soon as they are aware that they may be late picking up the child in order for adequate staffing arrangements to be made.

Parents should sign their child out on the sign in/out sheet located on the clipboard upon departure from the center. Once the parent arrives in the classroom and assumes possession of the child, they should make the caregiver aware that they have the child. At this point, the child becomes the responsibility of the parent. Parents should hold the child by the hand or keep them safely nearby once they have entered the classroom. While parent may wish to use the pick-up as an opportunity to discuss their child's day with the caregiver, this may not be possible as supervision of the entire classroom is the immediate priority for the caregiver. For this reason, parents are encouraged to schedule conferences when they need to discuss their child with a teacher.

Release Authorization

Parents or guardians designate on the Enrollment Form those people who may pick up their child. Minor children (under the age of 16) cannot be placed on the pick-up list. A summary of this list is available in each classroom. Caregivers will check the list to make sure the child is released to the proper person. The list is updated as parents make changes. A Child's World Learning Center assumes no responsibility for inaccurate information provided on the Enrollment Form. Additionally, parents or guardians must make changes concerning authorized pick-up in writing. If caregivers question a person's identity or authorization to pick up the child, the caregiver will request picture identification. If still unsure, an effort will be made to contact the parent or guardian for permission to release the child. If contact cannot be made, the child will not be released until the parent or another designated person on the pick-up list can be contacted. Parents should notify the center in writing when someone other than those already designated will be picking up the child. Telephone calls granting pick-up permission will not be accepted unless the identity of the authorized person calling can be fully confirmed. Registered sex offenders are not allowed on the premises of ACWLC, Inc. (including building, parking lot, playground, etc.) regardless of his/her relationship to the enrolled child. If the only parent/guardian/adult responsible for a potential enrollee is a registered sex offender, the child will not be eligible for enrollment in any of ACWLC's facilities.

Custody Arrangements

A Child's World Learning Center's staff will not become involved in disagreements between custodial parents or others. Both legal parents are assumed to have privileges for pick-up, delivery or observation unless otherwise specifically designated on the Enrollment Form. In instances where one parent has been formally denied access to the child, legal custody papers stating such must be provided to the center. If a parent fails to honor this custody arrangement and attempts to remove the child from the premises, staff will contact the police immediately. If the custody arrangement changes after the child is enrolled in our program, management will conference with each teacher regarding the change in the release authorization. Each staff member will be required to formally document that they are aware of the change. The documentation will be placed in the child's file and the information will be entered into the center's records. A new information sheet will then be given to the lead teacher reflecting the change of release authorization.

Entrance Security

A number-pad door lock security system has been installed at the main entrance of all centers to control access to the learning centers by staff, parents and visitors. Once your child has been enrolled in our program, management will provide you with the security code so that you can gain entrance to the facility. It is extremely important that you use discretion in sharing this code. We encourage parents not to share their code with their children. At the same time, we will not share the codes for parents with anyone other than management staff. Center staff have their own personal access codes while visitors are allowed in only after ringing the door bell and being personally admitted by staff. If you have arranged for a special pick-up and do not want them to have the security code, they can gain access to the facility by ringing the bell and being admitted by our staff. Holding the door to allow others to enter, while considerate, may allow someone to enter who is not authorized to have access. We strongly encourage all individuals to enter only after they have keyed the approved security code.

Registration, Tuition and Fees

A non-refundable, annual registration fee is due when the completed Pre-Registration form is returned to the center. These fees are due each year on January 1 but will be prorated if enrollment begins after November 1. Please refer to the tuition sheet for your center for exact fees. Families enrolled through any Subsidized Care Programs are required to pay the registration fee directly.

The weekly fees are evaluated and set annually. Weekly fees should be paid in advance each Monday. A \$10.00 late fee is automatically assessed to any account not cleared by the close of business each Wednesday. Repeated late payments are cause for dismissal from the program. Parents of children enrolled through Subsidized Care Programs are charged a late fee of \$10.00 after the 15th of the month. If all overdue fees have not been by the end of the month, the child will be dismissed from the program.

A \$15 family discount credit will be issued to any family who has two (2) or more children enrolled in any full time program (excluding Before and After School).

A \$30.00 fee will be charged for all returned checks. In addition to the returned check fee, the late charge for a delinquent weekly payment is added to the account for the number of weeks the account is delinquent. Payment in cash or by certified funds will be required after two returned checks within one year.

Registered drop-in children have priority for all drop-in spaces. Drop-in care is based on the space available in each classroom.

Subsidized Care Policy

Listed below are the ACWLC policies regarding child care services for Subsidized Care Programs.

- Vouchers must be completed prior to child/children enrollment.
- Vouchers must be filed with the Center Director.
- Space is limited for the Subsidized Care Program.
- A non-refundable registration fee must be paid prior to the child's enrollment. If a child is dropped from enrollment, for any reason, a new registration fee must be paid in order for the child to re-enroll.

- Full tuition is charged even when a child is absent for the entire week or attends only a portion of the week. After two (2) consecutive weeks of being absent, the child will be dropped from enrollment.
- There are no family discounts.
- All parent fees and any balances remaining after the Subsidized Care payment are the responsibility of the parents and must be paid promptly. Parent fees are due by the 15th of each month. Late fees will be assessed accordingly.
- Transitional Care Program: tuition must be paid to the center by the parent. Social Services will reimburse the parent for child care services.

Inclement Weather

Because we respect your work schedule, we make every effort to open the centers during inclement weather. Should severe weather prevent any center from opening on time, or at all, information regarding a change in schedule(s) will be posted on the home page of our Web site (www.achildsworldnc.com). An announcement will also be made on WXII Channel 12, as well as on WGHP Fox 8, or you can call your center to listen to a recording with an updated operating schedule. In the event of early dismissal, parents will be contacted by phone. No tuition credit is given for closings due to inclement weather.

Parking Lot and Street Safety

Children should remain with their parents when crossing the parking lot as parking lots can be extremely dangerous for children. Parents should watch for children in the parking lot who may have become separated from their parents. Parents are also reminded of the importance of holding children safely by the hand or in the car with the door safely closed if they stop to converse with other parents. Accidents happen very quickly and a few precautions can improve safety a great deal. Parents should take care not to block traffic by parking in unauthorized spaces or lanes.

Communication

Open communication between staff and families is essential to the success of the program and the children's well-being. A notepad is provided in each classroom for you to record any messages you may have for staff concerning your child. We send home daily reports summarizing your child's activities and experiences and distribute a monthly newsletter highlighting recent and upcoming activities at your child's center. Other timely information is posted on the center's communication board. When appropriate, staff will contact parents directly by phone, email or through other written communication. Class schedules, activity calendars, general announcements and weather closings are also posted on our Web site (www.achildsworldnc.com). In instances where we need to contact parents at home or work, it is important that we have current information on file. To maintain current files we ask that you notify us immediately when there is a change in the information in your child's file. Every four months we will ask you to review the information we have on file to make sure it is correct.

Clothing

As our programs involve hands-on activities, please dress your child in washable and sturdy play clothes for school. Although we use smocks for messy activities, the children's clothes still often get dirty. Clothing should fit the child and should not pose a safety hazard. Tennis shoes are strongly encouraged as they are more comfortable and better suited for running and jumping. We discourage mules and sandals as they tend to inhibit freedom of movement.

All children need an extra set of labeled, seasonal clothing in their cubby at all times. Children can become upset if they have accidents and do not have a proper change of clothing available. The center does not launder clothing in the event that it becomes soiled during the school day. To help prevent lost clothing clearly mark your child's name on jackets, sweaters and any extra clothing brought to school. The center is not responsible for items that are damaged or lost. ACWLC will not be liable for personal property left at the center for more than 30 days or after a family has disenrolled from the program.

Possessions

Each child has a specially marked cubby for his or her personal belongings. Please check your child's cubby each day to take home items that need not remain at school. Under each cubby you will find a hook to hang your child's book bag and jacket. Sometimes children may want to bring special toys or newfound treasures to school to use as a "bridge" between home and school. We try to discourage this because it can lead to problems with other children and the possible loss of special toys. We have a wide variety of materials as well as many opportunities to work on sharing at school. We encourage you to have your child to leave personal belongings at home. The center is not responsible for items damaged or lost at school. ACWLC will not be liable for personal property left at the center for more than 30 days or after a family has disenrolled from the program.

Play guns, weapons or other toys that encourage aggressive play are never welcome in our classrooms. We are trying to build cooperation and concern for one another in our school; these items promote aggression, competition and hostile feelings. Please leave these items at home.

Field Trips

The four-year-olds and school age children participate in field trips. Although parents sign a general permission slip at enrollment, a permission slip will also be distributed for signature before each field trip. If a child does not have signed permission and money (if needed) on the day of the field trip, they may not participate. We are also required to have permission from you before a child may ride in a van with another adult. Parents may be asked to provide a child restraint device (car seat) for children less than 8 years of age or weighing less than 80 pounds. Field trips are educational and fun and are an extended part of the classroom.

Birthdays

Children are invited to celebrate their birthdays at school and parents are always welcome to assist with their child's birthday celebration. Birthdays are celebrated during the class snack, so please notify your child's teacher well in advance so they can plan accordingly. If you wish to provide snacks and/or treat bags the teacher can provide you with the number of children participating. Food items must be purchased and age appropriate for those children being served and the juice must be 100% juice. For treat bags, please make sure the items in the bag are age appropriate as well. (Please note that balloons cannot be given out unless they are Mylar.) In compliance with fire codes we are unable to light candles at the birthday party.

If a birthday is to be celebrated away from the school and the entire class is not invited, please be considerate of the other children's feelings and bring the invitations to the center office. Staff will see to their distribution.

Parent Involvement

Parents are always welcome to come and be a part of their child's day at school. Therefore, we have an "open door" policy allowing parents to visit the center at anytime. There are opportunities throughout the year in which parents may volunteer at the center including class parties, teacher appreciation week, and other events. When volunteering, please allow the teacher in charge to address all disciplinary needs. Your participation is always appreciated.

Health

Medical and emergency information forms must be on file before your child can enter school. All immunizations must be current.

While we value your work schedule we also place a priority on the well-being of the children in our care. Therefore, the caregivers will check the children informally as to their general health and physical condition each morning. (This observation is made only to visible parts of the child's body.) If any symptoms of illness or injury are observed parents will be notified and, depending on the severity of the child's condition, the administrator may ask for the child to remain at home symptom-free and without need of medication for 24 hours before returning to school. Some symptoms our caregivers watch for are:

- Sudden pallor, clamminess or blushing of skin
- Unusual number of trips to the toilet
- Headaches or stomachaches
- Crossed eyes or poor vision
- Poor hearing
- Unclear speech
- Scratching skin
- Runny nose, sneezing, coughing
- Wheezing, shortness of breath
- Rash, sore or swelling
- Vomiting or gagging
- Sleepiness or listlessness
- Unusual aggressiveness or irritability
- Watery, inflamed eyes or crusty eyelids
- Glazed appearance of eyes

We do care for mildly ill children whenever possible as long as the child can participate in normal center activities. The following conditions constitute what we consider to be "mildly ill":

1. The child has a temperature of less than 101 degrees.
2. The child has not had watery stools or an increased number of loose bowel movements.
3. The child has not vomited twice at the center.
4. The child does not have discharge from his eyes.
5. The child does not have scabies or lice.
6. The child has not been instructed by a physician to remain separate from other children.
7. The child does not have a contagious disease.
8. The child is able to participate in daily activities, including outdoor play.
9. The child does not show signs that could harm his or her health or the well-being of others in the program.

If your child gets sick at the center you will be contacted to pick up your child. If you are unable to be reached, we will notify the emergency contact(s) on file for your child. We feel that it is important for parents to keep their child out of school if they know they are sick rather than sending them to school while medicated, creating the possibility of other children becoming ill.

Medication

Administering medication is taken very seriously at our centers and parents are encouraged to treat children at home whenever possible. However, we realize there are some situations that require children to receive medication while at school and we are prepared to provide this service. In order to protect the child, prevent potential accidents and facilitate the proper administration of all medications, we utilize the following policies:

1. All medications are stored securely in the center office. No medication is ever allowed in the classroom.
2. No medication is administered to the child without written instructions from the parents.
3. The medication form must be properly completed and signed by a parent before any medication will be administered.
4. The designated administrative staff member administers all medication. Medication is administered at lunch only (unless it is for a chronic condition).
5. No medication is administered to a child after the authorization date.
6. Fever reducing medicine is administered to a child for pain only with a statement from the physician.
7. Prescribed medication must be in the original container bearing the pharmacist's label which lists the child's name, date the prescription was filled, and directions for dosage, or must be accompanied by written instructions for dosage, dated and signed by the prescribing physician or health professional.
8. Prescribed medication will be administered only to the person for whom the prescription was written.
9. No medication is ever given on an as-needed basis without a statement from the child's physician with written instructions stating specific incidences when the medicine should be administered and the length of time for the permission (not to exceed six months).
10. In addition to providing a physician's note, parental permission for administering non-prescription medication must include the child's name, name of medication, dosage instructions and parent's signature and date.
11. All leftover medication should be picked up at the end of the week. If the medication is left at the center one week after the treatment date, the medication is destroyed.
12. Non-prescription medication will only be given if it is age-appropriate for the child and with a statement from the physician.

Meal Time

Meal time is a very important time for children as it provides another opportunity for exploration and growth. Therefore, we encourage children to try all the foods that are served unless they are prohibited from eating them due to allergies, dietary restrictions or religious considerations. All of our menus are prepared in accordance with USDA Food Program Guidelines to ensure that the meals and snacks we serve

are nutritionally balanced. Breakfast is served from 7:00 a.m. to 8:00 a.m., the morning snack is served at 9:00 a.m., lunch is served at 11:00 a.m. (beginning with the youngest children) and the afternoon snack is served at 2:00 p.m. Children must be in attendance at mealtimes in order to be served. Parents should notify the center if they plan to arrive with their child after 10:00 a.m. in order for their child to be added to the lunch count. Our menus rotate regularly and are posted on the parent board at the entrance area.

Outside food is not allowed unless there are documented dietary, medical or religious considerations. If a child is unable to eat the foods we are serving, the parents will be responsible for supplying the substituted foods. If the child is 16 months old or older, a doctor's note is required for medically-required substitutions. We believe it to be much easier on the child if the substituted food is similar to the foods the other children in the class are eating. These foods must meet the nutritional requirements and must be stored properly. Children are encouraged, but not forced, to participate in a traditional Christian blessing at meal times.

At the same time, we recognize that for various reasons (no appetite, illness, etc.) children are not always hungry and may not want to eat during meal times or snack breaks. We never force children to eat and food is never used as a reward or punishment.

Nap Time

Nap time, which follows lunch, is a very important part of the day since most of the children need this time to "regroup" from the morning activities. The center provides mats and/or cots for the children based on age and classroom. The center provides sheets and parents may bring a blanket, small pillow or soft toy to help their child become more comfortable for rest time. We try to accommodate each child's sleep needs; however, all children rest quietly for at least forty-five minutes each day. After the rest period, those children who are awake may participate in quiet activity until nap time is over.

Safe Environment

A Child's World Learning Center joins parents in making the child's safety their first priority. Children have a natural tendency to climb, explore, jump or otherwise exert themselves physically. They frequently act without thought to danger but, at A Child's World Learning Center, we have created an environment designed to ensure the physical safety of the children. Our facilities place few restrictions on children so their natural curiosity can be encouraged and their physical bodies adequately exercised.

To help ensure the safety of our children, small objects that could be swallowed are not allowed. Children are not allowed to bring unsuitable objects from home to the center. Hair beads are not allowed and jewelry is not recommended due to the potential choking hazard. If a parent chooses to allow their child to wear jewelry and a safety issue arises with the child or other children, the jewelry will be removed and placed in the child's cubby.

Accidents/Injury Reporting

Parents are notified immediately of any accidents involving their children that include possible injury above the shoulder or bleeding. Contact is made with only one parent; if we are unable to reach the first parent, the other parent will be notified. In the event of an accident, or injury to a child, the supervising staff member will complete an accident report providing details of the incident. The signed report will be placed in the child's file and the parents will receive a copy. If medical treatment is required, a copy of the accident report will also be sent to the State Licensing Consultant.

Discipline and Guidance

At A Child's World Learning Center, there are three important lessons we strive to teach our children each day: Be Safe, Be Neat and Be Kind. Through this social instruction we hope to teach children to respect the rights of others, to avoid danger and to take proper care of themselves and their environment. We also believe that children have the right to not be hurt, the right to be spared unnecessary discomfort and the right to hold safely their own possessions. We work to uphold these rights by practicing, ourselves, the lessons listed above.

We also do everything in our power to ensure a nurturing environment for all our children. By planning developmentally appropriate activities, arranging the environment so that it is conducive to learning, and teaching appropriate behavior through positive reinforcement, we create a positive, comfortable and learning-friendly atmosphere in which children can flourish. Most importantly, we love and nurture each and every child so that they feel good about themselves and have the best chance for developing a positive self-image.

Because we adhere closely to this philosophy of positively-focused discipline, we are very successful in helping children learn and grow in a group environment. However, not every child adjusts as quickly as others and some children can experience difficulty in child care. When that is the case, we will make every effort to work with the parents to establish consistency in the child's environment and do all we can to aid the child in overcoming their challenges. We are here to serve and protect all of our children. In an instance where a child is displaying chronic disruptive behavior which has been determined to be upsetting to the physical and emotional well-being of another child, the following actions may be required:

- Initial Consultation - The Director may require the parents of any child who attends the center to meet for a conference. Goals will be established and the parents will be involved in creating approaches to solving the problem.
- Second Consultation - If the initial plan for helping the child fails, the parents will again be asked to meet with the Director. Another attempt will be made to identify the problem, identify new approaches to solving the problem and discuss the consequences if progress is not apparent.
- Suspension - Should efforts based on previous consultations with parents and staff fail to bring about substantive change and no measurable progress has been made in solving the problem, the child may be suspended from A Child's World Learning Center indefinitely. The Center Director may immediately suspend a child exhibiting behavior that is harmful to themselves or others. A parent may be called at any time their child exhibits uncontrollable behavior that cannot be modified by the childcare staff. The parent may be asked to take the child home immediately. Suspensions from the center may vary from a few hours to an indefinite period.

Holidays

The center will be closed in observance of the following holidays: New Year's Day, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving (two days), and two days at Christmas -- to be announced in January. Holidays falling on Saturday will be observed on the previous Friday. Holidays falling on Sunday will be observed on the following Monday.

Toilet Training

Toilet training can be a slow process and we believe the child should not be rushed during this effort. Consistency between home and school is the key to success and we work closely with parents to facilitate this critical developmental period. Our toilets are child-sized so that the children feel comfortable and more at ease when “going potty.” We begin toilet training in our two-year-old room. Parents are encouraged to dress children in 5-ply underwear with plastic pants and easily removable clothing. Pull-ups are not permitted in the three-year-old classroom since there is not a diaper changing area in that classroom. It is essential that the children have an adequate change of clothing at the center to help minimize the frustration that can result from accidents during the beginning stages of toilet training.

Videos

At specified times during the week, and for designated periods of time, the children will be given the opportunity to watch videos. For twos and threes, viewing time is limited to 30 minutes per week while fours may watch up to one hour each week with school-agers permitted two hours of viewing during the week. This is a free choice activity and other activities are provided for those who do not wish to participate. Children are permitted to bring videos from home for this activity but all videos are carefully screened for content before being viewed by the children.

Child Abuse and Neglect

Staff members are required by law to report any suspected child abuse or neglect. In the event we feel your child is being abused or neglected, we will report that information to the Department of Social Services. It is our professional obligation and our moral duty to every child.

Biting

Young children bite for several reasons including teething, hunger, anger, competition and frustration when unable to verbally express their wants or needs. It is important for parents to understand that this is not uncommon behavior and a normal stage of child development. At the same time, make every effort to prevent this type of incident from occurring by creating an environment that is calm, secure and provides special attention to those children who are inclined to bite. Steps we take to prevent biting include breaking into small groups, maintaining the children’s sense of security and stability, engaging the children, calming the children after excitement and avoiding combinations of children that might lead to conflict.

Inappropriate Language

The use of inappropriate language by parents, staff or children is not accepted at A Child’s World Learning Center. While we understand that a child at the preschool age will say things they have overheard, it is the shared responsibility of the staff and parents to set a proper example for the children.

Discharge Policy

In rare instances, participation in the program and/or the level of care being provided may not be what is best for the child. In such circumstances, the center reserves the right to terminate the child's enrollment. Grounds for termination of enrollment may also include, but are not limited to, the following:

- Non-payment of fees as scheduled.
- Lack of parental cooperation or involvement when requested.
- Abusive language or behavior by parents to anyone.
- Parents disciplining children other than their own.
- Center unable to reasonably accommodate special need(s).

Suggestions or Grievances

The most successful programs involve parents and staff working together as partners. As an element of that partnership, A Child's World Learning Center wants parents to share their thoughts and their suggestions honestly and often. Suggestions can be placed in the fee box at any time. When appropriate, acknowledgement of, and response to, the suggestion may be made either directly to the parent (if the suggestion contains a name) or through one of the ACWLC communications vehicles already identified.

So that we can better understand how we are doing, and collect suggestions as to how we may do better, we send a survey home to parents each year asking about every aspect of our operation. The surveys are unsigned to encourage candid responses and the results are carefully considered when we review our existing policies and procedures.

When specific areas of concern arise for a particular family, the issue should be shared with the staff member involved or the child's classroom teacher. Staff contacted will work directly with the parents to quickly address the issue and remedy the identified problem. If additional assistance is required, the matter should be taken to the Center Director. If a satisfactory arrangement cannot be agreed upon, final resolution can be sought from the Board of Directors of A Child's World Learning Center. In a situation detrimental to the child's well-being, the matter should go immediately to the Center Director or Board.

We will protect the confidentiality of all those involved in any dispute or grievance. Parents should realize that confidentiality is necessary to protect everyone involved and they should refrain from discussing situations that involve others. Inaccurate and unsubstantiated information, when disseminated through a program, can easily harm innocent staff or children.

Thank you for choosing us as your childcare partner!

We are very excited that you have chosen to place your child in our care. We also have an Operations Plan that outlines the structure of the center available for your review. Please feel free to contact the Center Director with any questions, concerns or suggestions. The Board of Directors has approved the policies in the Family Handbook and the ACWLC Operations Plan. If changes need to be made parents will be notified of these changes in writing.