



Parent Handbook 2020

Welcome to Harbor View Creative Learning Center

Hello parents! We are overjoyed at the possibility of adding your child to our one-of-a-kind program! We understand that every family is different, and every child deserves to be treated as an individual. We are confident that you will not find a more personalized childcare program. Don't hesitate to stop by and meet our amazing staff or call us anytime with questions!

Mission Statement

Harbor View Creative Learning Center celebrates each child as a unique individual and provides developmentally appropriate opportunities for learning in a safe and loving environment. We value the human spirit and development of physical, social, emotional, and cognitive needs.

Philosophy

Harbor View Creative Learning Center has structured our program around the belief that children deserve a safe, stimulating, nurturing environment that is developmentally appropriate, to allow them to foster their natural desire to learn, explore and grow. Our goal is to meet your child's social, emotional, and cognitive needs.

- Children at Harbor View Creative Learning Center are encouraged to be children.
- We understand the importance of play.
- The individual progress, development, and growth of every child is important to us.
- Young children learn best through experiences, which incorporates several areas of development.
- All children have the potential to reach great success when provided with encouragement, appropriate support, and instruction.
- Each child deserves to be treated as an individual.

Contact and Communication

Harbor View Creative Learning Center believes that Parent/Provider communication is vital to a successful childcare experience. We ask that you be as open with us as we promise to be with you. If you ever have questions or concerns, we encourage you to come to the director or your child's teacher with all questions or concerns. Your concerns will be addressed and remedied, in a loving and professional manner.

Drop-off and pick-up times are generally not a good time for childcare discussions which require more than five minutes of time. You may call the leadership team during business hours to discuss your concerns via phone or schedule a time to come in and speak with them directly. After hours we can be reached by email at harborviewclc@yahoo.com for non-pressing matters, or via text 980-269-7404 (Robin) or 916-476-7759 (Nicole) for time sensitive matters. We will get back to you as soon as we are able.

We utilize a variety of methods to keep you informed. Teachers will send updates through our parent engagement app and parents may also instant message with teachers during their child's day. The parent engagement app will also show classroom lesson plans, daily menus, pictures and videos. We maintain a website and a private Facebook group page for Harbor View Creative Learning Center.

Contact Information:

Owner Cell Phone: 980-269-7404
Director (Nicole): 916-476-7759
Direct Line: 980-339-8804

Website: www.harborviewclc.com
Email: harborviewclc@yahoo.com
Harbor View Creative Learning Center on Facebook: By direct add only.

To report child abuse/neglect, please contact Child Protective Service Help Line at **930-314-3577**

We are required by law to report any suspected abuse or neglect.

You can request a copy of the official Rules and Regulations for Childcare Centers at <https://ncchildcare.ncdhhs.gov/>

To file a complaint against Harbor View Creative Learning Center, please contact NCDHHS

The Division offers several ways to file a complaint:

- **Call** the Division at (800) 859-0829 (In-State only) or (919) 814-6300. Ask to speak to someone in the Intake Unit (calls can be made anonymously).
- **Fax** Information to the Intake Unit at (919) 715-1013.
- **Email** our Webmaster at webmasterdcd@dhhs.nc.gov. A link to this email can also be found under the “Home” drop down arrow, where you can select “contact”, and you will then find the webmaster email address which is located in the orange shaded box.
- **Mail** Information to: DCDEE 2201 Mail Service Center, Raleigh NC 27699-2200 *Note:* Any person who suspects child maltreatment may have occurred in a child care facility has a [duty to report](#) the suspicions to the Division. If there is suspected child maltreatment of a juvenile not related to child care, any person should [report the suspicions](#) to the local Department of Social Services.

Admission and Registration

Our admissions process is simple, if you feel Harbor View Creative Learning Center may be the right fit for your family, give us a call. We would love to schedule a tour, let you meet our amazing teachers, and answer all your questions.

At the time of enrollment, you will be provided with a link to our website where you can find, and download required enrollment forms. All paperwork must be completed and turned in along with a copy of immunizations and current physical, prior to the first day of attendance.

Records are kept on file for each child enrolled in Harbor View Creative Learning Center. These records include, but are not limited to, parent financial contract, enrollment records, immunizations, current physical, guidance and behavior policies, safe sleep policies, and a Release for Emergency Care. You are expected to inform Harbor View Creative Learning Center of any changes or

additions to the information you provide as it arises. All enrollment forms are updated annually, during the month of January.

Fees and Rates

A registration fee of \$100 (1 child) \$150 (2+ children) is due at the time of enrollment and must be paid before your child will be admitted into care. During the admission process, you will sign a contract that will include your families' childcare rate. All fees and tuition payments are non-refundable.

At Harbor View Creative Learning Center, we only accept automatic withdrawal, payable by check, debit, or credit card. Payments can be made bi-weekly, monthly, quarterly, semi-annually, or annually. Tuition is always due on Thursday. Your contract will specify your preference. If you wish to change your payment schedule, we require a 2-week notice.

Your first payment is due at the time of enrollment. All following payments must be made by Thursday on your agreed upon payment schedule. See tuition sheet for details.

Admission is not discriminated based on ability, race, creed, color, national origin, religion, disability, or sex.

We are happy to try our best and accommodate all special needs and disabilities. Families with children in need of specialized care or disability accommodation will be enrolled based on a two-week trial basis. At the end of two weeks we will discuss our ability to adequately meet all needs and go from there.

Hours of Operation

Harbor View Creative Learning Center's hours are 6am-6pm Monday through Friday, excluding holidays.

Late/early fees equal to \$1 per minute per child and will be billed to you in the event of any early drop-off and/or late pick-up that has not been previously authorized. Your account will be charged any late/early fees within 24 hours. You should be prepared with one of your authorized pick-up people to have your child picked up on time in the event of an unanticipated situation that may delay you. We sincerely do not want to charge this fee, so communication is key. Our intent is not to gain more money, but to have our business hours respected so that our employees can make it home in a timely manner.

If you need to change your enrollment days, we require a minimum of a two week notice in writing. We can occasionally accommodate last minute changes

if the situation is dire. We reserve the right to terminate our childcare arrangement if we can't accommodate your new hours.

Weekly Fee Schedule

Infants

Fulltime: \$330

3 Days: \$260

2 Days: \$210

Young Toddlers

Fulltime: \$320

3 Days: \$250

2 Days: \$200

Toddlers

Fulltime: \$300

3 Days: \$230

2 Days \$180

Pre k

Fulltime: \$280

3 Days: \$210

2 Days \$160

Our Classrooms

At Harbor View Creative Learning Center consists of age appropriate classrooms and outdoor spaces. We currently provide care for children 6 weeks through 6 years.

Each classroom is designed to provide your child with optimal learning experiences. Classrooms are structured in a way that allows children to explore, learn, and engage in both independent and group activities to meet their social, emotional, and cognitive needs

We follow the Voluntary Enhanced Ratios for the state of North Carolina for all age groups:

Infants (6 weeks to 1 year): 1:4

Young Toddlers (1yr-2yr) 1:6

Toddlers (2yrs-3yrs): 1:9

Preschool (3yrs-4yrs): 1:10

Pre-K (4yr-5yr): 1:13

Pre-K (5yr-6yr): 1:15

Late Openings/Early Closing Days

There will be no credit in childcare fees for early dismissal or delayed start. In addition, all early/late fees apply to the temporary opening or closing time for that day. This is not a situation we anticipate happening. We take pride in our reliability.

Full-Time Care

Full-time care is defined as any enrollment of 4 or 5 days per week.

Part-Time Care

Harbor View Creative Learning Center offers 2 day and 3 day per week option for Part Time Care.

Extended Care (Overtime)

Extended care is defined as any days and/or times you may need childcare outside of your contracted hours.

We understand that you may occasionally need additional days. You must request these days as early as possible; we will do our very best to accommodate.

Drop-Off and Pick-Up

When dropping off and/or picking up your child, you must park in designated parking lot. Do not permit your children to play with outside decorations or landscaping.

When arriving for drop off/pickup, please abide by all posted speed limits in parking lots.

Smoking is prohibited inside our center and on Harbor View Creative Learning Center premises.

You must sign your child in and out daily at our computer, located in the front lobby. This will be used to compute your drop-off, pick-up, and late/early fee times as well as provide a record of attendance of children for evacuation and billing purposes.

It is normal for some children to have a difficult time separating from parents in the morning and/or to make the transition into leaving at the end of the day. Please be brief. It is harder on the child when you prolong your stay and teachers need to focus their attention on the other children, who tend to act out when they see teachers busy with another parent. A smile, cheerful good-bye kiss, and a reassuring word that you will be back usually works best in the mornings. With your cooperation, drop-off and pick-up times will be as stress free as possible.

Children will only be released to the authorized pick-up persons whom you have identified on your Enrollment Form. You are required to always notify us if one of your authorized pick-up persons will be picking up your child. A verbal notification is fine unless the pick-up person is not one of your authorized pick-up people. In the case of an unauthorized pick up, we will need written permission from you. If you do not inform your child's teacher, or the director that someone else (other than a parent) will be picking up your child, they will not be released even if they are one of your authorized pick-up persons. Anyone picking up your child will be asked to show proper photo ID.

If you or one of your authorized pick-up persons arrives without a proper auto safety seat, your child will not be released, and late charges will apply. If you arrive under the suspected influence of drugs and/or alcohol, an alternative contact will be called, and late charges will apply. If you insist on leaving the premises with your child, law enforcement will be called immediately.

Any child remaining after the scheduled closure of the childcare (when parents, guardians or other emergency contacts cannot be reached) will be fed an appropriate dinner and partake in age appropriate activities. After two hours of

inability to reach any authorized contact, the department of social services or the local police station may be contacted.

Personal Belongings

Upon enrollment, your child will be assigned a personal cubby to store all their belongings. Please do not send your child with small objects that can pose a choking hazard or toys that are a distraction for daily activities. All medications MUST be checked into the front office and not placed in your child's cubby. Please send a small pillow, blanket, or comfort item for nap time. Harbor View Creative Learning Center is not responsible for loss of any personal items, outside of required items. Please refrain from sending your child with money. No plastic bags are permitted in the classroom.

Supervision of Children

At Harbor View Creative Learning Center, we understand the importance of adequate supervision. Each classroom is equipped with cameras, we meet, or exceed, state regulations regarding child to teacher ratios, and we employ knowledgeable, attentive staff. Children are supervised by sight and sound always, including nap time. When there is a mixed age group, the lower required ratio and group size for the age of the youngest child shall prevail.

Visitors

All visitors that enter Harbor View Creative Learning Center are required to sign in/out and provide staff with valid ID, address, phone number, and time of visit. At no time are any visitors allowed unsupervised access to any children in care.

Guidance Procedures

Harbor View Creative Learning Center is focused on cultivating positive relationships between child, staff, and families. We encourage parent involvement and strive to keep communication open and productive. Each encounter that a child or parent has with our staff is an opportunity to cultivate a positive relationship. We look forward to building a relationship with your family and providing you with individualized, quality childcare.

We want your children to feel heard and understood. Our staff will work diligently to build a personal relationship with your child. It is imperative that children feel secure in their learning environments. Our goal is to provide each child with a deep sense of security, love, and acceptance. We promote positive behavior and implement age appropriate, realistic expectations and guidance to help promote a positive learning environment.

We understand the importance of utilizing developmentally and individually appropriate strategies that take into consideration each child's different personality. We recognize that each child has different needs, interests, and abilities, and we embrace these differences. Your child will be treated with the upmost respect and be genuinely cared for physically and emotionally.

All programs and teaching strategies that are implemented at Harbor View Creative Learning Center are in place to support positive behaviors, encourage peer interactions, and to help your child become socially and emotionally competent. Each child will be given the opportunity to build and maintain positive relationships, develop critical thinking skills, and utilize problem solving skills.

Our staff understands that all children are different and reach milestones at different times. Each teacher will keep track of your child's accomplishments and keep you updated on their progress. We will implement individualized, social, and emotional intervention when needed. All interventions will be done in a positive manner and have a team approach. We will provide you with age appropriate strategies that you can implement at home while we continue to work in a positive way to help your child reach their goals. We believe that if we take an active approach and a personal interest in each child, while maintaining realistic expectations, we can, together, help your child to achieve greatness.

If needed, we will provide parents with resources for mental health consultations, or other specialists pertaining to their child's specific needs.

Parent/Staff Conferences

Parent teacher conferences are scheduled twice per year, once in spring, and again in fall. Although we are always available to sit down and discuss your child's accomplishments or struggles, we like to invite parents to participate in conferences. Conferences are a great to keep communication lines open and touch base regarding all your child's accomplishments. It's also a great time to reacquaint parents with their child's learning environment and go over any changes in curriculum, volunteer opportunities, or upcoming room transitions.

Payment Policy

Your first childcare payment is due at time of enrollment, then every other Thursday at pick up thereafter. If this day is a holiday, a vacation, or a planned day off for the parent, payment is due the previous business day. If you or your child are ill, your payment is still expected unless other arrangements have been previously made.

There will be a late fee of \$15 per child for each calendar day (including weekends) that payments are received late or returned as NSF beginning the following morning for all payments not made before your contracted drop-off time.

Please do not put us in the uncomfortable position of having to ask for payment including, but not limited to, late fees, extended care requests, and/or drop-in requests. Any unpaid balances will be turned over to collections and the responsible party who signed our contract will pay all fees incurred.

You will be given a minimum of two-week's notice of any increase in your childcare fees.

Tax Information

We will supply you with an invoice in early January each year for your tax purposes. If childcare has been terminated by either party prior to January, it is YOUR responsibility to request this form. I DO NOT send them out automatically as they contain critical information, and your address may have changed.

Extended Leave

In cases of your potential absence due to maternity or an extended leave from your job (i.e.: district teachers), we require full childcare payments for the entire time of your absence to hold your child's space. We do offer the option for seasonally employed families to pay a higher fee during the 'school year' in lieu of payment requirements in the summer months.

Absent Days and Notifications

There will be no refunds or adjustments made to your childcare fee for your time missed for any reason, including, but not limited to, illness, holidays, and workdays off. Our operating expenses and hours of work are the same whether you bring your child or not. You are not only paying for the care of your child; you are also paying for their "space" in care.

Weather-Related and Other Unanticipated Closings

We reserve the right to close Harbor View Creative Learning Center early or for the day without notice in the event of unanticipated situations such as, but not limited to, power outages, no water, widespread illness, and/or extreme weather conditions. Extreme weather conditions include, but are not limited to, tornado, blizzard, hurricane, flood, and/or earthquake.

Our paramount concern is the safety of the children. If we deem it unsafe for children to stay in care and/or for parents/staff to get to our center, we will close.

We will take into consideration local school districts and their decision to close or delay school. We also look closely at driving conditions around the region and the forecast on all local news channels.

We make every effort at Harbor View Creative Learning Center to enjoy the outdoors. However, in the case of extreme weather, hot or cold, we will protect the children by remaining inside until the weather has returned to a safe temperature for outdoor play.

Holidays and Vacation Days

We are closed a limited number of holidays per year. Holidays include Labor Day, Thanksgiving and the Day After, Dec 24th-Jan 1st, Memorial Day, July 4th, and Easter. If any of the above holidays fall on a Weekend, we will be closed on Friday/Monday in observance.

We will be closed at 4 PM on Halloween.

Health and Illness Policy

We must provide a healthy environment for the wellbeing of all the children. We will accept non-immunized children with a signed exemption form stating either a medical or religious reason for non-immunization. A physician must still sign off on shot records and provide a current well child physical. We accept children with MILD colds or other MINOR ailments only. Use your good judgment and, if in doubt, please call us in the morning. An ill child requires extra care and close attention and is best cared for at home. Do not send your child if he/she has shown any of the following symptoms during the previous 24 hours:

Communicable Diseases: Not permitted by law in childcare. Some of these illnesses are, but not limited to: Infectious Conjunctivitis (pink eye), Impetigo, Hepatitis A, Scabies, Ringworm, Infectious Diarrhea, Chicken Pox, Scarlet Fever, Lice, or Strep Throat. If your child is thought to have a communicable disease, you will be notified and asked to pick him/her up within the hour. Your child will be accepted back into care when no longer contagious. All communicable disease will be reported to the Health department as well as our licensing specialist. In the event of a communicable disease outbreak, we will shut down and reopen once the environment has been sterilized and is no longer contaminated. All nonimmunized children will be allowed to return once incubation period has passed. All other parents will be notified of the possibility of a communicable disease and what symptoms to watch for. We may require a doctor's note, at our discretion, for return to childcare.

Fever: Not permitted. Any child with a fever ≥ 100.4 degrees Fahrenheit will be sent home immediately. Your child needs to be fever free for a minimum of 24 hours without the aid of any fever reducing substance before returning to childcare. Administering medication to reduce your child's fever so that you can bring him/her to childcare is grounds for termination. Unless fever is caused by teething.

Vomiting: Not permitted. Any child who vomits while at childcare will be sent home immediately and must stay home until 24 hours have passed with no vomiting episodes.

Runny Nose & Cough: You may bring your child to care if he/she has a common cold (slight occasional cough, clear runny nose, occasional sneezing).

Rashes: Not permitted. If your child has any rash other than a diaper rash, you must bring a note from the doctor stating it is not contagious before returning to care.

Runny and/or Crusty Eyes: Not permitted. Watery, matted, and/or red/pink eyes are not acceptable in childcare under any circumstances. A period of 24 hours must pass after symptoms before returning to care. Unless allergies are the culprit.

Lice: Not permitted back to childcare until after the second hair treatment and no nits are present. Your child will be inspected by me upon arrival at childcare before you leave.

If we become aware of any of these symptoms during care, you will be asked to pick up your child immediately. You will be expected to arrive within one hour.

Please notify us at once if you find that your child has a contagious illness, so we may notify the other parents. If your child is on medication for something contagious, do not bring him or her until they have been on medication long enough to not be contagious any longer (usually 24 hours). Please remember that just because your child has been home or on medication for 24 hours, does not mean that they feel well enough to take part in the daily activities at childcare. In that event, they must stay home an additional day. If your child has been given prescription or over-the-counter medication before arriving at childcare, please inform your child's teacher when dropping off.

Field Trips and Transportation

We do not leave the property for any fieldtrips.

Medication Administration

Please take every measure possible to administer all medication at home. Our staff is Medication Administration certified, we have an on-call nurse available and, if needed, we will administer medications, ointments, and creams you provide, so long as they are accompanied by a health care plan. The medications must be in their original containers and labeled with your child's name. We will not exceed the manufacturer's recommended dosage unless you provide us with a written physician's note with instructions. All medications will be stored in a locked box and be un-accessible to children. We will keep a medication log, and write down dosage and time given, and if child was able to keep medication down. Parents will be provided a copy of medication log daily.

All medication will be disposed of in a manner that meets or exceeds North Carolina State law. We will remove them from their original containers and mix them with an undesirable substance, such as used coffee grounds, dirt, or kitty litter. Mixture will be placed in a sealable bag, empty can, or other container to prevent the drug from leaking or breaking out of a garbage bag. We will discard them in a trash bin that is inaccessible to children.

Emergency Procedures

During childcare hours, scrapes and bumps are inevitable. In the event of serious injury, illness, or emergency, staff will take the appropriate first aid action and, if necessary, will call the Matthews Police Department or Paramedic Unit. You will be notified as soon as it is feasibly possible.

If we must vacate the property due to an emergency, parents will be notified, and children will be picked up from the parking lot or a safe location close by.

All children with special needs will be evacuated in a manner that is conducive to an individualized plan created at time of enrollment.

Staff will make a conscientious effort to locate you or your designated emergency contact before taking any action in an emergency. If staff cannot locate you or your designated emergency contact, staff will call your child's doctor, dentist, or hospital if emergency, medical or surgical care is needed. In addition, and if needed, we will call an ambulance at our own discretion. All costs involved in emergency treatment and/or the cost of an ambulance is your responsibility.

Evacuation, Shelter in place, Lockdown, Active Shooter, Natural disaster are held every quarter and Fire Drills are held monthly to familiarize children with safety procedures. Fire drills are held at various times with the purpose simulating actual fires so that children are adequately prepared in case of an emergency.

Fire safety lessons are taught as a regular part of our program. It is very important that children know what to do in the case of a fire, not only in our center, but in other environments as well.

In the event of an unexpected natural disaster with children already in attendance, plenty of food and water will be on hand and children will be taken care of until conditions allow pick up.

Infant Safe Sleep

All childcare professionals who care for infants are required by The NCDHHS to be trained in safe sleep practices.

All infants must be placed on their backs while sleeping.

Pacifier use may reduce the risk of SIDS, therefore all infants over 1 month old will be offered a clean, dry pacifier, free of any solution, at sleep time. If parents prefer child not to use a pacifier, they must sign a waiver indicating that they don't want their child to utilize a pacifier while in care.

All cribs have been approved by the Consumer of Product Safety and we keep a certificate of compliance on file. All cribs must remain free of toys, mobiles, bumpers, and all other items that pose a risk to infants. All infants who fall asleep outside of an approved crib must be immediately placed on their back in the crib, with a pacifier offered. Sleeping children will be visually checked on every 15 minutes so that staff can observe breathing, sleep position, skin color, level of sleep, overheating, and restlessness. Only sleep sacks that allow free movement of arms and legs are permitted. Age/developmentally appropriate music will be played during sleep time, but music device will be placed no closer than 3ft to the crib.

To promote a safe and comfortable sleep environment, our thermostat is set to 67 to reduce the possibility of overheating.

Protecting infants/children from secondhand smoke is imperative to child safety and health. Harbor View Creative Learning Center prohibits the use of tobacco and tobacco products inside or on our exterior premises.

Meals and Snacks

All meals meet or exceed USDA guidelines. We serve breakfast, lunch, and a snack throughout the day.

You are responsible for feeding your child at home if you will arrive at childcare after a mealtime. Our mealtimes are posted on tadpoles and on your child's daily classroom schedule. Please ask if you are unsure of a current mealtime.

All Infant bottles must be prepared before arriving at the center and must be labeled with both first name, last name, and the date. Breast milk must have a BRIGHT GREEN label and labeled with First name, last name, and date as well. Staff will begin the transition from a bottle to a cup at the parent's request, usually the same time as finger foods are introduced.

Our weekly menu is updated and available for viewing via our parent engagement app and on our parent bulletin board. If your child has any allergies, dietary restrictions, or other requirements, please inform us during enrollment and during any changes.

We encourage healthy eating habits. Children are offered a variety of foods and are encouraged to try new things. Nutrition lessons are taught as a regular part of our program.

Discipline and Guidance

Our goal is to help your child develop self-discipline and encourage positive behavior by guiding children in an age appropriate manner. It's imperative that children are nurtured through care, patience, and understanding.

When dealing with young children, we believe that many inappropriate behaviors can be prevented with adequate supervision and positive redirection. Our teachers are trained to provide positive guidance and set realistic expectations for their classrooms. Each teacher implements learning activities that help set expectations and positive behavior guidance as part of their curriculum.

We believe that children thrive on consistency, routine, and loving guidance and that it is especially important to teach children empathy and to take responsibility for their own actions. Children in our care will be taught and expected to share with others, play cooperatively, express themselves verbally, clean up when asked, follow directions and, most importantly, to treat themselves and others (including yourself) with respect.

Teachers will discuss with you any behavioral problems as they arise. The following methods of discipline will be used: Encourage children to solve problems themselves, intervention, discussion, re-direction to another play area, logical consequences, and/or reflection time. Please show your child that you respect us and our rules by reminding them and enforcing the rules while you are at our center.

If your child does not respond to the above listed methods and their behavior is becoming a distraction or safety concern in the classroom, we will work closely with you, and utilize all resources at our disposal to help support positive behavior choices for your child.

Anytime a child poses a risk to themselves or others, parents will be notified immediately. After 3 incidents, we will suspend student for a specified period, to allow parents the ability to diligently work with their child to modify behavior. Once the child has returned to our program, we will continue to work with families to help maintain positive boundaries and implement strategies to help your child thrive. If after the first suspension, behavior is still not showing signs of improvement, Harbor View Creative Learning Center will resort to disenrolling your child from our program.

Quiet Time

Quiet time is an especially important time of the day in a childcare setting. The children need rest to enable them to have an enjoyable evening at home with their family. Teachers need this time to allow for the regeneration of the patience and mental attitude it requires working with young children full time. This is also the best opportunity during the day to clean up, do paperwork, and plan activities.

All children will lay down to rest, even older children need a break from the day to rest and rejuvenate. Infants and young toddlers will be provided their own crib and older toddlers and preschoolers will be provided a napping cot. We will provide a sheet for your child's crib/cot or you may bring one from home if you prefer. You may also provide a small pillow or blanket if you wish. Children are permitted to bring a small soft friend from home to sleep with as well. All children will be monitored by sight, and sound, at all times. Please do not ask us to keep your child awake during this time. However, should your child be unable to fall asleep, we will provide them with a quiet and independent activity.

If you do not wish to have your child participate in a quiet time, our childcare facility may not fit your family's needs.

Belongings and Supplies

You are always expected to keep spare clothing at the childcare (including socks and underwear), that are appropriate for the season. While your child is toilet training, you will be expected to keep two sets of spare clothing at the childcare. Any soiled clothing will be sent home in a plastic bag and you will be expected to replace the items with new spare ones the following day.

During warmer months, you will need to bring a bathing suit that may be kept here for the entire summer season for water play days. If your child is not fully toilet trained, you are expected to provide additional diapers for water play.

Children may bring a blanket, binky, small pillow, and/or small stuffed friend, to be kept at childcare, for our daily Quiet Time.

You are expected to supply diapers (and Pull-ups during toilet training) as they are needed as well as diaper wipes. You are expected to supply any diaper creams or over-the counter ointments and medications you wish us to use.

You are required to provide bug repellent and sunblock, labeled with your child's name.

Please label all items with your child's first and last name. Keep in mind that if you do not supply a needed item, your child may not be able to participate in an activity or it may prevent all the children from enjoying an activity. We reserve the right to purchase needed items for your child if you do not supply them in a timely manner. You will be billed for the cost of the item(s) and staff time if this should occur.

We will identify on a routine basis any recalled toys, equipment and furnishings and remove such recalled items from childcare center.

Toilet Training

Children generally achieve toilet training between the ages of 2 and 3 years old. If toilet training is begun when your child is ready, the task is easy and quick and can often be achieved in a few days. Some signs to look for include appropriate language skills to communicate the need to use the potty, staying dry for long periods of time, the ability to dress and undress self, and an interest in staying dry or clean. We take a very relaxed approach towards potty training. Please realize this should be your child's accomplishment and not yours or mine. Children should

not be compared to how others are doing. Children train easily when they are ready.

Parents must begin the toileting process at home. If successful and teacher agrees that your child is ready, we will follow up with toilet training here. During this time, we require that children wear pull-ups for health and safety reasons while in childcare setting. Please keep in mind that the activity level here can distract your child from responding to an urge to use the potty, more so than at your home. Therefore, we will continue to use pull-ups until your child can and will announce that he/she must use the bathroom (not just at home, but here, as well) and can control his/her bladder and bowels for a few minutes beyond that announcement.

It will be at our discretion when you may bring your child in big girl or big boy underpants to childcare. While your child is learning to use the potty, the rules are: No overalls, onesies, belts, buckles, snaps, or buttons. A second set of spare clothing is required. In addition, we require that the Pull-ups your child uses have Velcro sides.

Diapering

We ask parents to supply diapers, wipes, and ointment of their choosing. These supplies can be brought daily or in bulk, and teachers will let you know when your supply needs replenishing.

We take every precaution possible and meet/exceed all state standards in our diapering areas. Staff are thoroughly trained on the diaper changing technique, safety, and hygiene. Children are routinely checked and changed at least every two hours to prevent diaper irritation/rash.

Cleaning Duties

At Harbor View Creative Learning Center cleanliness is extremely important. In addition to hiring professional cleaners to service our building weekly, contracting with UniFirst to change and launder entry weekly, we follow all NC cleaning/sanitizing guidelines.

All food prep areas, food prep sinks, tables, highchairs, dishes, utensils, isolation areas, potty chairs, and changing tables are cleaned/disinfected before and after each use.

Counters, classroom toys/materials, drinking fountains, doorknobs, cabinet handles, toilets, sinks, floors, nap mats, soiled linens, all floors (swept/vacuumed, mopped), and trashcans are cleaned, sanitized, and washed daily or more often if needed.

Mouthed toys are immediately placed in a mouthing bucket and thoroughly cleaned/sanitized prior to being re-introduced to the classroom.

Each week walls, refrigerator, windows, parking lot, baseboards, stoves, all floors, and cubbies are cleaned and sanitized. Individual crib and cot bedding is laundered weekly, or more often as needed.

The following are done as needed; garbage removed from classroom, windows opened to provide fresh air, spills and splashes cleaned appropriately, food traps cleaned, furniture dusted, freezer defrosted, common areas cleaned, storage rooms cleaned, and drip pans cleaned. NC requires classroom rugs to be shampooed a minimum of twice per year.

Dress Code and Hygiene

You are expected to bring your child clean and in comfortable, weather appropriate clothing unless there are extenuating circumstances. Examples: Pajama Day or Halloween. When dressing your child, please keep in mind that we sometimes do "messy" activities. Please do not dress your child in clothes you would not like to be soiled. Though teachers try their best to keep the children's clothes free of mess, sometimes they lose this battle.

You are expected to provide outerwear appropriate for the weather daily. This includes hats, mittens, warm jackets, and boots for cold or snowy days. You may keep a pair of play shoes in your child's cubby if you wish.

On a rare occasion we may need to give your child a quick sink (if infant) or shower. Examples (but not limited to): A potty incident, slipping in mud, spilling a large amount of a food or liquid. If you do not wish us to do any of the above, please let us know and we will mark it as such in your child's file.

Outside Play Time

At Harbor View Creative Learning Center, we love spending time outside! Per NC Childcare Rules and Regs, children under the age of 2 must spend a minimum of 30 minutes outside daily, children 2 and over are required to spend a minimum of 1 hour outside per day. We look forward to exceeding these recommendations, as we love to bring our classroom activities out into the sunshine when appropriate. We utilize the Weather Watch Chart to determine whether the temperature and/or conditions will warrant shorter periods of outdoor play. All children age 1 and under will always be provided with shade, to prevent sun burns. Children age 2 and older will have sunscreen applied 30 minutes prior to outdoor play and re-applied every two hours.

We ask parents to please provide the sunblock of their choice, with your child's first and last name clearly labeled. If you choose for your child to not wear

sunblock, we will make every effort to not allow your child to become sunburnt. We will provide a release form at the time of enrollment, where you can mark your preferences.

Birthdays and Parties

Each child's birthday is his/her "Special Day." You may bring a special treat for all the entire class on your child's special day if you'd like. If your child's birthday falls on a weekend, you may choose another day to celebrate their special day.

We also have holiday and special theme parties for the children occasionally throughout the year. We typically will request treat donation on a volunteer basis for these parties.

Media Use

We are technology free in our classrooms and utilize no media for children.

Withdrawal

We appreciate the opportunity to provide childcare services to you and sincerely hope that you are satisfied with our services. If not, please let us know, as most problems concerning childcare can be resolved.

In the event you decide that your child may need to leave our care at any point after the trial period for any reason including, but not limited to, a job/schedule change or a pending relocation, written notice is required as well as full advance payment of the final 2 weeks of care.

We require two week's written notification for any termination, this time period will begin on the first Monday after notice is received. We require and will run your final two-week's childcare payment at the time written notification is presented to us. This full payment is due regardless of your child's attendance and/or if the childcare is closed for any reason.

Termination

We appreciate as much advance notification of withdrawal as you can give and in return, will give you the same courtesy with a two-week's notice of our intent to terminate our agreement. However, we reserve the right to terminate our Contract immediately for any of the following reasons (but not limited to):

- * Non-Payment, Continual late payments
- * Lack of compliance with Handbook Policies
- * Lack of parental cooperation, Disrespect
- * Failure to complete and return required forms
- * Physical or verbal abuse of any person or property
- * Continual disciplinary problems
- * False information given by parent either verbally or in writing

If we terminate this contract for any reason and there are any outstanding fees due, a bill will accompany the termination notice. If we do not receive those fees in a timely manner, legal action will be taken. You will be billed \$25 per day in late fees beginning with the payment due date specified in the termination notice, until our court date and beyond if necessary. You will be responsible for all court, filing, and mailing fees in addition to the amount due. You will be responsible for any fees associated with a judgment for payment and/or for any fees associated with a garnishment of wages.

Photographs

Photographs of the children's participation may be taken from time to time. The photos are displayed for children to enjoy, used in various arts and craft projects, and given to parents periodically. Harbor View Creative Learning Center also has a Facebook page and website where photos may be displayed. If you wish for your child not to be included in pictures for any reason, please make that request in writing.

Referrals

In the event of an open space, should any currently enrolled family exclusively refer another family to Harbor View Creative Learning Center, a referral bonus will be paid. The referred family must contract for a minimum of 3 days per

week and be in care and paid up to date, for a period of three months. At the three-month point, a \$100 payment credit will be issued as a THANK YOU!! Happy families are our BEST advertisement!

Confidentiality

All information provided to Harbor View Creative Learning Center will be kept confidential and released only to authorized persons including, but not limited to, State licensor, police dept. and health and social services if required. This information will also be available to back-up providers if needed to care for your child.

Policy Changes

We will review and revise our Handbook of Policies and Procedures and our Contract annually. Renewals will go into effect the first of January each year. However, we reserve the right to make any policy or financial changes at any time when it is in the best interest of our childcare business. We will give a minimum of two-week's notice of any these changes.

Waiver

Lack of enforcement of a certain policy at any time does not indicate that a policy is no longer in effect. If we do not exercise a right that is provided by this agreement, it does not mean we have given up that right.