

# FOOTSTEPS CHILD CARE CENTER

*Locally owned and operated*

# Family Handbook

5122 Fleetwood Drive  
Hickory, N.C. 28602  
Phone (828) 294-0235

Owner/Director: Don Penland

# FOOTSTEPS CHILD CARE CENTER

*Locally owned and operated*

## **Mission Statement:**

Taking life one step at a time. Each child's development is different. At Footsteps Child Care Center learning from experiences, both success and failure are essential in the healthy development of children. Our goal is to provide engaging activities that stimulate intellectual, social and emotional development. Through praise and encouragement we build confidence. Through ritual we build structure and security. Growing minds develop life long learners.

## **Goals:**

Children that attend Footsteps Child Care Center will have teachers whose primary concern to:

1. Create a child-centered setting that has engaging activities that stimulate intellectual, social and emotional development.
2. Address the development of the whole child.
3. Encourage children to practice self-discipline and independence
4. Promote a love of learning
5. Persuade children to explore their environment
6. Assist children in developing problem-solving skills
7. Provide opportunities for children to grow creatively
8. Provide children with the experience of self-help skills

## **Enrollment**

Footsteps Child Care Center provides care from 6 weeks to five years of age. Enrollment is open at anytime during the year and is on a first come, first serve basis. Full-time care has priority over part time care. At time of enrollment, necessary forms will be completed, a tour of the facility will be provided and a handbook will be made available. A non-refundable registration fee of 55.00 will be due at time of enrollment to the facility. The registration fee will guarantee your child's placement the maximum of five business days. Once your child begins and you need to update contact information please notify the director.

If a parent decides to withdraw their child from the center a meeting with the director and a two-week notice is required. The director reserves the right to cancel the enrollment of any child for failure to follow the rules and guidelines set forth by the center.

A current physical and shot record must be provided within thirty (30) days of enrollment. According to the North Carolina State Law, every child must have immunizations kept up to date.

Child's Age	Vaccine
2 months	DTP, Polio & HIB
4 months	DTP, Polio & HIB
6 months	DTP, Polio & HIB
15 months	DTP, Polio, HIB & MMR
4-6 years	DTP, Polio, HIB & MMR booster
Every 10 years	Tetanus

According to the NC law it is required to report any suspected abuse or neglect to the Department of Social Services!

For further information regarding any concerns or questions please call the Division of Child Development in Raleigh @ 1-800-859-0829

# FOOTSTEPS CHILD CARE CENTER

*Locally owned and operated*

## **Two week Trial Basis**

A two week trial basis assists parents in making sure that this center can meet the needs of the child and the family. The trial basis begins from the time of enrollment. In part the center asks that parents follow by policies set forth by the center. If these policies and procedures do not meet the needs of you and your child the center feels that childcare for your child can be met elsewhere. A family handbook is provided to every parent and includes the following policies:

1. Tuition policy
2. Records and forms
3. Safe arrival and departure procedures
4. Providing an extra change of change of clothes when enrolled and replenished when this set is soiled All items that belong to a child should be labeled with the child's name.
5. Infant bottles prepared properly by labeling and dating prior to bringing the child.
6. Providing properly labeled baby food to assure the child's nutritional needs is met.
7. Sick times policy : Parents are called to pick up children immediately when a child is sick. Parents must respect the well being of their child and other children when their child is sick. Assuring your child is well prior to bringing them to the center can prevent further illness.

### **CARE OF SICK CHILDREN:**

If symptoms indicating a child is becoming ill begin while the child is in care, or if the child's condition changes after arrival at the center, the child must be separated from the other children and the parent should be notified of the child's condition. The director will designate an area to be used until a parent or guardian can pick the child up. Staff must be able to maintain visual supervision of the child in the designated sick area at all times. Children with any of the following must be excluded from care:

- \* Fahrenheit temperature over 100 degrees underarm, 101 degrees orally or 102 degrees rectally
- \* strep throat, until 24 hour treatment has started
- \* two or more episodes of vomiting within a 12 hour period
- \* a red eye with white or yellow discharge until 24 hours after treatment
- \* scabies or lice
- \* chicken pox or a rash suggestive of chicken pox
- \* tuberculosis, until a health professional states that a child is not infectious
- \* impetigo, until 24 hours after treatment
- \* pertussis, until five days after appropriate antibiotic treatment
- \* hepatitis A virus infection, until one week after onset of illness or jaundice
- \* sudden onset of diarrhea characterized by an increased number of bowel movements compared to the child's normal pattern and with increased stool water
- \* When a written order that the child be separated from other children

### **Records and Forms**

It is a state licensing requirement that parents provide a copy of the enrolled child's immunization record signed by the child's physician and a medical report completed by the child's physician within 30 days of enrollment.

1. A completed application of enrollment
2. A signed discipline policy
3. An emergency medical release form
4. A signed Photo release form
5. An infant feeding schedule for all infants who are 15 months and under
6. An activity authorized form
7. Food program application
8. Sick time policy
9. Signed child/staff ratio NC form
10. Signed permission slip to play outside fenced areas

These forms will be discussed with you upon enrollment of your child.

# FOOTSTEPS CHILD CARE CENTER

*Locally owned and operated*

## **Operating Schedule:**

Footsteps Child Care Center current hours of operation are 7:00a.m. to 5:45p.m. Monday through Friday. We will periodically assess the need of the community and make adjustments to hours of operation as needed.

Regular holidays include the following:

- New Year's Day
- Good Friday
- Easter Monday
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- The day after Thanksgiving
- Christmas Eve
- Christmas Day

The number of closed dates is subject to change with advance notice.

## **Safe Arrival and Departure**

Footsteps Child Care operates on the schedule of 7:00a.m. until 5:45p.m. Upon arrival a parent will be required to drop off the child on the passenger side where their doors open to our doors. All children must be accompanied inside the facility by an adult. Staff must be notified of the child's arrival. During the greeting procedure a staff will assist a parent. Upon the child's departure, an adult must come inside the facility and notify staff the child is leaving and sign them out. Prior authorization is required in writing when anyone other than the designated adult arrives to pick up the child. Children must never be left unattended. Each child should arrive at the center no later than 9:30a.m. If your child is to arrive after 9:30a.m., you must have a doctor's note. No children will be admitted after 11a.m. with or without a doctor's note. Early arrivals and late departures may be combined with another group of children. If your child is brought to the center without prior notice after 9:30 a.m. you and your child will be asked to return home. As part of the NC Health and Sanitation code, children's hands need to be washed upon arrival at the center. If your child is in diapers or pull ups, please ensure that they are clean upon arrival to the center. Please be sure to sign your child in and out daily and inform the teacher, in writing of any special instructions pertaining to your child. A sign in/out sheet will be provided in each classroom.

## **Inclement weather:**

You can tune into your local weather or television station to get full reports to see if travel is safe. You can also call the center to ask if Footsteps Child Care Center is open for operation. If a storm starts during center hours it is encouraged parents should come and get their children before roads become unsafe for travel. During inclement weather Footsteps Child Care Center encourages parents to drive only when it is safe.

## **Meals/Nutrition:**

Nutritious meals are provided on a daily basis at Footsteps Child Care Center. These meals meet nutrition requirements established by the USDA's child and adult food program. We serve breakfast, lunch and afternoon snack each day. Menus are given to the parents weekly and are posted in each classroom. You can also look on the [FootstepsNC.com](http://FootstepsNC.com) to check menus. Children are not allowed to bring snacks or other food from home. If your child has a food allergy or is on a restricted diet according to a doctor's note, this parent may bring the necessary foods.

# FOOTSTEPS CHILD CARE CENTER

*Locally owned and operated*

## **Parent Participation:**

Parents are encouraged to visit and observe their child at any time. Because we work with a number of parents, parents may be asked to show identification. It is encouraged for a parent to schedule a visit with the child's teacher in order for her to better prepare for the visit. The teacher may want to include the parent in on the activity. If parents drop in they need to report to the director or immediate staff before entering any classroom so a name tag can be issued. The director or immediate staff will then inform the teacher the parent is here. Parents are encouraged to have lunch with their children, however Footsteps Child Care Center does not allow outside food to be brought in. If a parent would like to arrange lunch for everyone, (ex. pizza day) that can be done with the director and food services. This had to have prior approval to be done. This policy is observed because children do not readily recognize staff from parents and at Footsteps Child Care Center we want every child to be treated equally.

Pre-enrollment visits are encouraged. This will allow parents to meet the director, teachers and staff your children will be working with. It will also allow the parents to tour the facility and learn where the classrooms are, directors office are and so forth. We ask parents to schedule visits so we do not disturb classes during learning activities, sleep time and the like. There will be a quarterly flyer printed to inform parents of activities and opportunities to volunteer time. It will also list pancake breakfasts, lunches and outside guest that will be visiting the center.

Parents are welcome and encouraged to visit our center.

## **FEES AND PAYMENT PLAN:**

Check and money orders are acceptable forms of payment to Footsteps Child Care Center. All tuition is due no later than the Friday prior to the first day of the week. Tuition is considered late if not collected on Monday by 5 p.m. A late charge of \$25.00 will then be assessed. If tuition and late fees are not paid by the close of Tuesday, attendance at Footsteps Child Care will no longer be permitted until all fees are paid in full including the late fee amount. There will be a family discount of 5 % subtracted if a family has two or more full-time children at our center. The 5 % will be deducted from the oldest child's rate. Returned checks will be assessed \$25.00 NSF fee. If there are two or more checks returned within a 6 month period all tuition must be paid in cash or money order. If payment is not received within 3 banking days a late fee will apply. If total payment is not received within 5 business days Footsteps Child Care Center reserves the right to disenroll your child from the program. Late pick up fees of \$15.00 for every 15 minutes past 5:45p.m. Late pick up fees are due by the next day or child care will no longer be permitted. Parents will be given one courtesy before the late fee applies. Care is based on a 10 hour day. There will be a non-refundable \$55.00 registration fee upon enrolling your child at Footsteps Child Care Center. A yearly fee of \$25.00 will be assessed in every June to update information in your child's file. A \$10.00 activity fee will be assessed in January and July. All parents note that full payment of tuition is due regardless of attendance, holidays or teacher workdays. In the event of snow and absences due to (illness, vacation or the like) parents are still responsible for full payments of fees. Donations are gladly accepted of gently used toys and books.

# FOOTSTEPS CHILD CARE CENTER

*Locally owned and operated*

Age Group	Age	Days	Price
Infants	12 weeks	Weekly	\$135.00
Toddlers	12-24 months	Weekly	\$125.00
2 years	24-36 months	Weekly	\$120.00
3 years	3 years	Weekly	\$120.00
4-5 years	4-5 years	Weekly	\$115.00

## **MEDICATION REQUIREMENTS:**

Doctor prescribed medication will not be administered by Footsteps Child Care Centers staff. All doctor prescribed medications need to be administered before arrival or a parent will need to come and administer medication. Asthma Inhalers and bee sting kits to assist in breathing are exceptions to prescribed medications. Over-the-counter will be limited to diaper rash cream and orajel. Written permission from the child's parent, a physician or authorized health professional must be on file before the medication may be administered to a child. Staff members must give the medications in accordance with the written instructions. Over-the-counter medicines must be in their original containers. Over-the-counter medicines can only be given as authorized in writing by the child's parent, not to exceed amounts and frequency of dosage specified in the printed instructions accompanying the medicine or on the label. No drug or medication can be administered after its expiration date. Medications must be in locked storage at all times.

## **PERSONAL BELONGINGS:**

Footsteps Child Care requires all personal items to be clearly labeled with the child's name on the personal belonging. Footsteps Child Care encourages items of value be left at home and will not be held responsible for there loss or damage. Footsteps Child Care Center requires parents to provide backpacks to store each child's belongings. Backpacks must be big enough to store all of the child's belongings. Parents need to remember items brought are in a general area and easily accessible by others. Children are taught not to go into others' backpacks, however it can happen. Items children are allowed to bring are as followed: a fresh change of clothes, pull ups and under garments if applicable, appropriate outdoor wear, limit each student to one book, non-perishable snacks and a small blanket for nap time. No jewelry is permitted. A comfort toy at nap time is permitted. This list can grow at any time. Please feel free to ask your director for a current list of items.

## **Daily Schedules**

Daily schedules and activity plans will be posted in every classroom. This helps keep families aware of daily routines as well as learning activities that will be conducted through out the day.

## **Behavior Management**

Footsteps Child Care will follow the state mandated discipline and behavior management policy. Each parent will get a copy as well as sign a copy for the child's personal file. Footsteps Child Care Center does not use corporal punishment of any type. Please refer to the discipline and behavior management policy on the opposite side of this page. Discipline must be age and developmentally appropriate. The use of physical restraints is prohibited at Footsteps Child Care Center.

# FOOTSTEPS CHILD CARE CENTER

*Locally owned and operated*

## **Safety Policy**

It is understandable that children have difficulty communicating needs and wants to others. This eventually may lead to:

1. Biting
2. Hitting
3. Temper Tantrums
4. Kicking

These actions by a child can be damaging to all parties involved. The teachers redirect such actions by a child, although when the safety of your child and others is involved the center will call a parent immediately.

Parents note that if biting occurs 3 times within a 2 weeks and/or a child's behavior is uncontrollable this center reserves the right to terminate services.

## **Sudden Infant Death Syndrome (SIDS)**

As most parents of children less than 12 months of age, it is important to place a child on their backs to sleep for their safety. Footsteps Child Care Center abides by the SIDS Policy. If a parent or guardian would like for the child to sleep in a different position you will need to sign a copy of the waiver form and have a DR's note to have the child sleep in a different position. Once the waiver is signed it must be posted above your child's crib to notify the teacher of the requested position. Remember, "back to sleep and stomach to play" is for the safety of your child. A poster is displayed in the infant rooms.

## **Moving Time**

Moving from room to room is a difficult time for children as well as the teacher. The center will make the moving times as smooth as possible. Moving time will usually occur around a birthday or a developmental stage.

## **Potty training**

This is a difficult topic for many parents. Children also experience difficulty with this area. It should be understood that children develop at their own rate; however it is the policy of the center to begin introducing the concept of potty training at age two. Our staff will encourage the children to use the "potty," never forcing the child to "potty." If your child is potty training, please be sure to provide an extra change of clothes and pull-ups/diapers. It is ultimately important for the parent to assist in this potty training event. Parents and the teacher should communicate about the progress of your child's potty training. Placing a T-shirt instead of a button up shirt makes it easier for your child to potty train. Refrain from placing "onezies" on your child.

## **Special Occasions**

We encourage birthday celebrations for your child. Be sure to notify your child's teacher prior to the planning of any events. This will enable the teacher to plan the day's activities accordingly. If you would like to bring treats to share with your child's classmates, please be aware that all food items that are brought into the center must be store bought and in the original sealed container.

## **Field Trips**

Footsteps Child Care Center does not provide off center trips. We do not pick up or transport clients. Staff do not transport in their personal vehicles.

## **Nap Time**

Adequate rest or nap time is needed for all children. Although, not all children need to sleep, some may need to rest. Children are not required to sleep but encouraged to lay quietly on their cots. You may send a blanket, a pillow and a comfort toy for your child.

# FOOTSTEPS CHILD CARE CENTER

*Locally owned and operated*

## **Program Activities**

We participate in the following activities that benefit children, families and the center. Scholastic Book Club, Parent Appreciation Day and other family centers program though out the Hickory area.

## **North Carolina Child Care Laws and Rules**

The North Carolina Child Care Law and Rules states Parental Rights under the Transportation, Records, Discipline, Parental Rights, How to report a problem, and Child Abuse or Neglect. Each parent will be given a copy of this form with a slip to sign upon enrolling a child in the center. Additional information may be located by contacting The Division of Child Development at **1-919-662-4499** or **1-800-859-0289** or visit the home page at [www.ncchildcare.net](http://www.ncchildcare.net).

## **Cleanliness**

For the well being of the children, all equipment is cleaned and sanitized on a scheduled basis by the classroom teachers and staff members which is overseen by the director. The children are also encouraged to assist in keeping the classroom clean. If at anytime you feel your child's classroom is inadequate, please notify the director.

### **Daily**

- Clean tables
- Empty trash
- Clean bathroom
- Clean sink, counters and drain after each use
- Fold laundry and place in appropriate locations
- Sweep, mop and vacuum floors as needed
- Wash doors and door knobs, interior and exterior
- Straighten all shelving and cabinets
- Empty bleach bottles and water pitchers
- Pick up objects and toys in the classrooms
- Change infant sheets
- Unplug bottle warmer

### **Weekly**

- Clean all trash cans, inside and out
- Wash all walls by trash cans
- Refrigerators are cleaned
- Spray all toys
- Wipe all window sills
- Clean windows
- Clean blinds
- Empty soap bottles
- Change cot sheets

## **Emergency Evacuations**

### **Fire Drill**

As mandated by NC law, childcare facilities are required to conduct a monthly fire drill. The purpose of a fire drill is to assure the safe and quick evacuation of children in the event there was a real fire. We ask that parents not be alarmed if they are present when a fire drill occurs. posted in every room of the center is the evacuation chart in case of this type of emergency.

As mandated by NC law, childcare facilities are required to have an emergency plan for tornados, severe storm/high winds and flooding. The purpose of a severe weather drill is to assure the safe and quick evacuation of children in the event there is a reap occurrence of these situations.

In the event that any of these emergencies may occur there will be a contact person on site to notify all parents of the situation and the circumstances.