

**Chapel Hill Day Care Center**  
**PARENT/GUARDIAN HANDBOOK**

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## PREFACE

Welcome to Chapel Hill Day Care Center (CHDCC). You have selected one of the best child care centers in town! As a new family to our Center, there are many things about our Center we would like to share with you.

CHDCC is a not-for-profit child care center that has a long history of providing quality care to the children of Chapel Hill and surrounding areas. CHDCC was started in 1967 to fill a recognized need in the community for full day child care. CHDCC has maintained its reputation as a model center since that time.

What do we mean by a model center? CHDCC is a place where children are cuddled and challenged; where parents are welcomed as partner; where staff members are respected as professionals. CHDCC continues to strive for excellence and in 1992 became the first full day program in Orange County to achieve NAEYC (National Association for the Education of Children) accreditation.

Please read over this Parent/Guardian Handbook and ask questions about any policies that are unclear to you. Full cooperation with and adherence to these policies are required. We look forward to caring for your child and working together with you.

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## Welcome to Chapel Hill Day Care Center

### Description, Purposes, and Goals

**Accredited by:** National Academy of Early Childhood Programs, National Association for the Education of Young Children (NAEYC)

**5 star Licensed:** by the N.C. Department of Human Resources, Division of Child Development

**Mission:** CHDCC, in partnership with the families we serve, strives to provide a diverse, family-centered environment in which children 6 weeks to 5 years develop into emotionally healthy people.

**Vision:** Provide a quality day care experience, including the opportunity for each child to participate in a well-balanced, flexible program involving both structured and unstructured activities at the individual and small group levels. The Chapel Hill Day Care Center staff encourages and focuses on the development of each child as a unique person and strives to meet each child's needs socially, emotionally, intellectually, and physically. Children are given daily opportunities to interact with other children as well as with the staff members — all done within a warm, caring atmosphere. The children are guided through their daily experiences by qualified, experienced, and dedicated staff.

**Goals:**

- To promote a positive image for each child
- To foster caring relationships within the Center community
- To support children where they are developmentally while encouraging individual growth
- To create an accepting environment that introduces children to the differences and similarities among people
- To encourage children to feel confident in themselves through self-help skills
- To teacher cooperation and respect in a group setting
- To encourage problem-solving and creative thinking
- To foster excitement and curiosity about the world
- To promote constructive expression of emotions

**Philosophy:**

The philosophy of CHDCC is that each child is a unique individual who has the right to a happy childhood. The Center is viewed as an extension of home and the uniqueness of each child's cultural heritage is recognized and respected. The program strives to develop the whole child while creating curiosity and promoting mastery of his/her environment. The curriculum is determined by the needs of the individual children and is based upon their previous experiences. It includes not only the development of cognitive abilities, but also social, physical, and emotional ones. Most importantly, CHDCC strives to be a fun, safe, happy place for children to spend their preschool years.

**Program:**

Children are initially assigned to a group based on both age and development. Part of CHDCC's philosophy is that children thrive and develop strong relationships when they are with a stable group of children and teachers. For this reason groups of children stay together for the whole school year, rather than moving children based on birthdates.

At the end of each school year children will move to a new classroom. Younger groups (infants, toddlers and two's) tend to move as a group and at least one of their teachers moves with them whenever possible. Once children become preschoolers (approximately 2.5 -5 years) groups usually change with some children going to the small preschool room with 12 children or to one of the larger preschool rooms with 16 children. It is our goal to place children where they will be most successful, taking into account individual children's social and emotional development, as well as their level of independence in self-help skills, such as toileting.

**Governance:** A Board of Directors composed of 9 voting members: (1) at least 2 parents of children currently attending the Center ("Parent Members"), and (2) at least 4 members of the community ("Community Members"), and (3) at least one teacher ("Staff Member"). The remaining 2 members may come from any of these 3 groups. The Director, Assistant Director, and the immediate past Chairperson of the Center BOD shall be ex-officio, non-voting members of the BOD. The duties of this Board include setting up and implementing policy, selecting the Director who administers the program, and supervising the spending of funds necessary to maintain the CHDCC and its program

## **Days and Hours of Center Operation**

The Center opens at 7:30 a.m. and closes at 5:45 p.m., Monday through Friday, except for days as indicated on the annual calendar approved by the Board and distributed by the Center in September. All parent(s)/ guardian(s) are asked to be respectful of the staff's need to close the Center at 5:45 p.m. Parents or authorized adults who bring or remove a child from the Center MUST sign the child in and out of the facility. There is a sign in and out sheet in every classroom and this procedure is strictly enforced. Among other things, this sheet is used as the teacher's roll call in case of fire and during fire drills. It is also used to determine teacher-staffing needs.

### **Example of a Daily Schedule**

#### **7:30 Arrival of children and self-directed activities**

Each child is greeted warmly to encourage a smooth transition from home. Parents are encouraged to give details about their child's night and morning. Learning centers are open for children to play and explore with teachers there to facilitate their play and interactions.

#### **9:00 Circle Time**

Teachers and children gather in a group to sing songs, read books, conduct experiments, share information and explore new ideas together.

#### **9:30 Morning Snack**

Breakfast is served family style to encourage self-help skills and social interaction. Teachers sit with children modeling good nutrition habits and table manners.

#### **10:00 Outdoor play & small group activities**

Children may be divided into primary caregiving groups. One group of children goes outside where the children can play independently or can join teacher-directed games and activities. The other group of children stays inside for small group activities and play in activity centers. After about an hour the groups are switched.

12:15     **Lunch**

Meals are provided in each classroom family style so that children learn to set the table, serve themselves, and pass dishes to each other. Children are offered, and encouraged to try, a variety of foods. Although an effort is made to help them select a balanced lunch, they are never forced to eat.

12:45     **Clean-up and prepare for rest**

Children continue to use self-help skills by putting their dishes away, cleaning up, and getting their mats ready for naptime. Children are encouraged to help each other.

1:15     **Nap/rest time**

Children are encouraged to rest by listening to a story and/or soft music. All children rest on their mats for the first hour. Children who are awake after the first hour may have quiet toys.

3:15     **Wake-up and afternoon snack**

Children are allowed to slowly wake up and put their nap items away. Then it's time for eating once again!

4:00     **Outdoor play and self-directed center activities**

Children may rotate indoors and out depending on the day and their preference.

5:45     **Center Closes**

Please note that this is merely a guide to a typical day. The adult need to adhere to a schedule should never supersede the spontaneity of a child.

## Holidays and Closings

Holidays:     Martin Luther King's Birthday  
                  Good Friday  
                  Memorial Day  
                  Independence Day  
                  Summer Vacation (the week of July 4th)  
                  Labor Day  
                  Thanksgiving Day (2 days)  
                  Winter Holiday (closed Christmas Eve through and including New Year's Day)

Closed to children:     Teacher workdays (5 days per year)

Snow/Emergency Closings: The Center will attempt to remain open despite snow or other inclement weather conditions but will observe the following procedures.

When weather conditions are serious enough for local radio stations to carry announcements regarding Chapel Hill-Carrboro school closings, parent(s)/guardian(s) are advised to check our website at [www.chapelhilldaycarecenter.com](http://www.chapelhilldaycarecenter.com) or watch WRAL TV 5 or Fox 50, or listen to radio station 101.5 or go to [WRAL.com](http://WRAL.com) for further information.

By 6:30 a.m., the Center Director will decide whether the Center will open and, if so, at what time it will open. At all times, preference will be given to opening late rather than completely closing. The decision will be based on whether staff can travel safely and on whether the Center will have normal electricity and water service. Information on whether the Center will open and, if so, at what time, will be posted on our website and communicated to WRAL no later than 6:30 a.m. for broadcast. In addition, a message will be on the Center answering machine by 6:30a.m. The decision on whether the Center will open will not be based on whether the public schools are open.

On occasions when snow or other inclement conditions occur during the day, the Center may have to close early. The Director will decide when this is appropriate based on whether or not individuals would be able to travel safely from the Center if it closed at the normal hour. Whenever it becomes necessary to close the Center early, that information will be posted on our website, Center staff will also try to contact parents/guardians as well.

On any occasion when the Center is without electrical power, heat, or water, including times when these difficulties are not due to weather conditions, the Center will be closed, as it cannot run without electricity, heat or water. If these occur during the day, the Center will close early and parent(s)/ guardian(s) will be called by the Center staff. Information will also be posted on our website

## **Age Range of Children Served**

The Center serves children aged six (6) weeks to six (5) years of age.

## ADMISSION REQUIREMENTS AND ENROLLMENT PROCEDURES

### **Admission Requirements:**

It is important to the children in the Center to enroll a cross-section of the community. To this end, we attempt to budget for children who receive scholarship money, and the center admits children with special needs on an individual basis.

Children of Center staff and siblings of children currently attending the Center, along with children of employees of UNC-CH and UNC hospital, are given priority on the waiting list. Current families or Center staff must complete a registration form to be placed on the waiting list.

Although CHDCC is a twelve-month program, we do operate on a school year that goes from September through August. Most of our enrollment occurs at the end of the summer when the kindergarten-bound children leave. At that time all enrolled children move to a new classroom and additional children begin. Most of these spaces are confirmed in the spring and early summer. Once the classrooms are full, additional children are only enrolled if a child leaves the program.

### **Enrollment Procedures:**

Persons interested in enrolling a child should arrange an appointment with the Director or Assistant Director to visit the Center and talk with a member of the administrative staff (Director or Assistant Director), who will discuss the Center's philosophy and policies with the family. At this time, the family may fill out a registration form and pay a registration fee to be placed on a waiting list.

When an appropriate opening becomes available, the eligible family is notified and should visit and observe the Center with the child. This visit will be brief and informal. Your child will be encouraged to observe the group and/or join in the activities. The teacher will let the child set the pace for this first interaction.

This visit is an opportunity to make sure the classroom where the vacancy exists is an appropriate placement for the child. If the position is a good match for the child the family will be offered the space. If the family accepts the space for their child an enrollment fee equal to one month's tuition is required to secure the space.

For newly enrolled children the first week is an opportunity to adjust to the new setting. A discussion of a transition plan is to occur prior to the first day with members of the staff.

By the time your child is enrolled, the Center must have received the following:

- One month's tuition
- A non-refundable Program Fee of \$200
- Child's application
- a completed medical exam and immunization record (signed by your physician or physician assistant), and health form (completed by the parent);
- Signed copy of N.C.'s discipline and behavior management policy
- Signed Parental Agreement
- Signed Enrollment Agreement
- Signed Authorization for off Premise Activities
- Signed Medication Policy
- Handbook signature statement
- Completed Child & Adult Care Food Program Participant Enrollment Form
- Completed Child & Adult Care Food Program Eligibility Form (if applicable)

For children younger than 15 months:

- A Feeding Schedule

For children younger than 12 months

- Completed Provision of Breast Milk or Infant Formula and Baby Food
- Signed copy of the Safe Sleep Policy

- For newly enrolled children the first week is an opportunity to adjust to the new setting. A discussion of a transition plan is to occur prior to the first day with members of the staff.

### **Re-enrollment Procedures**

The Center's school year runs from September to August. Those who are currently enrolled in the Center will go through a re-enrollment process in the spring for the following year. Parents will receive an Annual Re-Enrollment Agreement, which is due by June 1st along with a re-enrollment fee. Teachers and room assignments will be made available to those who enrolled August 1<sup>st</sup> for the following calendar year.

## FEES AND PAYMENT PLAN

### Fees:

**Registration Fee:** A nonrefundable registration fee of \$50 is paid when the completed registration form is given to CHDCC.

**Enrollment Fee:** This is due when a future opening that you want to hold becomes available for your child. It is equivalent to one full month's tuition at the current tuition rate. It is non-refundable but will be applied toward the last month's tuition of your child's first year. Subsequently, if due to circumstances beyond the family's control, your child is not enrolled in Chapel Hill Day Care Center - exceptions to the above policy may be made only at the discretion of the Directors, in consultation with the Policy Committee of the CHDCC Board of Directors. This policy ensures that the Center will be able to meet its budgetary obligations. Enrollment fees are not assessed to families who are receiving scholarship assistance. Enrollment fees are not assessed for families who are enrolling immediately.

**Re-enrollment Fee:** Families who wish to re-enroll their child for the following school year must complete a re-enrollment form and pay a re-enrollment fee of \$200 by June 1<sup>st</sup> of each year to secure a space for their child. This fee is non-refundable. This process allows us to predict fall vacancies and confirm children to fill those vacancies.

**Program Fee:** A program fee of \$200 is due on September 1<sup>st</sup> for families enrolling in the program between August and February. Families enrolling after February will be assessed a \$100 program fee. Program fees are not assessed to families who are receiving scholarship assistance.

**Tuition:** Tuition is based upon the budgeted cost of care for the Center and is due the first school day of each month. Tuition remains constant throughout the fiscal year, including months that have holidays, workdays, or inclement weather closings in them. No tuition moneys will be refunded for partial attendance during a month except for kindergarten-bound children. August tuition for kindergarten bound children will be prorated based on the start date for kindergarten. A tuition notice for August will be sent out to the parents of kindergarten bound children. Tuition increases can be expected each fiscal year.

Late Fees: Because the Center closes at 5:45 p.m., late fees are imposed per child when children are picked up after 5:45 p.m. or parents stay at the Center beyond that time. The late fees schedule follows:

<i>Parent arrival time</i>	<i>Fee</i>
5:45 – 5:55	\$10.00;
5:56 – 6:05	\$20.00; or
After 6:05	\$20.00 plus an additional \$10 for each 10-minute period or portion thereof after 6:05. For example, the fine for a 6:20 pickup would be \$40.00.

Although it is comforting to know that you are on the way, the late charge will be due, even if parent(s)/guardian(s) calls the Center. Because chronic lateness imposes a hardship on the staff, the Center has set a limit on the amount of late fees a family can accumulate during their children’s tenure at the Center. When a family has accumulated \$60.00 in late fees, day care services for the family may be terminated.

If a child is still at the Center at 6:05, the Director will be notified and the emergency contact people (as designated by the parent(s)/guardian(s)) will be called to pick up the child. The Director will be notified of when the child was picked up and by whom.

**Payment Plan:**

**Tuition Aid:** Parent(s)/guardian(s) wishing to apply for scholarship funds may apply through the following:

- the Department of Social Services,
- the Child Care Services Association, and
- the CHDCC Scholarship fund. This is available to lower income families. The amount of scholarship aid given is based upon family size, family income, and the availability of scholarship funds.

**Late Payments and Non-Payments:** Payments made after the tenth day of the month are considered late and a late fee of \$50 will be assessed. If the 10th day of the month falls on a weekend or holiday, the last day tuition can be paid without a late fee is to last day the Center is open before that holiday or weekend (i.e., if the 10th is a Saturday, tuition would have to be paid by the 9th; if the 10th is a Sunday, tuition would have to be paid by the 8th; etc.). If any required or accrued fees (tuition, program fees, and late fees) are not paid within two (2) months of when they are due, the Board Chair will be notified. The child will not be

allowed to continue at the Center unless a special recommendation is made by the Finance Committee of the Board. The Center reserves the right to use Small Claims Court or other appropriate legal means to secure the unpaid tuition and/or fees even though the child may no longer be enrolled.

## PART-TIME CARE

We offer part-time care on a very limited basis and only when we are able to match families to create a fulltime position. Part-time for CHDCC is defined in terms of which days of the week the child attends. In order for a slot to be shared the center must have two families with complimentary needs. It is our goal to have no more than two shared slots per classroom because of the challenges it presents for the teachers and the group. Constant schedules will be established and followed accordingly by both families. No half-day, part-time children will be enrolled. In order to enroll your child part-time the following conditions must be met:

### **Tuition and Fees:**

**Application Fee:** Each family will pay the registration fee for their child.

**Tuition:** The overall tuition for the shared slot will be 110% of the regular tuition for the room.

**Tuition Deposit:** The amount will be based on the tuition rate discussed above and will be shared by the families in the same way the tuition is shared.

**Program Fee:** Each family must pay the total program fee (\$200) for each child. When re-enrolling for the following year each family must pay the full re-enrollment fee.

**Late Fees:** Each family will be responsible for their own late fees.

## SERVICES PROVIDED BY THE CENTER

### **Program:**

The staff works toward the achievement of the Center's goals through a rich and diverse program. Teachers create weekly lesson plans with activities designed to work toward both center goals and goals set for individual children. Activities planned are a balance of free choice and teacher-directed activities. Children are encouraged to decide what materials they want to use and appropriate and creative ways to use them. Activities are planned in the following areas:

- The dramatic play area helps to promote cooperation, sharing a positive self-image, problem-solving, creative expression, and language development.
- The block area helps to promote cooperation, sharing, problem-solving, creative expression, and math skills.
- The art area helps to promote creative self-expression, language development, finishing a task, and small motor skills.
- The discovery area encourages curiosity and excitement about the world around us.
- The language area encourages an interest in books and reading, creative self-expression, and development of language skills.
- The manipulative area helps to promote completion of a task, working independently, and small motor skills.

Other available activities are cooking, music, woodworking, and water/sand play.

### **Meals**

The Center provides mid-morning snack, lunch and an afternoon snack for children enrolled and present at the Center each day. Children must arrive prior to 10:00 in order to receive morning snack.

Infants are fed based on their individual needs and feeding schedules.

## **ARRIVAL, DEPARTURE, AND TRANSPORTATION**

- Upon arrival, an adult must accompany each child into the facility.
- Each child must be signed in and staff must be notified of each child's arrival.
- Upon departure, an adult must come inside the facility, sign the child out and notify the staff that the child is leaving.
- Authorization is required in writing when anyone other than the designated adult arrives to pick up a child.
- Children must never be left unattended. An adult must be able to visually supervise each child while on the premises.
- No form of transportation is provided by the Center for children enrolled; parent(s)/guardian(s) are responsible for delivery and pick-up of their children each day.

## **HANDLING PERSONS UNDER THE INFLUENCE OF DRUGS OR ALCOHOL**

Children are **not** to be released to anyone who cannot safely care for the child. If a staff member suspects the person picking a child up is under the influence of drugs or alcohol the individual will be asked to leave the child at the Center and the parent or other emergency contact will be called to pick up the child. If the person under the influence takes the child staff will call the police to report the incident, reporting the license plate number if it was recorded. The parent/guardian will be contacted and informed of the situation.

## **FIELD TRIP PROCEDURES**

Field Trips are considered an important part of CHDCC's program philosophy. CHDCC field trips are integrated with room curriculums and strive to broaden children's sense of self and their community. To ensure a fun, happy and most importantly safe CHDCC outing, the following procedures apply.

### **Definitions**

Field trips are defined as a trip outside of Southern Village (SV), which require transportation and/or an activity involving a fee. Examples include a trip to Morehead Planetarium, or a trip for ice cream. These trips require parental notification and a permission slip. Movies are not consider applicable to the curriculum and are not permitted as a field trip.

The Division of Child Development also requires written permission from parents for walking trips within SV. Examples include a walk to the park, or bookstore for reading time. Due to center liability, trips to individual's private homes, even within SV, are not permitted.

### Age Limits

- Field trips involving transportation are not permitted for children under the age of 3. Walking trips within SV are permitted.
- Children age 3-4 may take field trips requiring transportations. Bus rides restricted to direct routes only; no bus connections allowed. A private rented bus and driver may be used for trips.
- 4+ Bus changes/ connections permitted.

### Safety and Supervision

Teacher/ Adult and Child Ratios	
Age	Ratio
3	1:3
4	1:4

- Ratios must be maintained for a field trip to occur. Teachers are encouraged to solicit an additional adult as a back-up chaperone.
- Both primary room teachers are required to attend. If a primary caregiver is unable to participate, the Director or Assistant Director may substitute; otherwise the field trip will be cancelled.
- Primary teachers will notify the director via the appropriate center forms. Trips must be approved by the director before parents are notified.
- Primary teachers will notify parents 2 weeks prior to field trip and solicit chaperones.
- Teachers may request a parent to attend or not attend the field trip based upon their child's needs. Example: If teachers are concerned about a particular child's safety risks (child has tried to run away from the group in past outings) the parents will be required to provide an individual chaperone for their child.
- Parents volunteering to chaperone will sign a Responsibility Agreement. Chaperones are expected to attend the field trip from start to finish and will be assigned a group of children for which they will be responsible.
- Parents wishing to attend with other children are permitted, but are not assigned chaperone status, and are not counted in the adult/child ratio.
- Classes may not field trip together. If more than one class is going to the same location (such as a performance at the Arts Center) they should make separate transportation plans that do not conflict.

- Field trip procedures will be reviewed by the CHDCC staff during the fall and mid-year center calendar. The procedures will be reviewed with new staff during their orientation period.
- CHDCC will do their best to try to provide care for children who do not have permission to participate in field trips.

## **SUMMER PROGRAM**

Classrooms with kindergarten bound children participate in a summer program put together by the teachers. The summer program consists of field trips and special “in-house” programs. The summer program supports the curriculum by fostering children’s curiosity, developing children’s independence and self-help skills, and bringing them in contact with the community. The summer program offers teachers a way to expand the curriculum and environment to meet the growing needs and interests of the children in their classroom. Teachers will plan the summer program based on the dynamics of the group of children in their room. For example a classroom with younger children may plan only 2 field trips a month, but schedule more in-house activities, while an older classroom may schedule 5-6 field trips a month with less in-house events. The director will approve all plans for the summer program and a calendar will be made available to families in late spring. The calendar will list field trip departure information and cost (if any.) Teachers will strive to keep a balance between field trips with a fee and free trips. Field trips taken as part of the summer program will follow the same safety and supervision guidelines described in the section about field trips. Due to the nature of the summer program, parents who choose not to have their children participate in program field trips will be responsible for finding alternate care.

## **PARENT EDUCATION**

Books, informational pamphlets and leaflets are available to parent(s)/guardian(s) on topics such as childhood illness, safety, first aid, discipline, and language development. Sections of bulletin boards in the classrooms are devoted to informing parent(s)/guardian(s) about topics of concern.

### **After School/Before School Care**

The Center does not provide any before school or after school care for children enrolled in elementary school.

## ITEMS TO BE PROVIDED BY PARENT/GUARDIAN

Your child will be assigned a cubby to keep for his/her belongings in. Each child must have a change of clothes appropriate to the season in his/her cubby at all times. If your child needs extra clothes and has none, we may call you at work and request that you bring extras for your child. It is very uncomfortable and often embarrassing to the child to be caught with nothing to wear. Your child will also have a hook in the hallway for his or her coat and any soiled clothing to be sent home. Each child will also have a parent/guardian mailbox in the hallway. Please check your mailbox and child's hook each day for information from your child's teachers or from the office, as well as for your child's artwork

Your child will also need to bring a fitted crib sheet to fit on the nap mat, a small (4' x 3') blanket, and a small pillow (optional). Whatever you bring for your child must be able to fit in your child's cubby. The sheet and blanket should be left at school during the week and taken home on Friday to be laundered. In addition, each class will have a basic list of other items needed by each child. This list will vary by class, and parent(s)/guardian(s) should consult their child's teachers to find out what is needed.

If your child has a security blanket, pacifier, or favorite doll or stuffed animal, this can, of course, come to school every day. Other toys should be left at home. Older classrooms may have a sharing day when the teacher requests items to be brought in that enhances the weekly curriculum. Please check with the classroom teacher about this. The Center has a policy of not allowing violence-related toys and activities. Toys and items promoting violent play will not be allowed at the center.

Please send your child to school in washable play clothes. We spend our days looking for ways to get messy! Clothes should be labeled with your child's name so that they can be easily identified. Children should wear clothes that they can handle themselves when going to the bathroom. Although coveralls and one piece play suits are cute, they simply are not functional in a group setting.

Be aware that if your child soils his/her clothing or other items with either blood or feces, the items will be put in a bag and sent home to be cleaned.

### **Additional Infant Needs**

The infant teachers will discuss with you additional items to be provided, as well as licensing rules for storing individual bottles and food brought from home.

## SCHEDULE OF DAILY, WEEKLY, AND MONTHLY CLEANING DUTIES

All classrooms have cleaning schedules (daily, weekly, monthly) that the teachers follow to help maintain cleanliness. In addition CHDCC contracts with a professional cleaning company that comes every night to clean the building thoroughly. Cleaning means that each item is sprayed with or dipped in soapy water, wiped down, then sprayed with a bleach and water solution and wiped after 10 seconds or air dried.

### **Immediately:**

Any Surface contaminated with body fluids

### **Daily or after each use:**

Toys that children put in their mouth are cleaned immediately.  
Dishes and utensils are cleaned and sterilized after each use.  
Highchairs, counters, trashcans, tables, and chairs are cleaned.  
Bibs, sheets and other cloth items are put into laundry.  
In the infant rooms, all cloth toys are washed.  
Diaper changing tables are properly sterilized after each use.  
All other items that the children use are cleaned after use, such as  
exercisers, baby swings, etc.  
Tops of cubbies are cleaned.  
Doors and cabinet handles.  
Crib linens are changed.

**Weekly:** Mats/beds are wiped down and linens are sent home.  
All soft toys and dress-ups are sent with laundry to be washed.  
All surfaces, such as shelves, big furniture, beanbag chairs, doors, mirrors,  
windows and toys are cleaned.

**Monthly:** Refrigerators are wiped out.  
Classroom pet cages are cleaned.  
Easels are cleaned.  
Carpets in infant rooms are shampooed

**Quarterly:**  
Carpets/large rugs are shampooed in the rest of the building

**Bi-annually:**  
Floors are stripped and waxed over summer vacation and over winter break when there are no children present.

**Other responsibilities of the cleaners include:**

- Cleaning and sanitizing all sinks, faucets, and surrounding counters
- Cleaning and sanitizing toilets bowls, handles and seats
- Vacuuming all carpets/area rugs
- Sweep and mop all floors being sure to change cleaning water frequently
- Cleaning and sanitizing all doorknobs

Mops and cleaning rags will be washed, rinsed and sanitized daily. Mop heads will be changed regularly.

## PROCEDURES FOR REPORTING SUSPECTED CHILD ABUSE OR NEGLECT

North Carolina has a mandatory reporting law stating that any person who has any reason to suspect that a child has been abused or neglected has a legal obligation to report the case to the protective services Unit of the Department of Social Services. The CHDCC stresses that it is not up to any member of Chapel Hill Day Care Center to evaluate that suspicion. The Center must leave that responsibility to the Department of Social Services personnel. In the case of any report of abuse or neglect, the Director of Social Services, upon receipt of the report, may immediately provide the appropriate law enforcement agency with information regarding the report.

Child **Abuse** is defined as:

- serious injury or risk of serious physical injury;
- cruel, grossly inappropriate procedures/devices used to modify a child's behavior;
- serious emotional damage to a child resulting from a caregiver's/parent's actions;
- violations of laws governing sexual acts with children; or
- moral turpitude.

Child **Neglect** is defined as:

- child does not receive proper care, supervision, or discipline;
- abandonment of a child;
- failure to provide necessary medical care or remedial treatment;
- injurious environment; or
- placement of care or adoption in violation of the law.

## DISCIPLINE AND BEHAVIOR MANAGEMENT POLICIES

### **Discipline Policy:**

North Carolina State Law G.S. 110-106, section .0608, specifies the following concerning discipline:

No child shall be subjected to any form of corporal punishment by the owner/operator, director, or staff of any day care facility.

- No child shall be handled roughly in any way, including shaking, pushing, shoving, pinching, slapping, biting, kicking, or spanking.
- No child will ever be placed in a locked room, closet, or box.
- No discipline shall ever be delegated to another child.

Discipline shall in no way be related to food, rest, or toileting.

- No food shall be withheld, or given as a means of discipline.
- No child shall ever be disciplined for lapses in toilet training.
- No child shall ever be disciplined for not sleeping during rest period.

CHDCC staff will, of course, uphold these provisions of the law.

### **Behavior Management Policy:**

The purpose of this policy is to guide the Center staff in managing children's behavior and to inform parent(s)/guardian(s) of the behavior management goals and methods of the Center. The goal of all behavior management techniques used by the staff is to promote the safety, well-being, comfort, and happiness of all children in the Center, and to create an environment that encourages the development of physical, emotional, cognitive, and social skills. The behavior management techniques listed below will be used to teach children acceptable behavior. Acceptable behavior is behavior that is safe and that shows respect for the rights, feelings, and property of self and others.

The Center staff will use the following behavior management methods:

- engaging children in a daily schedule of activities appropriate to children's developmental levels;
- providing prompt attention to the individual needs of the child;
- giving attention, praise and encouragement for appropriate behavior;
- using empathy, patience, firmness and consistency;
- modeling appropriate behavior;

- communicating clear expectations of acceptable behavior to children in ways they can understand;
- setting consistent limits on unacceptable behavior and communicating limits to children in ways they can understand;
- redirecting children from unacceptable behavior to other acceptable activities; and/or
- allowing children to experience the natural or logical consequences of their unacceptable behavior when appropriate.

The following procedures will be used if the methods listed above are unacceptable:

- If a child requires more than 15 minutes away from the group in order to regain control of his behavior, parent(s)/guardian(s) will be notified and the incident will be documented by the staff.
- If, in the teacher's judgment, a child's behavior prevents him/her from coping with the demands of a group situation on a particular day, the parent(s)/guardian(s) will be called to take the child home for the remainder of the day.
- If a child develops a pattern of disruptive or destructive behavior, either physical or verbal, the teacher will notify the parent(s)/guardian(s) and the Director. The parent(s)/guardian(s), teacher, and a member of the administrative staff will meet to develop a mutually agreeable plan to address the problem behavior. If such a plan cannot be agreed upon, the parent(s)/guardian(s) may be asked to remove the child from the Center. If a plan is developed but fails to prove successful after a reasonable period of time, the parent(s)/guardian(s) and teachers will meet again. A new plan may be developed or the parent(s)/guardian(s) may be asked to remove the child from the Center. In any case where the safety or well-being of the other children is in jeopardy, parent(s)/guardian(s) could be asked to remove their child immediately.

## OPPORTUNITIES FOR PARENT/GUARDIAN PARTICIPATION

We invite all families to become part of the Center community. Parents /guardians involvement in their children's lives at the day care center is the best way to bridge the gap between home and school. This participation is achieved in a variety of ways each day. We encourage communication with teachers and administrative staff when parent(s)/guardian(s) are bringing in and picking up your children. We try to inform and involve parent(s)/guardian(s) through bulletin boards, field trips, potlucks, and meetings, visits to the classroom to participate in activities or to eat lunch, parent-teacher conferences, and a bi-monthly newsletter. Be sure to check your child's mailbox daily for announcements, letters or other information from the staff or the Board.

Involvement by parent(s)/guardian(s) is also vital to keep the child care costs as low as possible. Part of the Parental Agreement form that is required for enrollment is a commitment to contribute 3 hours annually. Families who fail to meet this obligation will be assessed a \$50 fee prior to the end of the fiscal year in August. One of the easiest ways to meet this commitment is to participate in one of the four Saturday morning parent workdays that are scheduled each year. These workday's involve basic Center maintenance like painting, gardening, hanging shelves or curtain rods. A log of parent participation is maintained by the Center's Director with help from the Parent Planning Group. Families can make alternate arrangements to meet the participation requirement with the director to avoid the \$50 fee.

Many optional opportunities are available to parent(s)/guardian(s) to be involved in the Center. Listed below are projects from which parent(s)/guardian(s) can choose. We also encourage parent(s)/guardian(s) to come up with their own ideas for participation.

- Serve on the Board of Directors.
- Serve on a committee of the Board.
- Serve on the Parent Organization
- Come to parent work-days.
- Participate in classroom enrichment: do something special for your child's class, such as talking about your job, bringing in something special to share and talk about, etc.
- Help with a fundraising event.
- Accompany your child's class on a field trip.
- Build, paint, or repair classroom equipment.
- Help with the Center newsletter.

The Director, Assistant Director and staff are happy to talk to you about these and other opportunities.

**Fund Raising:** In order to supplement our income, the Center holds fundraising activities throughout the year. A variety of activities are usually planned, such as yard sales, a fun fair, raffles, and the purchase of monthly food certificates to local grocery stores. Because of our commitment to provide care for children from all economic backgrounds, often our fundraising money is designated for scholarships. Some fundraising events may be organized for the purchase of specific equipment (playground equipment, classroom furniture, etc.) that cannot be easily purchased within the parameters of the annual budget. Contact the Director or Assistant Director for additional information, and watch for the notices in your child's mailbox.

Parent(s)/guardian(s) are requested to work with us on our fundraising efforts. If a particular event is not to your liking (some people don't bake or dislike selling trinkets to their co-workers), please don't feel pressured to help with that event, but keep your eyes open for the next one. Often parent(s)/guardian(s) choose to make a financial contribution rather than participate in an organized fundraiser.

### **Parent-Teacher Conferences**

Your child's primary caregiver will offer you the opportunity for a parent teacher conference each fall and spring. In addition to providing you with a developmental assessment, the fall conference will be an opportunity to discuss your child's transition, and set goals for the remainder of the school year. Parents will be given a pre-conference form to complete and bring to the fall conference to encourage your participation. Your child's teacher will also provide you with a developmental assessment at the spring conference along with an individual portfolio used to document your child's progress over the past months.

There may be other times during the year that your child's teacher may request a conference, for example if there are behavioral or developmental concerns. These specific conferences are necessary to create a plan for your child's success. Of course, as a parent you may also request a conference if you need a private or more extensive discussion than the teacher can provide during the typical day.

## NUTRITION POLICIES

CHDCC meets all requirements to participate in the Child Care Food Program sponsored by the North Carolina Department of Public Instruction. Each year, parent(s)/guardian(s) are required to fill out a Food Program Participant Enrollment Form so that the Center can receive funding from the Child Care Food Program. You will also be asked to fill out an income statement, which helps to determine our reimbursement rate.

Each day, the children are offered a nutritionally balanced morning snack, lunch, and afternoon snack. Parent(s)/guardian(s) are encouraged to join their children for lunch occasionally.

Children participate in the nutrition program at the Center by being involved in units of study on nutrition, food groups, body awareness and self-concept, and by cooking experiences in the classrooms.

Children should not bring food from home to the Center. It causes hurt feelings and arguments when one child has toast and raisins, and the rest of the class does not. We realize that many children eat their breakfast in the car on the way to school, so you will need to stay with your child in the car or outside the classroom until s/he is finished. However, any time you would like to provide a healthy snack or treat for the entire class to enjoy, please feel free to do so. Unfortunately health regulations state that food brought from home to be shared with other children MUST come from a kitchen that is inspected by the county health department.

If a child has religious or medical dietary restrictions, the parent(s)/guardian(s) of that child are responsible for meeting that child's nutritional needs by providing prepared foods on a daily basis. The parent(s)/guardian(s) should discuss such needs with the Center Director and the appropriate classroom teachers prior to enrollment. Each week the Center can provide the family with a written copy of the menu to assist them with meal planning.

## Special Dietary Needs

At CHDCC it is our goal to keep each child with a food allergy safe and to honor identified food restrictions to the best of our ability. In order to best meet the children's special dietary needs, it is essential that the center staff and parents work closely together. Staff must understand the nature of these needs and be able to distinguish between food allergies, food sensitivities, food preferences, and dietary restrictions for religious or cultural reasons. If a child has a special dietary need, parents should discuss it with the center's director and the child's teachers upon enrollment. Specific guidelines for addressing each special type of dietary need are further described below.

### Food Allergies

**Food allergies must be documented by a child's physician with a plan for handling any accidental exposure.** When parents notify the director that their child has an allergy they will receive a **Food Allergy Plan Form** to be completed with the child's health care provider and turned in to the office. The form will be kept in the resource room in the Food Allergy Notebook. A copy will also be given to the cook and to the child's classroom teachers to be posted in the classroom in clear view along with the child's photo. It is recommended that parents schedule a brief conference with their child's teacher and the director to review the action plan form.

**If the child's physician prescribes Benadryl or an Epi Pen (or any other medications), parents are responsible for providing those medications.** They will be kept in the child's classroom in a zip lock bag with the child's name clearly labeled, as well as the medication's expiration date. The bag will be taped to the wall 5 feet above the floor in a visible location. If the child's allergy status changes, parents must notify the staff and director of these changes and update the child's Food Allergy Plan Form. The director will forward the form to the classroom teachers and the cook

**In addition to submitting an action plan form, parents are responsible for making decisions about what foods their child can and cannot eat and supplying appropriate food substitutes when necessary** (e.g., if a child can't have the chicken patty, an alternate protein must be provided). To help parents with this process, the center implements a rotating menu. Every Friday the cook will provide parents of children with food allergies with a copy of the upcoming week's menu (placed in the parent mailbox). The menu will also be posted on the CHDCC website ([www.chapelhilldaycarecenter.com](http://www.chapelhilldaycarecenter.com)). It is the parents' responsibility to mark the menu with their child's name, cross out any items that their child cannot eat, and notify the primary classroom teacher and cook of any substitutions (e.g., write them on the menu). Menus should be handed to the child's teacher on Mondays to be

posted in the classroom in clear view. Note that the center does provide soymilk for those children who cannot have cows milk, and uses Earth Balance® as the “margarine.”

A **Food Ingredient Notebook** listing the ingredients of all multi-ingredient foods on the center menu will be kept in the resource room and made accessible to parents. When the center puts a new item on the menu, the cook will update the notebook and put the ingredients information in the parent mailbox for each child with food allergies. It is strongly recommended that parents with children who have food allergies review the notebook and make a list of all food items that their child *cannot* have and give it to the director. A copy will be kept in the **Special Dietary Needs Notebook**, the Ingredient Notebook, and a copy will be given to the child’s classroom teachers.

Please note that while it is the center’s preference to always serve the same brand of food, it does not have control over what brand the vendors carry. If there are ingredient labels for more than one brand of food item in the ingredient notebook (e.g., tortillas), it is because the center receives different brands at different times. Since the center is unable to predict which brand will be available, it is recommended that parents provide a substitute each time that item is on the menu (if the child is allergic to one, but not the other). Also, in the event that a menu item or brand of food changes at the last minute, the center make every effort to provide an alternate “safe” food for your child, and a group e-mail will be sent to notify parents of the change in menu. Lastly, since food manufacturers can change ingredients without notice, parents are encouraged to review the notebook on occasion for changes in the manufacturer’s ingredients

#### **Food Sensitivities:**

Sometimes a child may not have a documented food allergy, but rather a food sensitivity; for example, a child may not tolerate acidic fruits. This is not a food preference, but rather a food that causes the child physical discomfort of some kind. Please fill out a **Food Restriction Form** and turn it in to the Director or Assistant Director who will forward a copy to the cook and your child’s teachers. A copy will be kept in the food allergy notebook. It is the parents’ responsibility to document the foods that their child cannot have on a weekly menu and provide an appropriate food substitute on days that there is an item that your child cannot have.

#### **Dietary Restrictions for Religious or Cultural Reasons:**

The center will honor dietary restrictions provided a **Food Restriction Form** is completed and turned in to the Director or Assistant Director who will forward a copy to the cook and your child’s teachers. It is the parent’s responsibility to document the foods that your child cannot have on a weekly menu and provide an appropriate food substitute when there is an item that your child cannot have.

## HEALTH POLICIES

**At enrollment:** Each child enrolled in the Center must have on file a record of a physical examination and documentation of state required immunizations. Parent(s)/guardian(s) must also complete an Emergency Information Form.

**Illness:** Each day, upon arrival, children will be observed by staff members to check for early symptoms of illness. According to NC state regulations, the Center may provide care for a mildly ill child who has a Fahrenheit temperature of less than 100.0 degrees axillary (under the arm) and who is capable of participating in routine group activities. Parent(s)/guardian(s) of sick children, including those with fever [axillary 100.0 degrees or more], vomiting, or diarrhea, will be notified immediately to pick up their child within a hour. If parent(s)/guardian(s) cannot be reached, other people on the emergency card will be contacted. Parent(s)/guardian(s) will also be called to pick up a child who is not able to function in a group. In an emergency situation, the Center will call 911.

Parent(s)/guardian(s) and staff should notify the Center about absences due to illness, reporting the nature of the illness and the expected length of absence. Parent(s)/guardian(s) should notify the Center immediately if a contagious disease or condition such as chicken pox, measles, impetigo, lice, etc., is suspected or confirmed. Any suspected cases of contagious disease identified at the Center will be brought to the parent(s)/guardian(s)' attention. A child with symptoms may be sent home until the parent(s)/guardian(s) can confirm that the illness is not contagious. Suspected and confirmed cases of contagious disease will be posted in classrooms for parent(s)/guardian(s)' information. When your child has a contagious disease, please refer to the Contagious Disease Policy described later in this section or consult with the Center Director to find out how long your child should stay at home.

Children who have been sent home due to fever may not return to the center the following day. A child may return the following day with a note from the physician indicating non-contagious diagnoses provided the symptoms have resolved. A child's fever frequently goes down in the early morning hours but returns by midday. Such children may not return to the Center until they are able to function in a group setting and participate in all of the daily activities.

**Medication:** The CHDCC will administer medication to children for whom a plan has been made and approved by one of the administrative staff. Because administration of medication poses an extra burden for staff, and having the medication in the CHDCC can be a safety hazard, families should check with the child's physician to see if a dose schedule can be arranged that does NOT involve

the hours the child attends school. Whenever possible, the first dose of a medication should be given at home.

CHDCC will administer all medications between 12:00 noon and 1:00 p.m. if the parent or legal guardian has provided a copy of the state medication form that is located in the Resource Room. The medication form must contain the correct name of the medicine, exact dates to be administered (including year and not exceeding one week in time), time to be given, and the parent or legal guardian's signature. The medication must be placed in the lock box located in the Resource Room next to the refrigerator or in the lock box in the refrigerator (if required). If a child needs to receive medications during the school day, the child's teacher should be notified and the medication schedule must be reviewed with one of the administrative staff. At the end of each day the medicine MUST go home. Any medication left at the Center at the end of the day will be thrown away to insure that the Center is meeting North Carolina regulations. As stated in the regulations, "when questions arise concerning whether a medicine provided by the parent should be administered, the medication is NOT administered without signed, written dosage instructions from a licensed physician or authorized health professional." Parents or legal guardians may always come to the Center and administer medications to their children if they wish to.

For prescription medication, parents or legal guardians must provide the medication in the original, child resistant container that is labeled by the pharmacist. This label MUST include the following: child's name, name of medicine, date that it was filled, expiration date, exact dosage to be given and the name of the health care provider who wrote the prescription.

For over the counter medication, parents or legal guardians MUST provide the medication in the original, child-resistant container. The medication MUST be labeled with the child's first and last name. The Center is NOT able to administer any medicine that doesn't give the exact dosage for the child's age and weight, without written consent from a physician. For example, if the medicine states "children under the age of two, consult a physician," the Center will NOT administer the medication to any child under the age of two without written physician orders to do so.

**Sunscreen Policy:** CHDCC recognizes the risks of exposure to the sun's ultraviolet rays and is happy to apply sunscreen to your child's skin according to the following guidelines.

- Each classroom will have one bottle of sunscreen per classroom provided by one of the Classroom's parents/guardians.
- Each parent must sign a medication form giving permission for the teacher to apply that particular brand of sunscreen.

- Sunscreen will be applied before going outside in the afternoon. It is the parent/guardian's responsibility to put sunscreen on his/her child each morning.

- Sunscreen will be applied from the first of April until the end of September.

The Division of Child Development and the Health Department define sunscreen as a hazardous material; therefore, it MUST be kept under lock and key at all times.

**Insect Repellent Policy:** It is the parent/guardian's responsibility, if you choose, to put insect repellents on his/her child each morning.

- If you request the center to apply insect repellent not containing deet, a weekly medication form must be completed and signed weekly by the parent.

**Contagious Disease Policy:** Certain illnesses, while not serious, can cause problems in a day care setting. As a general rule of thumb, if your child is not feeling well enough to participate in all daily activities (including outside play and meals), s/he should remain at home. If a child requires a level of care that jeopardizes the care and supervision of the other children, s/he should remain at home. Here is a list of some of the most common problems and how the CHDCC handles them.

Chickenpox - If you suspect chicken pox, keep your child at home and call your doctor. Your child may return to school when all of the poxes have scabbed over, usually about 7 days after the appearance of the rash, and s/he feels well enough to participate in daily activities and tolerates a normal diet.

Conjunctivitis - If your child has white or yellow discharge from his/her eye, you should take the child to be seen by his/her physician. If the physician prescribes antibiotic drops the child cannot return for at least 24 hours.

*Impetigo* - Impetigo is a very common and very contagious infection in young children. It can be treated with or without oral antibiotics. A child who is being treated with oral antibiotics may return 24 hours after treatment has begun. Any moist skin lesions must be covered by band-aids or clothing if the child is in a group setting. Children who are being treated with an antibiotic ointment may not return until all sores are completely dried up.

Head lice - Don't panic! Occasionally a child (usually one with a sibling in public school) will get head lice. Your child may return as soon as s/he has been treated and is free of all lice and nits.

Strep throat - If your child has strep throat, he may return 24 hours after he starts taking antibiotics, is fever free, and s/he feels well enough to participate in daily activities and tolerates a normal diet.

Diarrhea - Any child with diarrhea must be sent home immediately and not return to CHDCC until 24 hours after the last episode of diarrhea. CHDCC defines diarrhea by any of the following three criteria:

- Stools that are too runny to be contained by a diaper
- The inability of a potty-trained child to make it to the bathroom before having a stool
- Several watery stools in a short period of time, even if contained by a diaper
- Secondary symptoms such as lethargy, fever, etc.

If you are unsure if your child's illness is contagious or not, please contact one of the administrative staff so that they can look it up in the health policies.

**Hand washing Policy:** Most experts agree that the single most effective practice that prevents the spread of germs in child care settings is good hand washing. CHDCC asks parents to wash their child's hands when they arrive at the Center and before they leave. Center staff see that the children's hands are washed immediately before and after eating; after using the toilet or having their diapers changed; before using water tables; after playing on the playground; after handling pets, pet cages, or other pet objects; and whenever hands are visibly dirty.

**Biting:** If during the day a child is bitten and the skin is broken, an incident report is completed, describing the incident. Parents of both children involved sign off on the advice that they consult with their child's health care provider to determine if testing or treatment is indicated.

**Handling Children Who Become Sick or Injured:** A member of the administrative staff or one of the child's teachers will call the parent(s)/guardian(s) of the sick child. If this person cannot be reached, s/he will call the emergency contact of a sick child. If necessary, the Director or appointed assistant will give simple first aid and/or contact the Chapel Hill Children's Clinic (967-0771) for medical advice.

**Emergency Medical Care Plan:** The Director or appointed assistant will determine the course of action in a medical emergency, carry out the plan, and determine how the child will be taken to the emergency room. The UNC Hospitals, Hospital Emergency Room (966-4131), on Manning Drive will be used in case of emergency. If necessary, 911 will be called and the South Orange Rescue will be used for transportation. One of the child's teachers or member of the administrative staff will accompany the child to the emergency room. This person will ensure that signed authorization is taken with the child to the emergency room.

**Policy on Smoking and Use of Alcohol or Illegal Drugs:** Smoking, using or having illegal drugs, and alcohol use is prohibited when children are in care. No children should be exposed to tobacco smoke. Inhaling secondhand smoke has been linked to respiratory problems in children. These children are at increased risk for developing bronchitis, pneumonia, and otitis media when they get common respiratory infections such as colds. Children with asthma are especially in danger of having their conditions get worse when they are exposed to cigarette smoke. Smoking in rooms other than those that children occupy is not a sufficient remedy. Smoke gets into the ventilation system and is distributed throughout the building; there no smoking is allowed at any time in the Center or on its premises.

## WITHDRAWAL/TERMINATION OF SERVICE

Parent(s)/guardian(s) who wish to withdraw their child must give the Center a 30 - day notice in writing and pay tuition in accordance with the policies specified in the section of this Handbook on “Fees and Payment Plan.”

There are certain circumstances when the Center may terminate day care services:

- Nonpayment of tuition or other accrued fees. See the section of this Handbook on “Fees and Payment Plan” for a discussion of this policy.
- Late fees amounting to a cumulative total of \$60.
- The Director may terminate any child whose behavior is unmanageable, and whose presence poses serious physical or emotional danger to other children or staff. See the section of this Handbook on “Behavior Management Policy.”
- Habitual abuse of any of the policies discussed in this Handbook.

## FORMAL GRIEVANCE PROCEDURE

During your child’s enrollment at Chapel Hill Day Care Center there may be occasions when you have a disagreement with the way a Center policy is carried out. You may also have a disagreement with the way procedures are being implemented in the classroom. While part of the Center’s mission is to be supportive of families through meeting the needs of the individual children, it must do so in a way that is feasible in a group care setting. The center is also under legal obligation to follow our state’s health, fire, and licensing regulations that pertain to the operation of large child care facilities. Your child’s teachers are responsible for following these policies and regulations within their own classroom. The Director and Assistant Director are responsible for the day-to-day operations of the center and the supervision of all staff members. The Director reports to the Board of Directors.

If you have a disagreement about how a policy affects your child or a question about the application of a center policy or state regulation, please go to the person most closely related to the issue, so that she/he has the opportunity to work the problem out with you, or clarify the policy or regulation. Of course, any time you feel uncomfortable speaking to the teacher involved, you can go directly to the Director or Assistant Director to voice your concerns. In our experience concerns are not effectively resolved when individuals revert to emailing or discussing issues with individuals who have no ability to solve such problems. Instead we ask that you

refrain from doing this and follow the following steps and time frame in descending order when addressing a question or concern.

- Talk to the person involved (we would prefer that you address any issue with your child's teacher as soon as it becomes a concern).
- If that person is an assistant teacher and you still have a concern please speak directly to your child's teacher within 5 business days.
- If the concern can not be resolved at that level, you should speak to the Director or Assistant Director within five business days of speaking to your child's teacher.
- If you have met with a Director and are still not satisfied then you should contact the Board Chair within 5 business days of your meeting with a Director. Please fill out the form designed for formal grievances and present it to the Board Chair. You can find the form in your parent handbook, on the CHDCC website, or ask the Director for a copy.
- Once the Board Chair has sent your concern to the appropriate committee you will receive written and/or a verbal response from the board chair within 10 business days.
- The final recourse would be to address the entire board, either in writing and/or through a verbal presentation at the next Board Meeting. Once the full Board has reviewed and discussed your grievance you will receive their final decision, in writing, within 5 business days.

The time parameters are set in order to address your concerns as quickly as possible.

**Formal Grievance Documentation and Resolution Response Form  
Chapel Hill Day Care Center**

Parent(s) or Guardian Name(s):

Explanation of your Concern (be as specific as possible, give dates, names, etc.)

Parents suggested approach for solving the problem:

Signature(s):

Date:

**Formal Grievance Documentation and Resolution Response Form  
Chapel Hill Day Care Center**

Respondent's Name:

Position:

Name of Parent(s) or Guardian(s) Requesting Resolution:

Respondent's Comments:

Meeting (if held) Date:

In Attendance:

Agreed Course of Action:

Parent(s) or Guardian(s) Signature:

Respondent's Signature:

## Chapel Hill Day Care Center

### CONFLICT OF INTEREST POLICY

Chapel Hill Day Care Center staff persons, parents of children at Chapel Hill Day Care Center and members of the Board of Directors are obligated to always act in the best interest of the organization. This obligation requires that any employee, in the performance of Center duties, seek only the furtherance of the Center mission. At all times, employees are prohibited from using their job title, the organization's name or property for private profit or benefit. Similarly, Board members and parents of children attending Chapel Hill Day Care Center are also obligated to seek only the furtherance of the Center mission.

"Conflict of interest" means an employee uses his or her official position for private gain (other than salary), gives preferential treatment to any entity or person in the conduct of official duties because of personal interest, impedes or adversely affects the efficiency or economy of the Center because of personal interest, fails to act impartially in the conduct of official duties because of personal interest, or engages in conduct that could adversely affect the confidence of the public in integrity of the Chapel Hill Day Care Center. The term also means that the circumstances are such that a reasonable person might conclude that an individual's judgment could be influenced by the nature of the circumstances or the individual(s) involved.

Conflicts of interest may be actual or potential.

- A. The Board members, employees or agents of Chapel Hill Day Care Center should neither solicit nor accept gratuities, favors, or anything of monetary value from contractors/vendors. This is not intended to preclude bona-fide Center fund-raising activities.
- B. The parents of children at Chapel Hill Day Care Center should neither solicit nor accept roles as contractors/vendors to provide fees-for-services or any type of exchange for services. This is not intended to preclude bona-fide Center fund-raising activities.
- C. No Board member, employee, or agent of the Center shall participate in the selection, awards, or administration of a purchase or contract with a vendor where, to his knowledge, any of the following has a financial interest in that purchase or contract:
  1. The officer, employee, or agent;
  2. Any member of their immediate family;

3. Their partner;
  4. An organization in which any of the above is an officer, director, or employee;
  5. A person or organization with whom any of the above individuals is negotiating or has any arrangement concerning prospective employment.
- D. Disclosure – Any possible conflict of interest shall be disclosed to the Board of Directors by the person or persons concerned.
- E. Board Action – When a conflict of interest is relevant to a matter requiring action by the Board of Directors, the interested person(s) shall call it to the attention of the Board of Directors and said person(s) shall not vote on the matter. In addition, the person(s) shall not participate in the final deliberation of decision regarding the matter under consideration and shall retire from the room during the vote by the Board of Directors. When there is a doubt as to whether a conflict exists, the matter shall be resolved by vote of the Board of Directors, excluding the person(s) concerning whose situation the doubt has arisen.
- F. Record of Conflict – The official minutes of the Board of Directors shall reflect that the conflict of interest was disclosed and the interested person(s) was (were) not present during the final discussion or vote and did not vote on the matter.

**CHAPEL HILL DAY CARE CENTER**

I have read and understand the following policies from the Parent/Guardian Handbook and agree to abide by them as long as my child is enrolled:

- Introduction (Description, Purposes, Goals and Philosophy)
- Days and Hours of Center Operation
- Age Range of Children Served
- Admission Requirements and Enrollment Procedures
- Fees and Payment Plans
- Services Provided by the Center
- Items to be Provided by Parent(s)/Guardian(s)
- Schedule of Daily, Weekly and Monthly Cleaning Duties
- Procedures for Reporting Suspected Child Abuse or Neglect
- Discipline and Behavior Management Policies
- Opportunities for Parent/Guardian Participation
- Nutrition Policies
- Health Policies
- Withdrawal or Termination of Service
- Grievance Procedures
- Conflict of Interest

\_\_\_\_\_  
Parent/Guardian Signature

\_\_\_\_\_  
Date



I have read the Chapel Hill Day Care Center behavior management policy. This policy has been discussed with me and I have received a copy.

\_\_\_\_\_  
Parent/Guardian Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Child's Name

\_\_\_\_\_  
Date Enrolled

\_\_\_\_\_  
Director's Signature

\_\_\_\_\_  
Date

Please keep the Parent/Guardian Handbook for your reference.  
This form must be returned and kept in your child's enrollment file.