6.38 Child Development Center

**Last Revised:** April 2013

**Policy:** Piedmont Community College (PCC) will establish, implement, and operate one or more existing facilities to serve as model day care center(s) to aid the operators of existing facilities in upgrading their skills and abilities. The center will also support observation experiences for students enrolled in early childhood education programs.

**Purpose/Definitions:**
- To create a wholesome, happy, and enriching environment for all children enrolled.
- To help children develop a positive self-image and a respect for other children and adults.

**Approval Authority/Monitoring Authority:** Piedmont Community College’s Board of Trustees has approval authority. The Vice President, Administrative Services has monitoring authority for this policy.

**Procedures:**
The NC Division of Child Development and Early Education, the governing agency of the Child Development Center (CDC), requires that a handbook (Exhibit A) be provided to the responsible guardian of children enrolled at the CDC. This handbook covers topics in the area of philosophy, goals, policies and procedures of the CDC.

The CDC serves children ages two years to school age. Priority for placement is as follows:
1. Children of full-time PCC students
2. Children of part-time PCC students
3. Children of full-time PCC employees
4. Children of part-time PCC employees
5. Other Children

**Legal Citation:** G.S. 115D-20

**History:** Effective October 1988; Revised April 2013
PIEDMONT COMMUNITY COLLEGE
CHILD DEVELOPMENT CENTER

RATES

Community Rate $145.00 per week; $29.00 per day

Full time Student/Employee Rate $140.00 per week; $28.00 per day
(Must provide proof of full time status as student and/or employee)

A one-time, non-refundable registration fee of $25.00 per child will be charged.

A $6.00 insurance fee is due upon initial enrollment of each child, and thereafter on or before July 1 of each subsequent year.

HOLIDAYS 2012-2013

July 4, 2012                      Independence Day
September 3, 2012                Labor Day
November 12, 2012                Veteran’s Day
November 22 & 23, 2012          Thanksgiving
December 21, 2012-January 1, 2012 Christmas Break/New Year’s
January 21, 2013                 Martin Luther King Jr.’s Birthday
March 29, 2013                   Good Friday
May 27, 2013                     Memorial Day

**We normally close early the day before Christmas Break and the day of Graduation in June. In addition, we may close early for teacher training. You will receive notice once these or any early closings are definite.**

Program Philosophy and Goals

A child’s early years provide a foundation for growth and development for the rest of their life. We believe that children should develop in a non-restrictive inclusive 3-5 year old classroom that will be dedicated to promote learning and trust. We will have an appropriate environment based on age, culture, and independence. We pledge to the children, parents, and ourselves to be respectful to all children regardless of the children or parent’s sex, creed, nationality, religion, sexual orientation, and/or handicap.

We believe that each child is a unique individual. By pledging, we commit ourselves to sharing different aspects of the world to the children through various cultural activities. We will provide a nurturing environment where each child can grow at his/her own rate, develop a positive self-image and have the
ability to explore challenging opportunities in a safe environment. The safe environment that will be provided will aid in the children’s ability to be independent learners.

The center will be a creative environment that will foster the development of the physical, social, emotional and cognitive development of the children while meeting all approaches to learning. There will be 36 children enrolled into two separate classrooms where they will be divided by age. Each classroom will have a lead teacher and an assistant. All teachers will be responsible for developing a sense of trust with all of the children in the center.

We believe that the children should accomplish certain goals during their time with us. We will strive to see that the children achieve the following:

- To grow in independence and self-development
- To learn to engage in positive interactions with their peers
- To develop self control and self-discipline.
- To grow and develop at their own rate.

Goals for the parents:

- To be supportive in their child’s growth.
- To be of assistance to the child’s classroom.
- To be open to new concepts of teaching children.
- To encourage the independence of the child.
- To be positive and supportive of the classroom philosophy.

Child Eligibility

Piedmont Community College serves children, ages 3 to 5 years. The center is open to all children regardless of race, nationality, or creed who may benefit from our type of program. Applications can be made any time during the year. If space is not available at the time of application, families will be placed on a waiting list. Our waiting list priorities are:

1. Children of Piedmont Community College’s full-time students
2. Children of Piedmont Community College’s part-time students
3. Children of Piedmont Community College’s full-time employees
4. Children of Piedmont Community College’s part-time employees
5. Other children

Hours of Operation

Piedmont Community College Child Development Center is in operation from 6:30 a.m. – 5:30 p.m., Monday through Friday. Children should be dropped off at the Center no later than 10:00 a.m. to receive the full benefit of the program. We request parents phone the Center to inform the staff of late arrivals and/or absences.
Piedmont Community College Child Development Center may occasionally close for purposes of repairs, staff training, etc. Every effort will be made to keep these closures to a minimum. Parents will be given as much notice as possible when these closing are scheduled.

**Fees and Payment Plan**

Fee Per Child: 
- Community Rate: $145.00 per week
- Full Time Student/Employee Rate: $140.00 per week  
  *(Proof of Full Time status required for discount rate)*

Registration Fee: **One-time, non-refundable** fee of $25.00 per child

Insurance Fee: $6.00 due upon initial enrollment of child, and thereafter on or before July 1st of each subsequent year.

**Admission Requirements and Enrollment Procedures**

As part of our admission procedure, we request that one or both parents come to a scheduled interview with the Director. At this time you will be asked to complete an application for admission. During this interview we will discuss the Center’s operational and discipline policies. After the admission interview process is completed, we request that you bring your child to visit the Center prior to the actual enrollment date. This will give the child an opportunity to meet his/her teachers before the first day of attendance.

Upon notification of admission, you will receive a medical form, discipline policy and blanket permission forms. These forms must be completed and signed before your child can enter the center.

The following forms must be completed and returned to the Center by the child’s first day of attendance.

1. Application-In case of an accident, emergency, or illness, we must be able to contact parents or other emergency contact right away. Please notify us if the information changes during the year. We cannot accept a child without this information.
2. Medical and Immunizations-This form must be completed by a physician. It assures us that the child is in good health and has been vaccinated against vaccine-preventable childhood diseases.
3. Consent-In order to enroll a child, we must first secure the parent’s permission to take the children on field trips and to transport a child in need of emergency medical treatment.
4. Release-If anyone other than a parent or legal guardian is picking up a child, we must have the parent’s written permission. We will not release a child to any person not listed on this release form. Anyone picking up a child, other than a parent, will have to show identification.

All new enrollments are provisional, subject to the child’s reaction to the classroom in the first two (2) weeks. At the end of this period, the Director may request the child be withdrawn if there is not an appropriate match between the needs of the child and the program’s ability to meet those needs.
Tuition Fees

Tuition fees are annually approved by the College’s Board of Trustees. The fees are determined on a fiscal year basis starting in July of each year and are based on the actual cost of operating the center. Parents of children enrolled in the Center will receive a 30-day written notice of any increase in tuition. Piedmont Community College does not charge for days that we are scheduled to be closed due to holidays or inclement weather. **No credit is given for absences due to illness or vacations.**

Tuition payments can be made to PCC Child Development Center utilizing cash, check, and/or money order. Credit card payments can be made at the cashier’s office in Building A. We request that you make the director aware of any credit card payments so that accurate records can be maintained at the Center. Tuition payments are due on Mondays upon arrival for that week of service, unless other arrangements were previously approved by the Director. Monthly tuition payments are due on the last day of the month prior to the month of service.

Late Pick-up Fees

Parents are expected to pick up their children on time. **A late fee** will go into effect after the child has been at the Center for 10 hours and if he/she remains after 5:30 p.m. The late pick-up fee is $1.00 per minute, per child. All late pick up fees must be paid within 2 days. For purposes of consistency, please remember, late fees accrue according to the Center’s clock. Parents who are consistently late will receive assistance from the Director in finding another program. No child is to be left at the Center earlier than 6:30 a.m. If a child remains at the center more than 30 minutes after closing, the incident will be viewed as neglect and reported to Person County Department of Social Services.

Returned Check Fees:

There will be a $25.00 charge for checks returned for any reason. Payment is expected within 30 days upon notification of the returned check. If a check is returned for any reason, the family will be required to pay all future tuition payments by cash or money order.

Termination of Services

If a child must drop out of the program, the parents must give at least **two weeks written notice** to the Center. Additional notice would be helpful. Tuition charges will be made until the end of the notification period. If no notice is given, parents will be responsible for two weeks of tuition.

When a child must drop out of the program, that vacancy is filled. If the parent anticipates that they will want child care services at a later date, the child’s name will be put back on the waiting list. We cannot “hold” a spot for a child in their absence, unless parents agree to pay the tuition for that spot.

Piedmont Community College Child Development Center reserves the right to discontinue your child’s services:
• If it is determined that the staff of the Center are unable to meet the needs of the child. The Director in conjunction with the teacher and appropriate consultant will make this decision. Parents will be given referrals and two weeks to find a new program for the child.
• If parents do not comply with any of the Center policies or state requirements that put Piedmont Community College Child Development Center in violation of state laws. For example, failure to provide immunization records and/or physical exams.
• For non-payment of tuition and/or fees
• For physical and/or verbal abuse of staff or children by parent or child
• For any other behavior that is deemed harmful to the children, staff or Center

Confidentiality

Information regarding children enrolled at the Center is considered confidential. No information, other than that pertaining to your child, will be shared with you.

Parent Participation Policy

Piedmont Community College Child Development Center considers the “home-center” relationship to be very important and we are concerned about your child and family. Working together as a team to meet your child’s needs is our goal, and one we also ask you to embrace with us.

Please feel free to discuss any concern you have about the program or other policies of Piedmont Community College Child Development Center with the Director or a teacher. We are always willing to listen to your concerns and suggestions.

We have an excellent selection of child care services available to parents. They include the Department of Social Services, Child Care Resource and Referral, Mental Health, and our local Health Department. These resources work with us to resolve any specific needs a child may have. If we cannot handle a specific need through conferences with the teacher and/or director, help from one of these agencies may be needed to best serve your child.

We would like for all of our parents to become “hands-on” involved in our program. This involvement may include helping the teacher in the classroom for a few hours, reading a story, telling the children about your occupation, or just having lunch with us one day.

The Center distributes a parent newsletter bi-monthly and will periodically schedule staff/parent meetings to cover topics of general interest.

The Director and staff members will be available on a regular basis, at the convenience of the parent, to discuss their child’s needs and progress and to exchange information about the program.

Safe Arrival and Departure of Children

Transportation of the child to and from the Center is the responsibility of the parent or guardian. Each parent/responsible person needs to sign children in and out on the Sign-In/Out sheet.
Children must be accompanied inside the classroom by an adult and delivered to a teacher. We cannot assume responsibility for a child who has not been turned over to a teacher.

Teachers are usually at the Center 15 or 20 minutes before arrival of the children. They are there to make preparation for the day. Please do not leave your child at the Center before the regularly scheduled opening time.

In picking up your child, please inform the teacher upon arrival. Occasionally you may wish to send someone to pick up your child in your place. Your child will only be released to a person who is authorized in writing by parent or guardian to pick up your child. Unless we can verify approval, we will not release your child to anyone else. If a staff member does not know the authorized person, they will ask for identification before releasing your child.

Children can only be released to an adult. Please do not send a sibling or anyone under 18 years of age, to pick up your child. We will not release a child to another minor. A child will not be released to an impaired person (e.g. intoxicated) or to a person without identification and authorization from the parent to pick up the child.

While this policy may appear an inconvenience, it is for the protection of your child and our staff.

Inclement Weather

During Inclement weather, the Child Development Center will operate on the announced College schedule. Delays or closings will be announced by 6:30 a.m. on WKRX/WRXO (Roxboro), WDVA (Danville, VA), WYNC (Yanceyville), and the PCC website. Television stations WTVD (Durham), WRAL (Raleigh), and WFMY (Greensboro) also carry operating announcements. The college voicemail will also have a changed message with any delay or closing. When the announcement is made, if it specifies a 1-hour delay, the Child Development Center will open at 9:00 a.m.; if it says a 2-hour delay, the Child Development Center will open at 10:00 a.m.

ILLNESS

Your child’s health is important to us. Simple hygiene practices can contain most transmission of illness. In an effort to minimize the spread of disease, we maintain sound sanitation practices in our Center. Children who are ill should be kept home. If your child is ill (or you will not be sending your child), please call us. An informal health check of each child will be done upon arrival by the child’s teacher. Children who are present must be able to participate in the normal group activities of the Center. This includes outside play. If you feel your child is too ill to participate in outside play periods, you should make other arrangements for his/her care on these days. This policy is consistent with the North Carolina Division of Child Development regulations [GS 110-91(2)].

Children with any of the following conditions will be excluded from care:

- Fever of greater than 101 degrees taken orally or greater than 100 degrees taken under the arm.
- Strep throat, until 24 hours after treatment has started
- Two or more episodes of vomiting within a 12 hour period
- A red eye with white or yellow eye 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 the child is not infectious
Impetigo, until 23 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 physician or other health care professional issues a written order that the child be separated from other children
Requirement of extra care due to illness, which may interfere in the regular care of the children in the classroom. The teachers and/or director will make this decision.

Children may return to the classroom:

- The next day after treatment for an ear infection, conjunctivitis, or ringworm
- After twenty-four (24) hours of treatment for a contagious infection (i.e., strep throat or impetigo)
- After being fever free for twenty-four (24) hours without the use of fever reducing medication
- The next day after being asked to pick up the child for illness if the parent can provide a note from a health care provider ensuring that none of the above apply

If your child becomes ill while at the Center, you will be notified. If you cannot be reached, one of the other people you have listed for emergency notification will be contacted to pick up your child. In such cases, your child will be immediately isolated from the others and you will be contacted. Parent(s) or designated emergency person should be available to pick up your child from the Center within 30 minutes of notifications.

Children are sent home when staff members believe the child’s health is at risk to him/herself or to the other children. It is important that you know that we do not take this responsibility lightly, and whenever a decision is made to send a child home it is done so with great deliberation and thought.

Administering Medications

No drug or medication shall be administered to any child without specific written instructions from the child’s physician or other authorized health professional. (This includes over-the-counter medications) No drug or medication will be administered after its expiration date. Parents are urged to request their child’s doctor set the dosage times so they may be dispensed at home if possible. Parents must complete a “Permission to Administer Medication” Consent Form for each medication the physician wants administered to their child. All medication must be in its original container bearing the pharmacist’s label, which lists the child’s name, date the prescription was filled, physician’s name, name of the medication, prescription number, and dosage. Prescribed medicine will be administered only to the person for whom it is prescribed. The parent’s authorization must have the child’s name, name of the medicine, dosage instructions, parent’s signature, and date signed. This authorization must match the prescribed instructions written on the prescription label.
Emergency Medical Care Plan

The Director will be responsible for basic first aid given at the Center for an injury or illness needing only minimal attention. In the case of an injury or illness requiring a doctor’s assistance, the Director will review the child’s emergency care information found on his/her application and contact the designated family physician as well as the parent. Should the designated family physician or parent not be immediately available, the Director will seek and follow the advice of the Medical Center.

If the ill or injured child is to be transported to a medical facility, the Director will use her personal vehicle as a means of transporting the child to the proper medical resource. The Director will also carry to the medical resource the child’s file which contains permission for the Center to obtain medical emergency care.

The Lead Teacher will notify the child’s parent(s) or emergency contact person about the illness or injury and explain where the child has been taken for treatment. Should the Director not be available to carry out the prescribed emergency care plan, the Lead Teacher will assume these duties as outlined and a staff member will notify the child’s parent(s).

Child Abuse or Neglect

Abuse occurs when a parent or caregiver injures or allows another to injure a child physically or emotionally. Abuse may also occur when a parent or caregiver puts a child at risk of serious injury or allows another to put a child at risk of serious injury. Neglect occurs when a child does not receive proper care, supervision, or discipline, or when a child is abandoned.

North Carolina law requires any person who suspects child abuse or neglect to report the case to the county department of social services (Person County DSS 336-599-8361). In addition, any person can call the Division of Child Development at 919-662-4499 or 1-800-859-0829 and make a report of suspected child abuse or neglect in a child care operation. Reports can be made anonymously. A person cannot be held liable for a report made in good faith.

Under North Carolina Law, caregivers are required to report suspected cases of child abuse and neglect. If such suspected cases arise, the alerted staff member will report such to the Center Director, who will then notify the Protective Services Unit of the Department of Social Services.
Discipline and Behavior Management Policy

Praise and positive reinforcement are effective methods of the behavior management of children. When children receive positive, non-violent, and understanding interactions from adults and others, they develop good self-concepts, problem-solving abilities, and self-discipline. Based on this belief of how children learn and develop values, this Center will practice the following discipline and behavior management policy.

We:
1. DO praise, reward and encourage the children.
2. DO reason with and set limits for the children.
3. DO model appropriate behavior for the children.
4. DO modify the classroom environment to attempt to prevent problems before they occur.
5. DO listen to the children.
6. DO provide alternatives for inappropriate behavior to the children.
7. DO provide the children with natural and logical consequences for their behavior.
8. DO treat the children as people and respect their needs, desires and feelings.
9. DO ignore minor misbehaviors.
10. DO explain things to the children on their level.
11. DO use short supervised periods of “time out”.
12. DO stay consistent in our behavior management program.

We:
1. DO NOT spank, shake, bite, pinch, push, pull, slap or otherwise physically punish the children.
2. DO NOT make fun of, yell at, threaten, make sarcastic remarks about, use profanity or otherwise verbally abuse the children.
3. DO NOT shame or punish the children when bathroom accidents occur.
4. DO NOT deny food or rest as punishment.
5. DO NOT relate discipline to eating, resting, or sleeping.
6. DO NOT leave the children alone, unattended or without supervision.
7. DO NOT place the children in locked rooms, closets or boxes as punishment.
8. DO NOT allow discipline of children by other children.
9. DO NOT criticize, make fun of or otherwise belittle children’s parents, families, or ethnic groups.

Time Out

“Time Out” is the removal of a child for a short period of time (3 to 5 minutes) from a situation in which the child is misbehaving and has not responded to other discipline techniques. During the “Time Out” period, the child is still in sight of a teacher at all times. During this time, the child has a chance to think about the misbehavior which led to his/her removal. Afterward, the teacher discusses the incident and appropriate behavior. When the child returns to the group, the child is treated with the same affection and respect as before the incident.

Clothing/Items to Bring From Home

Clothing for the children in our program should be comfortable, washable, and suitable for the daily activities. Due to being a trip hazard, the Center does not allow the wearing of open-toed shoes by children. A complete change of clothing should be kept at the Center in the child’s cubby. Please bring this the first day. All clothing should be clearly labeled with the child’s name.
We have a variety of materials, as well as, many opportunities to work on sharing at the Center. Except for a “sleepy-time friend”, we ask that you leave your child’s toys at home or in your car. Experience has shown that toys from home create problems at school. Please encourage your child to leave personal belongings at home. Often a toy ends up broken and/or lost, and is understandably difficult to appease the child when this happens. “Sleepy-time friends”, pillows and blankets from home are fine and remain in the cubby until rest time. If an item is brought to the Center, we cannot be responsible for it.

We allow the children in our Center to get water freely throughout the day. Please bring a small plastic cup with your child’s name on it. These cups will be kept in their cubby for them to have access to water when needed.

Mealtimes

The Center will provide a breakfast at 9:00 a.m., lunch at 11:15 a.m., and an afternoon snack at 3:00 p.m. If you prefer for your child to eat breakfast at home, we will still offer our morning meal with the other children. Please do not send your child to the Center with food.

The snacks and lunches provided by the Center are planned to meet your child’s nutritional needs and meet the USDA standards stated in the “Meal Patterns for Children in Child Care” (detailed on page 14). Menus are posted monthly for your information. Parents are invited to have lunch with their child, but are requested to give staff a day’s notice so we can plan accordingly.

Birthdays

We celebrate birthdays during afternoon snack. If you wish to send a special treat, we will make every effort to make this day a memorable time for your child. Due to sanitation regulations and liability, only store-bought products can be served (No home-baked items will be permitted). Any non-nutritious treat provided by the parent for the special celebration (such as cake, cupcakes, ice cream, etc.) will be supplemented by the Center with a nutritious food.
# Meal Guidelines – Ages 1-12

Source: Child and Adult Care Food Program, USDA Food and Nutrition Service  
[Updated 9/25/00](http://www.fns.usda.gov/cnd/cacfp/index.html)

## BREAKFAST

<table>
<thead>
<tr>
<th>Food Components</th>
<th>Ages 1-2</th>
<th>Ages 3-5</th>
<th>Ages 6-12</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 serving milk</td>
<td>½ cup</td>
<td>½ cup</td>
<td>1 cup</td>
</tr>
<tr>
<td>1 serving fruit/vegetable juice, fruit and/or vegetable</td>
<td>¼ cup</td>
<td>½ cup</td>
<td>½ cup</td>
</tr>
<tr>
<td>1 serving grains/bread</td>
<td>½ slice</td>
<td>½ slice</td>
<td>1 slice</td>
</tr>
<tr>
<td>Cornbread, biscuit, roll or muffin, or...</td>
<td>½ serving</td>
<td>½ serving</td>
<td>1 serving</td>
</tr>
<tr>
<td>Cold dry cereal or...</td>
<td>¼ cup</td>
<td>½ cup</td>
<td>½ cup</td>
</tr>
<tr>
<td>Hot cooked cereal or...</td>
<td>¼ cup</td>
<td>½ cup</td>
<td>½ cup</td>
</tr>
<tr>
<td>Pasta, noodles or grains</td>
<td>¼ cup</td>
<td>½ cup</td>
<td>½ cup</td>
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</tbody>
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## LUNCH OR SUPPER

<table>
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<tr>
<td>1 serving milk</td>
<td>½ cup</td>
<td>½ cup</td>
<td>1 cup</td>
</tr>
<tr>
<td>2 servings fruit/vegetable juice, fruit and/or vegetable</td>
<td>¼ cup</td>
<td>½ cup</td>
<td>½ cup</td>
</tr>
<tr>
<td>1 serving grains/bread</td>
<td>½ slice</td>
<td>½ slice</td>
<td>1 slice</td>
</tr>
<tr>
<td>Cornbread, biscuit, roll or muffin, or...</td>
<td>½ serving</td>
<td>½ serving</td>
<td>1 serving</td>
</tr>
<tr>
<td>Cold dry cereal or...</td>
<td>¼ cup</td>
<td>½ cup</td>
<td>½ cup</td>
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<tr>
<td>Hot cooked cereal or...</td>
<td>¼ cup</td>
<td>½ cup</td>
<td>½ cup</td>
</tr>
<tr>
<td>Pasta, noodles or grains</td>
<td>¼ cup</td>
<td>¼ cup</td>
<td>½ cup</td>
</tr>
</tbody>
</table>

## SNACK: Choose 2 of the 4 components

<table>
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<td>½ serving</td>
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<td>cold dry cereal or...</td>
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<tr>
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<td>½ cup</td>
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<td>¼ cup</td>
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<td>½ cup</td>
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</tbody>
</table>

## Footnotes

1. Children age 12 and older may be served larger portions based on their greater food needs. They may not be served less than the minimum quantities listed in this column.
2. Fruit or vegetable juice must be full-strength. Juice cannot be counted as the second snack item if the other snack item is milk.
3. Breads and grains must be made from whole grain or enriched meat or flour. Cereal must be whole grain or enriched or fortified.
4. A serving consists of the edible portion of cooked lean meat or poultry or fish.
5. Nuts and seeds may comprise only half of a meat/meat alternative serving and must be combined with another meat/meat alternative to fulfill the lunch or supper requirement.
6. Yogurt may be plain or flavored, unsweetened or sweetened.
Outside Play Time

Children in our program will spend some time outside each day, even in cold weather. We feel that outdoor play is important for your child’s healthy growth and development. Please do not request that your child be allowed to stay inside on days when you feel he/she does not feel well. We do not have the staff or facilities to care for children who must be isolated from the group because of illness. If you feel your child is too ill to participate in outside play periods, you should make other arrangements for his/her care on these days. This policy is consistent with the North Carolina Division of Child Development regulations [GS 110-91(2)].

Rest Periods

North Carolina Child Care Requirements stipulate that a supervised rest period for children be provided in the daily routine. This activity occurs after lunch from 12:30 p.m. to 2:45 p.m.

Each child will be assigned a cot and linen to cover the sleeping surface. A blanket and/or small pillow for the parent’s choosing must be provided from home. We wash each child’s linens, blankets and pillows once a week. We choose our brand of washing detergent based on cost and it may vary month to month depending on price. If you would prefer to wash your child’s laundry at home each week, please notify the center.

Photography

The Piedmont Community College Child Development Center staff may take pictures of participants in our programs. Mostly, these pictures are used for documenting activities and events that occur at the Center. Occasionally, these pictures are used for the purpose of advertising and communicating the purpose and activities of the Piedmont Community College Child Development Center and for the purpose of applying for funds to support our program. By enrolling your child in our program, you allow publication of photos taken at any program, event, or facility of the Center; unless you have filed a written request not to be included in published photos.

Cleaning Schedule

Piedmont Community College Child Development Center will have a set schedule for cleaning services. Our current schedule is as follows:

- **Daily:** Sanitize bathrooms, furniture, fixtures
  General Cleaning to include sweeping, dusting, emptying trash, vacuuming, mopping

- **At least weekly:** Sanitize all toys (specifically dolls, play foods, and dishes), cubbies, cots, etc.

- **Monthly:** Wash windows and blinds
  Clean refrigerator, air returns, and vents

- **Bi-Yearly:** Shampoo and extract carpets
  Buff/wax tile floors
Interns and Co-op Students

Due to the fact that our Center is part of Piedmont Community College, continuing education is important to us. Throughout the year, the Center works with several departments through Piedmont Community College and Person High School to provide a training site for students interested in the field of child care. Even though these students are not paid employees of the Center, they still must complete the application process as if they were a new hire. This includes criminal record checks and other screenings required by the N.C. Division of Child Development. In addition, all interns and Co-ops are supervised at all times by the teachers and/or director. Whenever we become aware that we will have an intern/Co-op student at our facility, parents will receive a written letter of notification including the names of these students.

Grievance Policy

A staff member is always available to discuss your child’s need and progress.

Staff will schedule parent conferences as needed to discuss your child’s progress. Parents may schedule conferences as the need arises.

If a parent has concerns or complaints they should make an appointment with the Center’s Director. The Director will respond in writing to the concerns within one week after the meeting with the parent.

Helping Your Child Adjust to the Center

Separating from Children
Once a child has been brought into the Center, some children and/or parents find separation difficult. Often the child will react by crying or clinging. It is important for the parent to reassure the child, but delaying separation may only make the child more apprehensive. In some cases this daily separation becomes a ritual in which the child and parent seem to be reassuring each other that he/she is needed.

Staff members will try to ease the problem of separation for the child by interesting him/her in some activity. If your child is having some difficulty with separation, it is important that you do not “sneak out.” When your child turns around to find you gone, he/she may fear you will not return; therefore, when you are ready to leave assure your child that you will return at a specific time and say goodbye simply and firmly. Leaving quickly after the first goodbye helps your child adjust to the separation. Some children will adjust best to a gradual separation in which the amount of time spent in the program increases each day. Our teachers will be glad to help you and your child through the adjustment period.

Ideas for easing separation which may be useful:
1. Lead your child to an activity which he/she particularly enjoys at home. Mention how much he/she might enjoy the activity and that you want to hear about it when you return to pick him/her up.
2. Leave something personal of yours for your child to keep for you until you return. The teacher may show the child his/her cubby in which to keep the object “safe.”
Helping Children Leave the Program
Sometimes parents have difficulty getting their children to leave the program at the end of the day. Many times the child has been anxiously awaiting the parents’ arrival, yet once the parent has arrived, the child has a new sense of security and desires to play with his/her friends a little longer. If the parent is not in a hurry, he/she may be glad to grant this request. A conflict may arise, however, if the parent needs to leave quickly. Children sometimes tantrum at such points and this can prove embarrassing for some parents. If your child does this, it is best to avoid a power struggle. Tell the child it is time to go and firmly abide by your decision. Our teachers will support you by telling the child it is time to go. Generally this works well in getting the child to walk out of the Center without having to be carried. If you feel you are having a particular problem with your child in this area, ask staff members for assistance.

Policy Changes

Any changes to the policies in this handbook will be given to parents/guardians 30 days prior to implementation. All parents/guardians will be required to sign a statement that attests a copy of the new policy was given to and discussed with them. This statement will be kept in the child’s file.