Mission Child Development Center
Family Handbook

The facility is located:
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Dear Parents,

Welcome to the Mission Child Development Center. Thank you for allowing us to be a part of your child’s early education and experiences. We appreciate how hard you work to care for and teach your child at home. We know that young children learn best when the family and the school work together. We are excited to get to know your child and family.

Statement of Purpose and Values

The purpose of the Mission Child Development Center is:

1) To provide high quality child care services to employees of Mission Health and MMA (Mission Medical Associates) so that they go to work feeling confident about their child care arrangement,
2) To provide appropriate, intentional and exciting early education to promote the growth and development of young children across all domains of learning.

Our Values

In carrying out this mission, we believe:

1) Children are unique individuals with their own set of knowledge, skills, abilities and interests
2) We believe in addressing the whole child by promoting:
   • The development of self-esteem
   • Language/intellectual, emotional, social, and physical growth
   • A sense of caring for others, for oneself, and social interaction skills
   • Curiosity, interest and involvement in activities and experiences that help children learn and grow through play activities.
   • A healthy environment with nutritious meals and frequent opportunities for physical activity
3) Our safe and secure environment gives children the opportunity for learning and problem solving independently
4) The staff represents the strength and core of the Child Development Center program
5) Families are an integral part of the program and are encouraged to be involved with the Center’s programs, events and activities.

Our Curriculum:

Mission Child Development Center has chosen to use the state-approved Creative Curriculum, published by Teaching Strategies, Inc. We feel this program meets our philosophy and the needs of the children. The Creative Curriculum promotes:

• Strong, trusting relationships with each child
• Providing responsive, individualized care for infants and toddlers
Developing partnerships with families
Appreciating cultural, family and individual differences
Teaching in ways that match the way children develop and learn
Teaching to support all areas of development (social, physical, cognitive and language)
Teaching strategies based in research and long-supported theories of child development
Building a foundation for lifelong learning

Daily Schedule/Lesson Plans

A daily schedule and Weekly Activity Plans appropriate for the age of the children will be posted in each classroom. Individualized Activity Plans will be utilized for children age two and under. Group lesson plans will be posted in classrooms serving children ages two and older. The Activity Plans are based on the Creative Curriculum format for each age group, incorporating NC Division of Child Development and Early Education rules and the NC Foundations standards.

The daily schedule will include both child-initiated and teacher-directed activities, a balance of quiet and active play, an opportunity to learn in a group and alone, and outdoor time.

A variety of challenging activities appropriate to the age, development and individual interests of the children will be planned. Each child will be given the opportunity to learn and develop through exploration and play with a variety of interesting and challenging materials. Appropriate activities will include:

- Art
- Block building
- Music/movement
- Sand and water play
- Science/discovery
- Manipulative/games
- Pretend Play
- Learning self-help skills
- Reading/listening to books and stories
- Writing or pre-writing
- Self-help
- Gross motor play

Math, literacy and language concepts, appropriate to the age and abilities of the children, will be taught in accordance with best practices and integrated into daily classroom activities. The Center also facilitates learning experiences outside the classroom through special activities. Activities may consist of field trips planned by the preschool teachers or special programs brought into the center by outside resources. Optional classes are available for an additional fee for children age 2 and older.
Preschool Care

Preschool children are growing and changing rapidly and need many and varied experiences in order to reach their potential. Much of the focus turns to the classroom and the materials provided to young children to teach early math (setting the tables for snack), early science (measuring and pouring in the sand and water tables), social studies (visitors from the local fire station) and pre-reading and writing (listening to stories at circle time). Community visitors provide real experiences that will enhance understanding as children learn both now and later. The staff administers ongoing assessments to monitor children’s normal growth and development and regularly share this information through their educational portfolios.

During the year prior to kindergarten, activities that help the children learn to sit longer and follow through on activities will be provided. During this year, the parents will be encouraged to have their children at the program on a consistent daily schedule. The staff will offer the parents of rising kindergartner’s information on what to expect and assist them in feeling good about their child’s transition to elementary school. You and your child may be invited to participate in the Transition to Kindergarten program sponsored by Smart Start of Buncombe County. For more information on the Transition to Kindergarten Program and community resources regarding school readiness, go to: www.smart-startbuncombe.org or the NC Office of School Readiness at: www.earlylearning.nc.gov.

Special Programs

Several special opportunities are provided at the facility. At this time the program facilitates:

- Swimming classes at the YWCA for children aged 4 and up
- Soccer Shots for children 2.5 years and up

Ask your child’s teacher for more information about these exciting opportunities.
Field Trips

Special activities and field trips may be planned by the preschool teachers to extend the learning experiences in the classroom. Children must be aged 3 and up before they can go on a field trip. Also, before a child is allowed to participate in any activity off the grounds of the Child Development Center, the parents or legal guardian must sign a permission form. Child safety seats will be utilized on all field trips. Parents are expected to bring their child’s safety seat, if asked, to the Center for use on the day of the field trip. Field trip requirements set by the state will be followed. The following policies apply to field trips:

1. All children must be scheduled for childcare while participating in special activities.
2. All children must have written parental permission to participate off Center grounds.
3. Children attending activities off center grounds must depart with and return with the group.
4. Parents may not pick-up or drop off the children at the activity site, but are welcome to participate in the group as assisting adults.
5. Parents driving on field trips are required to submit a copy of their license, insurance, registration, and tag number to the Center prior to the trip. Parent vehicles will be inspected by designated Center staff to ascertain if the vehicle meets safety standard outlined by regulatory guidelines.
6. Each vehicle transporting children will have a first aid kit, and current emergency information on each child transported.
7. Vehicles will travel in a caravan, following a pre-determined route to and from the field trip site. At no time will a vehicle stop at any site not on the field trip itinerary.
8. Parent volunteers will be asked to sign a contract that explains responsibilities for supervision of children, and will provide their own emergency contact and medical information.

Celebrations

We believe that birthdays and celebrations can play an important role in the life of a child. We like to emphasize the event, or the child. Food and celebration ideas should be submitted to the classroom teacher at least one week in advance. Healthy snacks are required over sweets, cakes and candy. Please keep this in mind as you choose your child’s favorites. Baked goods must be in original, factory sealed individual wrappers or be purchased from a bakery or public establishment regulated by Environmental Health Inspectors. For the safety of the children, parents should exclude balloons, both vinyl and mylar, small favors, hard candy and nut products. (please ask your child’s teacher for an approved snack list) Gifts should not be exchanged or brought to the Center.

Our goal for celebrating holidays is to gain an understanding of many cultures and customs and to help children to feel good about their own family heritage and traditions. We invite all families to share their own practices with their child’s class at an age appropriate level- please see your child’s teacher to coordinate ideas for classroom activities. We strive to recognize and celebrate the cultures of all children, and family involvement is meaningful to this process.
Infant and Toddler Care

Infants and toddlers require highly individualized care by warm and caring adults. Our staff works closely with families during this vulnerable time to ensure the children’s needs are met and that you feel comfortable with the care your child receives. Ongoing communication between families and staff is essential. The staff strives to provide the best care possible based on information provided by you about your child, training opportunities, local resources and our health consultants.

The environments for infants and toddlers are set up to be calm, cozy and safe, providing interesting things for the children to see and touch. Please keep jewelry at home, and check to make sure items for hair are secured in the hair to prevent them from becoming choking hazards. Expect to see the children and the staff on the floor, playing. Infants maintain their own individual sleeping and eating schedules. Our program supports the National “Back to Sleep” campaign, and infants will be placed on their backs to sleep. The infants’ sleep schedules and positions are documented throughout the day.

During the first three years, children grow and change more than they will at any other time in their lives. Milestones such as crawling, walking, eating solid foods and toileting are handled and celebrated on an individual basis. Conferences will be offered to parents to celebrate and plan for these goals.

It takes a coordinated effort on the part of both families and staff to provide safe and healthy child care for our youngest children. Each child has a crib and storage area of his or her own every day. To ensure the best care possible families of infants and toddlers must provide:

- An adequate number of bottles filled with infant formula to meet the child’s daily requirements
- Diapers and diaper wipes for your child
- The number of sippy cups for each meal or snack
- Extra clothing as needed for wet or messy activities and toilet learning
- Outdoor clothing appropriate to weather to support comfortable outdoor play
- Personal bags free of harmful substances (medicine and other adult items)
- Items for comfort such as pacifiers and blankets, labeled with the child’s name

*Parents must supply the teacher with an adequate number of bottles filled with infant formula to meet the child’s daily requirements. Iron-fortified Infant formula must be served until the child is 12 months old. Families enrolled in the Child and Adult Care Food Program will be offered the opportunity to receive formula provided by the program. There will be only one type of formula offered. Parents who wish to use breast milk for their children can work with the staff to ensure sanitary handling and feeding. All bottles must be prepared at home and labeled with the child’s name and dated each morning. Bottles will be rinsed out and sent home to be washed and sanitized before being refilled.*
**Nursing Mothers**

The Center has a designated nursing room equipped with comfortable chairs, soft music and a breast pump. Parents are invited to utilize the nursing room throughout the day, for pumping or nursing. We strongly support parents who want to use breast milk for their babies, and we are eager to help facilitate what can be a difficult task for working mothers. Please feel free to ask your child’s teachers about how best to coordinate your schedule with your baby’s feeding times. Special sanitation regulations apply to the storage and preparation of breast milk. Please see your child’s teacher for specific, printed instructions on providing expressed breast milk at the program.

**Items Provided by Parents for Daily care**

Young children are active learners. Each day we play on the playground; make play dough, paint, cook, and have fun.

- Please dress your child so they are ready to play in clothes that are washable as well as durable.
- Simple clothes, easy to fasten and unfasten, are the best choices for children learning to take care of themselves.
- For safety, sandals, clogs and shoes with heels or open backs are highly discouraged - even in the summer. Tennis shoes are preferred for active play.

Parents are expected to dress children appropriate to the weather. Each child must have one complete change of clothing at all times. The change of clothes must be consistent with the seasons. **Please mark all clothing with your child’s name.** The Center cannot be responsible for unmarked or lost clothing and belongings.

**Toys from Home:**

Children who like to have a comfort item from home are welcome to bring them for naptime. **Please do not send thick blankets, large pillows or sleeping bags.**

The Center provides an extensive variety of carefully selected, developmentally appropriate toys, materials and equipment for your child. We ask that parents help children leave personal toys at home or in the car. Additionally, sharing is very difficult for our children, and the Center cannot be responsible for loss or breakage of items brought from home.

Preschool classrooms may establish “sharing” days, and coordination between families and teachers will outline which types of toys may be shared with the group according to schedule.
Videos in our program are only used as a planned part of the curriculum to extend children’s learning experiences. We have strict rules about the amount of screen time permitted for children each week. Please refrain from sending videos from home.

**Discipline Policy**

The Child Development Center believes that children learn best in an atmosphere of love and acceptance, in which the staff sets limits in a fair and consistent manner. In this way, children are allowed to play and explore, yet gain self-control at the same time. We believe that appropriate, clearly communicated expectations allow children to feel a measure of predictability and security. The staff will maintain a safe environment for all children.

The staff will use a variety of age-appropriate approaches to help children learn to manage their own behavior. These approaches include:

1. Arranging the room in an inviting, stimulating way which encourages appropriate behavior
2. Setting age-appropriate and reasonable goals
3. Providing a variety and abundance of toys, materials, supplies and activities to keep the children engaged in appropriate play
4. Recognizing children’s appropriate, desirable behaviors
5. Redirecting inappropriate behavior
6. Serving as role models for desirable behaviors
7. Removing a child from the group temporarily, with supervision
8. Encouraging the use of language to express anger and other emotions
9. Using logical consequences when appropriate

Methods that will **NOT** be used at the Child Development Center include physical punishment, (spanking, shaking, biting, jerking, etc.), psychological punishment (threats, humiliation, shaming, etc.), and denial of food or rest as punishment. The Center follows all guidelines established by the North Carolina Division of Child Development and Early Education and best practices from the National Association for the Education of Young Children ([www.naeyc.org](http://www.naeyc.org)).

If at any time a child’s behavior exceeds the limits of typical child behavior, or the staff feels the need for assistance in dealing with a child’s behavior, the Center will locate expert assistance from the local community. Parents will be expected to cooperate with the staff in addressing the issues, particularly if they involve behaviors that injure peers.
Enrollment Information

Before the child’s first day of attendance the enrollment packet must be completed and on file at the Center.

Several of the forms are required by law to be updated annually. This is completed every summer as children change age groups. We appreciate timely completion of this requirement.

Immunizations

The Mission Child Development Center is responsible for annually reporting children’s immunization status to the State of North Carolina Immunization Branch. Please submit updated immunizations to the Center as your child receives them. If your child’s immunization is incomplete, you will receive written notification from the Center, as a request to complete and/or update the file. Incomplete or out-of-date immunization records can result in suspension or termination of child care services. Additionally, the Immunization Branch and their representatives can suspend child care services for children based on their review of our records. Any immunization schedule that does not follow the state requirements must have a physician’s alternate schedule for the child, in writing, submitted to the program. Exemptions for immunizations can be discussed on an individual basis. To see the NC Immunization schedule go to www.immunizenc.com.

Confidentiality

All records and other information concerning your child are confidential and will only be accessible to parents, the center administrative staff, the child’s teachers, the state licensing agent to review child records for regulatory purposes, and the Department of Social Services staff in the event of an investigation of the center or the family. No information will be shared with other individuals or agencies without written parental consent.

Hours of Operation

The Mission Child Development Center is open Monday-Friday, year-round from 6:30am - 6:00pm daily. The Center will open on a regular schedule on ALL inclement weather days, and will be closed only in emergency situations where regulatory guidelines prohibit Center operation (i.e., loss of power and/or water).
**Holidays**

The Center is closed on Labor Day, Thanksgiving Day, Christmas Day, New Year’s Day, Memorial Day and July 4th in order to allow the Center staff to utilize paid time off with their own families.

**Tardiness**

The Center recognizes that parents may sometimes be unavoidably detained and unable to pick up their child on time. Tardiness for any reason will result in a late fee. The charge will be payable via payroll deduction. In cases of a consistent pattern of tardiness, the Center may request and obtain time sheet verification. Habitual tardiness in the absence of verification may result in termination from the Center.

**Age Range of Children Served**

Mission Hospital Child Development Center will provide care for infants from six weeks of age up to seven years. Children will be placed in groups according to their age and developmental readiness. The group size is based on classroom size and required 5-star staff/child ratios and group sizes:

<table>
<thead>
<tr>
<th>Age</th>
<th>Staff/Child Ratio</th>
<th>Maximum Group Size</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 1 year</td>
<td>1 staff to 4 children</td>
<td>8</td>
</tr>
<tr>
<td>1 year</td>
<td>1 staff to 5 children</td>
<td>10</td>
</tr>
<tr>
<td>2 years</td>
<td>1 staff to 8 *</td>
<td>12-13* (*based on room size)</td>
</tr>
<tr>
<td>3 years</td>
<td>1 staff to 9 children</td>
<td>18</td>
</tr>
<tr>
<td>4 years</td>
<td>1 staff to 12 children*</td>
<td>20 *(based on room size)</td>
</tr>
<tr>
<td>5 years</td>
<td>1 staff to 12 children*</td>
<td>20 *(based on room size)</td>
</tr>
</tbody>
</table>

*These ratios are smaller child/staff ratios than required for a 5-star center.

**Contract Plans and Schedules**

The Center offers the following contract plans:

- Full time contract
- PRN contract (as needed call-in care, pending availability)

The Center strives to be fully enrolled at all times.
**PRN Care:**

PRN care is available to families who only need occasional days of child care. Care is available on a space-available basis, and reservations can be made up to one week ahead. There is space available in every age group. Some days are more available than others. Same day calling is also encouraged. Children needing PRN care must have a completed and up-to-date registration packet on file.

**Termination and Withdrawal**

Both parents and the Child Development Center can terminate the contract for childcare with adequate notice. Parents who wish to terminate care must fill out a termination form and give **TWO** weeks’ notice prior to withdrawal; otherwise they will be charged until the termination form has been received. The center may discontinue care if the parent fails to keep current physical and immunization records, annual regulatory paperwork, the child is continuously absent or late without sufficient reason, or if there is habitual abuse of program policies. If it becomes necessary for the Center to terminate a child, the center will give to the parent, in writing, a two-week notice, so that parents have time to make other arrangements. When a parent is terminated from the hospital or resigns from their position, the child must be terminated from the Center. The child must be exited from the Center on or before the parent’s last day of employment. Termination forms are located at the front desk.

**Changes in Employment Status**

Please let us know when your employment status changes. This may result in changes to your child care contract:

- If you are no longer a Mission employee, you can no longer use the Child Development Center.
- If you change your schedule, you can request a change in your childcare service days. There may be a waiting list for specific days in your child’s room.
- If you change to a PRN position, you must work at least 2 PRN shifts each pay period.
- If you change to weekend shifts, you must have a demonstrated need for care around your weekend work schedule.

**Tuition and Payment Information**

Fees are billed every two weeks to coincide with hospital pay dates, will be paid through payroll deduction. No tuition refunds will be given if the Center is closed due to regulatory reasons beyond the Center’s control (i.e., loss of water or power) or adjusted for holidays.

An annual registration fee will be charged for each child, including PRN (call-in) care. The registration fee will be announced and the payments will be divided between 2 pay periods in order to support families.

Fees are subject to change to maintain quality care. Ample notice (60 days) will be given prior to raising fees; however, fee increases are not contingent upon the signing of a new contract plan. An annual tuition increase should be expected.
If you plan on being away from work due to a leave of absence or Family Medical Leave, please contact an administrator to arrange an individual payment plan, instead of the payroll deduction process.

The most current fee schedule can be found on the Child Development Center website, which can be accessed through Mission on Demand (MOD).

**Holidays/Vacations/Illness**

Parents will be assessed tuition based on the contract established with the program. Discounts for holidays, vacations or illness are not possible. The costs to maintain the program remain consistent even when you are on vacation. Please notify the Center when your child will be out for illness or vacation. A vacancy in a classroom allows us to meet the needs of a Mission caregiver called in to work for a day.

**Absences and Daily Schedule Changes**

Please let us know if you will be arriving especially early or late to pick up your child. It allows the staff to reassure a concerned child and to manage meals. Staffing is constant between 7:00 a.m. and 5:30 p.m. If there are many changes before or after those hours, staff scheduling may need to be altered to provide safe child/staff ratios and consistent care for the children. It is extremely important that parents adhere to their schedule and contact the Center if they are unable to pick up their child on time. A child’s placement in the Center may be jeopardized if later pick-up is a frequent occurrence and the parent’s late work schedule cannot be verified.

**Child Care Subsidy:**

Mission Child Development Center accepts vouchers for subsidized child care. If you have a voucher, please let the center know upon enrollment, and notify the caseworker listed on your voucher. If you are interested in learning more about child care subsidy, or to apply for subsidy, please call the Department of Social Services in the county in which you live.

**Daily Routines:**

**Entering the Facility**

For the safety of both the children and the staff, and in accordance with laws governing hospitals, parents should wear their Employee Name Badge at all times. Upon the child’s enrollment in the Center, the parent’s name badge will be coded so that the parent can gain entry to the building by swiping the badge at the front door of the Center. Security will code the employee’s badge for automatic entry following verification by the Child Development Center. Special ID badges are available for non-Mission employed parents to allow them access to the facility. The non-Mission parent is also expected to obtain a badge to ensure the security of the facility. The badge application form will be completed at the child’s enrollment. Forms to apply for badges are available in the front lobby and online in the enrollment packet. Other visitors must ring the bell by the front door to gain entry into the building and should be prepared to show identification. All visitors must sign in at the front desk.

We ask as a security measure that parents not hold the door open for one another if they do not know each other.
We are supported by the Mission Security Department. They quickly respond to staff requests when we have suspicious or unwelcome visitors on our campus and when the staff has concerns about the safety of the children or their own safety in and around the facility. We feel very fortunate to work closely with this Department.

Morning Drop Off:

Parents will bring their child into the classroom each morning in order to get them settled and to:

- Greet the teacher and share information about the child
- Put daily items in the child’s cubby
- Wash parents hands
- Wash child’s hands
- Sign child into the classroom

When you bring your child into the building, turn off your vehicle’s engine and bring your keys with you. Please DO NOT let other young children remain in your car alone. The parking lot is busy during drop-off and pick up times, and to prevent auto theft.

Each child must be signed in and out each day. It is a child care rule that children are signed in and out with a time and signature. Under no circumstances is a child to be dropped off or picked up without informing the teacher of their arrival or departure or without signing the daily sheet.

Afternoon Pick Up:

For the safety of all children, the Center will release a child only to parents, legal guardians, or to persons authorized and identified on the child release form. This information can be updated at any time and is required by law to be updated annually. In the event a relative or friend not identified on the form needs to pick up your child, you should provide advance written notification. This will happen any time a staff member does not recognize the person picking up the child. Children cannot be released to siblings or other individuals under the age of 16.

Valid official photo identification will be requested by the Center to verify the identity of individuals authorized to pick up your child.

Please sign your child out of the center’s care each day using a time and a name. Gather your children’s belongings and stop and see what daily information has been posted about the activities your child had the chance to enjoy each day. Make sure to talk with a teacher so that they know the child has been signed out. This is particularly important on the playground.
**Siblings and Older Children:**

Please keep in mind that all the children in the facility must be under adult supervision at all times. We know this can be difficult, but children often try to run ahead of parents and enter the parking area unsupervised. Please talk to older children who enter classrooms and the playground that they need to follow the center rules and set an example for their siblings while using the materials and equipment. **We strongly suggest that parents who have older children drop them off first and with infants/toddlers pick them up first in the afternoon.**

**Custody and Court Orders**

To maintain a safe and orderly environment for all children receiving care in the Center, a civil or criminal court order must accompany all parental requests regarding custody, visitation, domestic dispute and restraint. Information relating to court orders or written directives from the Department of Social Services will be treated in a discreet and confidential manner to the extent possible. A copy of the order will be placed in the child’s file and parents and staff members will be required to follow all conditions outlined in the order. Some Center staff will be informed as needed for responsible accommodation of the court order. A new order must accompany any and all changes to an existing order. Parental/familial reconciliation in the absence of legal documentation does not negate the conditions set forth in a court order. Negligent or reckless parental actions or any unacceptable behavior, which adversely affects the parent/caregiver relationship, will not be tolerated and may result in suspension or termination of the child’s placement in the Center.

**Health Care Issues**

**Emergencies and Accidents**

The Child Development Center strives to maintain a safe environment free of hazards. However, accidents and illnesses needing medical attention may occur. Parents are required to provide reliable and current contact information to be used in the event of an emergency involving your child. **This information must be updated immediately when there are changes to the telephone number, or address and must be updated annually as required by our licensing laws and rules.** We always want to be able to contact you in the event of an emergency involving your child.

All staff members are certified in First Aid and CPR. Should your child have a minor accident, a small scratch or scrape, a staff member will administer First Aid. In many cases, the staff member will contact you by phone to advise you of the incident, and will fill out an incident report requiring your signature at pick up time.

If you are unable to take calls at work except in emergency situations, please inform your child’s teachers. Should your child have a more serious accident, (a head bump, cut, etc.) that requires care from a medical professional, you will be contacted immediately. In some cases, you will be asked to take your child for medical care.

In extreme cases or when the parent or designee cannot be located, the Emergency Medical System will be called. An incident report, signed by you, will be forwarded to the licensing consultant assigned to the Center by the NC Division of Child Development and Early Education every time your child
receives care outside of the facility. **Parents are financially responsible for any medical expense incurred.**

**Medication**

In compliance with state law, all medications will be stored in a locked box, in the cabinet or refrigerator in the medicine room located behind the reception desk. In order for the Center to administer medication, parents must provide a written permission slip. Medication permission slips are available at the front desk.

- Prescription medications must contain the child’s name and original pharmacy label in order to be dispensed.
- Over-the-counter medications must list the proper dosage for the age and weight of the child in order to be administered without a physician’s orders.
- We assume that most medications are administered for a short time. We can give medications once or twice per day.
- Ongoing items, such as emergency medication and diaper creams have permission slips that last from 6 months to a year.
- We are not permitted to administer any medication on an “as needed” basis.

If your child has respiratory issues and uses a nebulizer machine on a regular or seasonal basis, we will need an Asthma Action Plan from your child’s physician to go with the medication.

**Illness**

Children enjoy the program the most when they come to the program healthy and ready to participate in all the daily activities. There are times when your child is sick, or has a contagious illness and cannot attend the child care program. This rule is established by the Division of Child Development and Early Education (DCDEE) and specific guidelines are provided [see The Exclusion Chart located on MOD](http://www.ncchildcare.ncdhhs.gov) or www.ncchildcare.ncdhhs.gov.

If your child becomes ill while at the center, you will be notified and are expected to pick him/her up immediately. We will be happy to assist you by contacting an emergency pick-up person if you cannot leave work. Your child will be made as comfortable as possible until you arrive. In some cases involving contagious diseases or rashes, parents may be asked to provide a doctor’s statement before the child returns to the center. Likewise, certain contagious diseases are required by NC law to be reported to the Health Department.

We work closely with the Child Care Health Consultants to ensure the best preventative measures are implemented and the right action is taken when a child becomes ill.

Children who are sent home with diarrhea, vomiting or a fever of 100 degrees (auxiliary) may not return to the Center until they are symptom-free, unaided by medication, for 12-24 hours based on symptoms and reoccurrences of illnesses.

While we are sensitive to the needs of working parents, we also have an obligation to protect children who are well from children who are possibly infectious. We ask for your understanding and cooperation in this matter and plan ahead for sick child care.

The child care rules require children that attend the program to participate in all regularly scheduled indoor and outdoor learning activities. If you feel your child cannot play outdoors on the playground,
please keep the child at home. The only exception to the rule is those children having reactive airway disease, with documentation from the child’s primary care physician on file. Physician documentation must include the temperature/weather conditions for which the child must remain inside and a medication dispensation plan. In the absence of a physician’s note, children are expected to participate fully in the outdoor learning activities.

Cleaning Duties

Our center is maintained at a high degree of sanitation. We are inspected bi-annually by the Buncombe County Sanitation Staff. Our staff promotes cleanliness by picking up the classroom with the children after activity times. They promote health and safety by cleaning and sanitizing diapering and food areas before and after each use, as well as cleaning and sanitizing toys on a regular schedule. Solutions of bleach and water are used to clean and sanitize. Hand washing is required by everyone before and after eating, before and after playing outdoors and water play, after wiping noses and after toileting.

All floors are swept, vacuumed and mopped daily. Door knobs, bathrooms, light switches, telephones, windowsills and ledges, shelving, toys, diaper areas and sinks are cleaned and sanitized daily or more often if necessary. Walls and partitions are wiped down and trash is emptied daily. Glass is cleaned (inside and out) and baseboards are dusted weekly. Carpets are cleaned with an extraction machine by the staff as hazardous spills occur and by carpet professionals four times a year. Floors are waxed quarterly.

Meals and Snacks

All meals at the Child Development Center are catered. We participate in a program called “Rainbow in My Tummy”. The goal of the food program is to provide the daily nutritional requirements for each child through an interesting and exciting menu. Menus are rotated three times annually in three week increments.

Nutritious snacks and well-balanced meals are served according to the following state requirements:

<table>
<thead>
<tr>
<th>Time</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Breakfast:</td>
<td>Bread or cereal</td>
</tr>
<tr>
<td>Served 8:00 –</td>
<td>Fruit and/or protein and</td>
</tr>
<tr>
<td>9:15 am</td>
<td>Milk</td>
</tr>
<tr>
<td>Lunch:</td>
<td>Meat or Meat alternative</td>
</tr>
<tr>
<td>Served 11:00 -</td>
<td>Fruit and Vegetables</td>
</tr>
<tr>
<td>12:15pm</td>
<td>Bread and Milk</td>
</tr>
<tr>
<td>Snack:</td>
<td>Fruits or Vegetables</td>
</tr>
<tr>
<td>Served 2:30 –</td>
<td>Bread or Cereal</td>
</tr>
<tr>
<td>3:30 pm</td>
<td>Water</td>
</tr>
</tbody>
</table>

The times for meals are prescribed by the Division of Child Development and Early Education (DCDEE). If your child is not present for the meal, please ensure you provide the meal before coming to the program. We are unable to save meals, and are not able to keep food on-site.
Meals will be served in a modified family style with lots of opportunities for children to develop skill in feeding and serving themselves. Children will not be forced to eat any meal item, however they will be encouraged to try new foods. Parents are asked not to send any food or drinks with their children to the center as a variety of nutritious food is offered as part of the learning experience. On special occasions, such as birthdays, parents can make arrangements with their child’s classroom teachers to bring a special food. The regular meal must be served alongside any treat.

The staff is aware that childhood obesity has become prevalent in our society and we make an effort to encourage healthy foods for celebrations, special events and cooking projects. We continue to go outdoors daily and to keep the children physically active to combat this trend.

For your convenience, monthly menus are posted on the parent bulletin board in the main hallway and in each classroom. We also post the most current menu on MOD. Regulations require that a physician’s note accompany all dietary restrictions. Vegetarian meals are provided if your family has made that choice. If your child is vegetarian or has a food allergy, please notify the Center Director and your child’s teacher so that we can work together to provide complete and nutritious meals for your child. All children enrolled in the program (with the exception of those with special diets) will have a center meal served to them during the mealtimes. In this way we can ensure the CACFP and DCDEE for meal components are met.

Mission Child Development Center also participates in the Child and Adult Care Food Program (CACFP). We receive federal monies to help us offset the cost of our food program. You will be asked to complete annual paperwork to comply with the regulations of this program. The state agency that administers the Child and Adult Care Food Program in North Carolina is Special Nutrition Programs; North Carolina Department of Health and Human Services. The telephone number is (919) 733-2973. For more information on the CACFP go to www.nutritionnc.org.

In accordance with Federal law and Department of Agriculture (USDA) policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability. To file a complaint of discrimination, write USDA, Director, Office of Adjudication, and 1400 Independence Avenue, SW, Washington, D.C. 20250-9410 or call toll free (866) 632-9992 (Voice). Individuals who are hearing impaired or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339; or (800) 854-6136 (Spanish). USDA is an equal opportunity provider and employer.

In January 2013, the program began working with the Rainbow in My Tummy program, a creative nutrition-enrichment program that provides Early Care and Education Centers the comprehensive, innovative, and accessible resources needed to inspire and support sweeping change in local food policy and food service programs. Through our participation we will continue to find ways to improve the nutritional value of the meals served in the program and help children and families learn more about healthy eating.

**Nut-Free Center**

The Child Development Center is a nut-free center. For the protection of children and staff with severe tree nut and/or peanut allergies, please do not send any peanuts, peanut products or other items processed in a facility which processes peanuts or tree-nuts. Read all labels carefully before bringing any food into the Center. Because some allergies are so severe, we ask that even personal food items do not include nuts. The staff will do their best to offer nut-free suggestions for celebrations. The Tree-
Nut Free policy posted in each classroom has a list of the specific nuts and edible seeds that should be excluded.

**Resources and Services Provided by the Center**

**Child Abuse and Neglect Reporting Procedures**

North Carolina law requires child care professionals to report suspected cases of child abuse and neglect. If a staff member has a reason to feel that abuse or neglect may have occurred, they MUST report it to their immediate supervisor as well as the Protective Services Unit of the Department of Social Services. Failure to report may result in disciplinary action, dismissal, or criminal action against a staff member.

The Child Care staff does not conduct investigations. If parents have questions about reporting rules or investigations they can call the Child Protective Services Intake Hotline at 822-250-5900.

**Complaint Procedures**

It is the intent of the Center to keep the lines of communication open among parents, staff and management. Direct, informal communication is encouraged and is outlined in the Parent Participation/Communication Policy posted in the Center lobby.

In the event that parents have a concern, they should share their concerns directly with the classroom teacher. If parents are unsuccessful in resolving the issue to their satisfaction, they should take the concern to the Center Manager, Sharon Flushing. If the matter is not resolved, the issue may be addressed with Natalia Rabin in Human Resources.

The Center strives to resolve all concerns in an informal, but direct manner. Parents or other staff members should take any complaints related to suspected abuse or neglect or childcare licensing issues directly to the Center Manager. Parents may also contact the Department of Social Services or the Raleigh office of the Division of Child Development and Early Education. (800-859-0829) Both parents and staff, as Mission employees, have the right to file a formal complaint through the Staff Complaint Review Procedure as outlined in HR Policy #5.03

**Standards of Conduct**

At Mission's Child Development Center we believe an atmosphere of respect and a spirit of teamwork, support and cooperation creates the Village we all hope to find in which to raise our children. Communication is key to making this a reality. It’s important for all of us to share our joys and concerns. Please know we are as concerned as you are when a child gets hurt, we have an outbreak of a contagious illness, or we are seeing hiccups in a child's eating pattern or normal development. We are committed to working with you to answer questions, offer advice locate resources and develop plans that are in the best interest of all the children and families we serve.

We ask that parents and staff speak kindly and professionally to one another at all times in all circumstances. There is always someone else to help with a challenging conversation. This includes sharing only the best about one another on social media sites. In the event that there is a heated situation between parents, between staff or between staff and parents that cannot be resolved quickly by a manager or another staff member, Mission Campus Security will be called. They will determine
appropriate actions to insure that the Child Development Center is a safe place for the children, staff and parents at all times.

Staff Training

The Center strives to hire the highest qualified teachers, and has degreed teachers in all classrooms. All staff is required by law to obtain in-service training hours annually based on the guidelines set forth by the Division of Child Development and Early Education in Raleigh. Additionally, the staff is encouraged to obtain additional education through the North Carolina College and University systems. Training opportunities are available at the Center and in the community through organizations such as the local Smart Start agencies, MAHEC, Channels for Child Care Advancement, Red Cross and online courses approved by DCDEE.

Parent Conferences/Home-Center Communication

We believe that parents are the most significant teachers in a child’s life. We welcome parent visits to the Center and be involved in your child’s day. The Center maintains an Open Door Policy for parents. Parents are encouraged to visit the Center at any time, announced, or unannounced, and should feel free to contact their child’s teacher by phone to check on their child during the day. Daily verbal communication between teachers and parents is essential. Teachers of children under two years of age will send home a daily report of the child’s routines and activities. Classroom teachers of children two years of age and over will give a verbal report about the child daily. All teachers will send home monthly newsletters to share the latest class news and information. A general newsletter will be shared with parents regarding a variety of topics. Please feel free to share topic ideas with the Center Director. Teachers are not allowed to use cell phones while attending to the care of children, so please call the main desk at 828-213-9900 and ask to be transferred to your child’s room.

As part of the Creative Curriculum, the staff gathers information on each child and uses this information for planning activities. Your child’s teachers also use this information to provide a quarterly progress report. The progress report outlines development in several areas, including social, cognitive, and physical and language development. Twice annually you will be asked if you would like a Parent Conference. Parents should also feel free to request a meeting any time if you have questions, concerns or suggestions.

If the parent and teacher feel concern about a child’s development, the program with the parent’s consent can coordinate educational screenings through the School Systems, the MAHEC Health Consultant and the Children’s Developmental Services.

After hours special events will be held periodically during the year. These events will include parent meetings where parents will have the opportunity to get acquainted with the Center philosophy,
developmental guidelines and current research on how young children grow and develop. Open house, special celebrations, field trips, family photo sessions and recitals are examples of common events held throughout the year.

Each classroom has a bulletin board designated for families, near the doorway. Additional information boards in each classroom hold lesson plans, menus, and notices of upcoming events and special classroom activities.

Menus and other center-wide information will be posted on the bulletin boards beside the outer entrance doors and in the main hallway.

Our center participates in the “Paws on a Mission” therapy dog program. We have certified therapy dogs who visit our center several times weekly. The children love these visits and this continues to be a wonderful experience for both children and staff. Please let us know via signing a permission slip if you do not want you child/children to participate in this program for any reason.
Excellence in early education depends on strong relationships between families and teachers. Children benefit when parents, family members, and staff members work together and communicate regularly. We invite your visits, your feedback and your participation with your child at the Child Development Center.