



**Parent Handbook
of
OPERATIONAL POLICIES**
Skyers Child Development Center, LLC

7023 Beatties Ford Rd
Charlotte NC 28216
(704) 395-3481 / Phone
(704) 395-3456 / Fax
skyerscdc@bellsouth.net

Janette Skyers, Owner & Director

Last Revised October 2023

<p style="text-align: center;">SKYERS CHILD DEVELOPMENT CENTER, LLC OPERATIONAL POLICIES</p>

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Welcome to the Skyers Child Development Center. These policies were developed with all parties in mind. Our goal is to provide a safe and nurturing environment where we encourage children to meet their maximum potential in the areas of physical, emotional, mental and social well-being. Our “open door” policy is to encourage parents/guardians to communicate freely and visit at any time.

DAYS/ HOURS/AGES

We are open Monday-Friday from 7:00am to 6:00 pm. Care is provided for children from 3 months to 12 years old. We also provide drop-in care where our service is not required on a regular basis. Space availability for drop-in students is dependent on regular attendees.

RATES/PAYMENT/OTHER FEES

The tuition depends on the age of your child. Regardless of attendance, tuition is due on Fridays (for the upcoming week) before service is rendered. Late fees are incurred for late payments. **Your child may not attend a second week until all fees from the prior week is paid in full.** Auto payment is available. We accept debit and credit card payments ONLY. Please retain your receipts as evidence for payment. You may retrieve your annual report for tuition payments through the payment app.

REGISTRATION FEE

In order to start the registration process, a one-time fee of \$100 is due.

LATE PAYMENT FEE

Payment is late if it is not received by closing on the due date. A late charge of \$5.00 per day will be added to your fee if your tuition is not received by closing on the following business day. **If payment is not made and your child has been absent for three or more consecutive days without explanation, the child’s space will no longer be guaranteed.**

LATE PICK UP CHARGE

If a parent/guardian is late picking up their child, there is a \$2.00 charge per minute. The fee will be included in your child's tuition payment and marked as a late pickup fee. Our system is automated, for this reason it is imperative that you sign your child out every day as not to incur late charges.

CHANGES

Fees are subject to change. Four weeks notice will be given before any change is implemented

Amendment 2/2/22: Communicable Disease

To maintain the health and safety of all children, parents, and staff the CDC requires the closure of our facility / affected classrooms. Illness is not in our control, however, to keep the facility in operation, tuition will still be required regardless of attendance.

ENROLLMENT PROCEDURES

Along with paying the registration fee, the following forms must be read, completed and /or signed prior to the first day of your child's attendance, no exceptions:

- Application
- Contract
- Operational Policies
- Medical Report (within 2 weeks of enrollment)
- Immunization History (within 2 weeks of enrollment)
- Discipline and Behavior Management Policy
- Travel and Activity Authorization
- Infant Feeding Schedule (under 15 months old)
- Infant/Toddler Safe Sleep Policy
- NC Child Care Law and Rules
- Photo & Video Release Form
- Shaken Baby Syndrome Policy
- Smoke Free Policy

CLOSINGS

The schedule for paid holidays is listed below. If the holiday falls on a weekend, the Center will close the same day as the federal and state offices. Christmas is traditionally scheduled as a five-day holiday.

- New Year's Day
- Martin Luther King Jr.
- President Day
- Good Friday
- Memorial Day
- Juneteenth
- Independence Day
- Labor Day
- Thanksgiving Day and the following day
- Week of Christmas

VACATION

Tuition is due regardless of attendance.

SEVERE WEATHER

In the event of severe weather, the Center will follow the advice of our local television and radio station. If it is necessary to close, parents will be called to pick up their children. Tuition is due regardless of attendance.

SUPPLIES/PROVISIONS

The parent/guardian is responsible for providing the following items:

- 2 standard sized crib fitted sheets and 2 blankets (1yr & older)
- 5 fitted sheets (younger than a year)
- Weather appropriate change of clothes
- Diapers, wipes, bibs
- Bottles must be labeled with the child's name, date, and contents
- Lunch boxes and cups must be labeled with the child's name, and date

All personal items should be labeled with the child's name.

Please check in weekly with your child's teacher to be sure extra supply clothing, sheets, diapers, wipes, etc are fully stocked. We will do our best to reach out in advance if a need arises.

SIGN IN AND OUT

An adult signature (18yrs old and older) is required when dropping off and picking up your child, via our kiosk in the hallway. A Sign IN/OUT Record will be available upon request.

TERMINATION POLICY

Before removing your child from Skyers Child Development Center, a two-week notice is required in writing (email, text, app). This allows reasonable time to fill the spot. If your child does not continue to attend the Center for the duration of the two weeks, you will be required to pay all fees up to the two weeks notice. The Center will also give a written, two-week notice to the parent/guardian if it should become necessary to terminate your contract.

DISCIPLINE POLICY

Redirection will be the discipline approach used with children in care. No form of corporal punishment will be used at any time on any child for any reason. No child will be punished in relation to food, rest or toileting accidents. A copy of the discipline policy will be reviewed before enrollment and a copy of the signed policy will remain as a part of the child's file. A copy shall also be given to the parent/guardian.

ADMINISTRATING MEDICATIONS

A Medication Permission Form must be completed in full and must contain specific information on dosage and time(s) to be given (ex: pea size amount of cream, 5mL, etc.). Prescription and over-the-counter drugs will be given under the following conditions:

- The medication is in the manufacturer's original container
- The medicine is prescribed or recommended for the child by a physician
- The child's name is written on the bottle label
- The expiration dated on the bottle has not passed

The parent/guardian must bring an appropriate dispenser for your child.

FIRST AID & CPR CERTIFICATION

All staff is certified in CPR and First Aid. These certifications are kept current. First aid supplies are available at all times for use if necessary. There is no nurse on site. We are limited to cleaning wounds with soapy water, providing ice, and applying pressure. 911 and/or poison control will be called immediately, followed by the parent/guardian and state consultant. We will follow over the phone instructions to care for your child.

EMERGENCY INFORMATION REQUEST

Health and emergency information is kept on file for each child and should be updated by the parent as necessary. In case of an emergency, your child will be transported to the closest and most appropriate healthcare professionals. Information on file is to gain health information in case of emergency from your child's provider.

TRANSPORTATION PROCEDURES AND PERMISSION

Transportation is not provided for attendance purposes. When transportation is provided for field trips, written parental permission and emergency information is kept in the vehicle. Children will only be transported in approved car seats or safety restraints. The parent/guardian will always be informed before their child is transported anywhere. The Center welcomes parents to volunteer for field trips.

PICK-UP

At the time of enrollment, parents are asked to designate who may pick up their child. No child will be permitted to leave with any person other than those who have been designated by the parent in writing. If the designated person/s is unable to pick up the child, a written permission or a phone call is required prior to pick up. All adults who are not known by the staff must show a valid photo identification before the child is released. If at pickup staff does not recognize you, you will be asked to show ID. This is a precaution to ensure the safety of your child.

FIRE & LOCKDOWN DRILLS

Fire Drills are conducted with the children on a monthly basis to insure that everyone knows the procedure to follow in case of a fire. Lock down drills are conducted quarterly so all children and staff are familiar with the procedure during other emergencies. In case of real emergency, parents will be alerted to pick up their children after law enforcement has cleared us to release your children.

ABUSE AND NEGLECT REPORTING PROCEDURES

At any time a child is suspected of being abused or neglected, the Center is required by law to report any suspicions to the Department of Social Services in Mecklenburg County.

ACCIDENTS & INJURIES

All efforts are made to provide a safe indoor and outdoor environment for the children. First aid will be administered when necessary. Once the child has been cared for and comforted, the parent will be contacted and informed about the incident. In instances where immediate medical attention is required, the health care professional will be contacted first and the parent will be contacted second. In the case of a serious life threatening injury, 911 will be called. If you cannot be reached, your emergency contact person will be called.

REPORTING INJURIES

An Incident Report will be completed by staff of injuries that occurred at school and home. Based on severity of injury, parents will be alerted via our childcare app or phone call. We ask that the parent/guardian sign and date the incident report at pickup. We will keep the documentation in your child's file.

ILLNESS

Children who become ill while at the Center will be separated from the other children and their parent/guardian will be called to pick up their child within an hour. Children also need to be picked up within an hour, if the staff becomes ill. The second contact person will be called if a child cannot be picked up within the hour. A child with the following symptoms may not attend the child care:

Illness

- Temperature of 100 degrees
- Diarrhea more than the child's normal pattern
- Two or more episodes of vomiting within a 24 hour period
- Have scabies or lice
- Difficulty breathing or severe coughing. Excessive runny nose.
- Strep Throat

Child may return when...

- Off medication and fever free for 24hrs
- Off medication and no diarrhea for 24hrs
- Off medication and no vomiting for 24hrs
- 24hrs after treatment
- Pendant on reason for cough and/or runny nose. Discuss with Director Plan of Action.
- 24hrs after starting antibiotics

Illness continued...

- Pertussis (whooping cough)
- Skin problems: impetigo or ringworm
- Tuberculosis
- Red eye with white or yellow discharge
- Chicken Pox or rash suggestive of chicken pox
- Hand Foot and Mouth
- Respiratory Syncytial Virus Infection

Child may return when...

- Five Days after starting antibiotic treatment
- 24hrs after starting treatment
- Doctor's Note states child is not infectious OR 2 weeks (longer of the two durations)
- 24hrs after treatment AND no longer showing symptoms
- Rash has crusted over. Approval by Director to return
- Doctor's Note states child is not infectious. Blistered are dried and healing. Approval by Director to return
- Doctor's Note states child is not infectious OR 1 week (longer of the two durations)

Above guidelines are at liberty to change based on updates by the CDC's recommended plans of action.

Whenever a physician's treatment is administered, a doctor's note is required before the child can return. We want to keep all of the children as healthy as possible. Even if already plan to keep child out, please contact the Center if your child has a contagious condition so other parents and the staff may be advised of the situation and respond appropriately.

SANITATION
HANDWASHING

Our hands may look clean, but they are most likely covered with germs. It is very important to wash our hands often and in the proper manner. Children's hands will be washed upon entering the Center, before and after meals, after bathroom visits and diapering, after outside play, after blowing or wiping nose, after covering a cough and sneeze, after contact with any bodily excretions, and when visibly soiled. Hands are also washed after handling a sick child. Parents/guardians must also wash their hands if they visit the classrooms.

DIAPERING

The staff's hands are washed after diapering each child. The child's hands are also washed after each diaper change. Soiled diapers are placed in a covered, leak-proof container, which is emptied and cleaned daily. Soiled clothes are placed in a plastic bag to be taken home. The diapering area and any equipment and supplies that are touched are cleaned and disinfected.

INFANT ROOM

Shoes are not allowed in the Infant Room in order to maintain a sanitary area for the children to have tummy time and crawl around freely.

ADDITIONAL SAFETY TIPS

To minimize accidents while playing:

- Maintain low trimmed and filed nails
- No hanging earrings or necklaces allowed
- Avoid clothing / items that encourage entanglement during play

POTTY TRAINING

Parents should first introduce the potty to their child. When the child is comfortable with being trained at home, we will then start training at the Center. Please avoid clothing with many buttons and snaps. We require pull ups with side latches as not to have to completely disrobe your child, hinder easy access, and provide your child with independence.

FOOD

Families must provide breakfast, lunch, and snack. Breakfast consists of milk, vegetable or fruit, and carbohydrate. Lunch consist of milk, protein, carbohydrate, vegetable and fruit. Snack is 100% juice or milk and a fruit, vegetable or carbohydrate. Infants please provide cereal paired with an age appropriate fruit or vegetable. All hot items must be in a thermos to maintain temperature. All cold items will be refrigerated. We provide milk for children 1 yr old and up.

Examples of Appropriate Thermal Containers:



If you would like your child to be served their breakfast at school, our serving cut off time is 8:30am. Lunch is served at 11:00am. Snack is served at 3:00pm.

Food brought to the Center for a special occasion such as a birthday or holiday and is to be shared with other children must be purchased from an establishment that is inspected by health officials. It must be sealed upon arrival.

PROGRAM DESCRIPTION

Some of the activities that your child may look forward to are as follows: singing favorite songs, reading stories, painting, outdoor play, sand and water play, block, and manipulative and dramatic play. Children also get the opportunity to learn numbers, letters, colors, shapes and science. Special nurturing and cuddling are the infants' favorite. Playing is your child's work. When children play and interact with a variety of toys that stimulate their social, emotional, physical and thinking skills, their minds and bodies are preparing for future success. Talk and listen to your child. Take an interest in what they have accomplished at the center each day. This will set the tone for the remainder of the evening.

PARENT INVOLVEMENT

Parents have the right to visit the Skyers Child Development Center at any time while their child is present. They are encouraged to participate. Some ways of participation include birthday celebrations, holiday or seasonal parties, donations for special projects and teacher wish lists, reading a story to the children, field trips, sharing a special talent, or completing at home activities provided by teachers. Parents are always encouraged to discuss their child's progress and/or concerns they may have with the staff.

I have read and received a copy of the operational policies for the Skyers Child Development Center. The policies have been discussed with me. I understand the policies and agree with them.

Father/Legal Guardian's Signature _____ Date _____

Mother/Legal Guardian's Signature _____ Date _____