



Family Handbook

Revised September 2011

Welcome

We would like to welcome you to our family at the GTCC Children's Center. Our Center is part of the Business Technologies Division and we support the Early Childhood Education Department at the Guilford Technical Community College. We provide a high quality program for the Guilford county area and provide teacher training for the GTCC students and area high schools.

We are dedicated to providing a warm and nurturing environment for young children. We provide experiences that are based on the idea that children learn best when they are involved in their environment and having fun. It is an active process for children. Our children are allowed to make choices in what they do each day and we offer activities that will challenge them in a way that is fun and exciting. Our goal is that children will enjoy learning and want to continue that throughout their life. Our staff is dedicated to helping your child succeed.

This handbook has been designed to give you information about the many components of our program. It has sections on policies and procedures, the philosophy and purpose of the Center, and how you as the parent can be involved. I hope you find this information useful.

Thank you for sharing your child with us and being a part of the GTCC Children's Center.

Anna Hartgrove
Director, GTCC Children's Center

Guilford Technical Community College Children's Center

FAMILY HANDBOOK

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FAMILY HANDBOOK

PURPOSE AND PROGRAM

Purpose

The Children's Center has three basic purposes:

1. To provide quality care for the children enrolled,
2. To serve as a demonstration training site for the GTCC Early Childhood Education curriculum and other local agencies, and
3. To assist GTCC students, GTCC employees, and the community by providing child care services*.

**Note: Because of the high demand for quality childcare, the Center often has a waiting list. Students and others should keep this in mind when applying. Enrolling at GTCC or employment at GTCC does not guarantee admittance to the Center.*

The Children's Center serves up to 61 children between the age of 6 weeks and 5 years. It is the Center's intent to serve children who represent a cross-section of the community, including those of various abilities and backgrounds – racial, ethnic, social, economic, and religious.

The Center is licensed by the North Carolina Department of Human Resources. It is inspected annually by the fire department, the health department, and the Child Day Care section. The Children's Center has a five star rated license. To learn more about the star ratings, visit http://ncchildcare.dhhs.state.nc.us/parents/pr_sn2_ov_sr.asp

Philosophy

The GTCC Children's Center believes that a quality, developmentally-appropriate early childhood program provides a safe and nurturing environment that promotes the social, emotional, physical, and cognitive development of young children. We believe that children are active learners and they must be involved in many different experiences where they can use their senses, motor skills, language skills, social interactions, and engage in symbolic thought. Children are learning when they are playing with toys and other age appropriate materials and when they are interacting with each other and the staff members. The GTCC Children's Center will utilize many different types of materials and experiences to encourage play and foster learning.

Program

The curriculum includes a variety of activities that integrate physical, intellectual, and social-emotional stimulation. Continual assessment of each child's progress is reflected in the weekly plans which emphasize experiences and relationships that build individual competence and positive self-esteem. Weekly curriculum plans and the daily routine schedule are posted in the classroom for each group. The staff of the GTCC Children's Center is concerned with each child's total growth and development. Carefully planned programs and a warm, enriched environment will be provided as the staff of the The Children's Center strives to meet the following goals:

1. To provide developmentally appropriate activities which stimulate the children's growth in the following areas:
 - Physical and Motor Skills

- Cognitive and Problem Solving Skills
 - Communication Skills
 - Social Skills
 - Emotional Skills
 - Self-help Skills
 - Creative Abilities
 - Self-discipline
2. To offer children the opportunity to develop positive relationships with adults and other children.
 3. To provide a nutritious breakfast, lunch, and afternoon snack daily.
 4. To provide daily opportunities for outdoor play and a rest period to encourage good health practices.
 5. To establish positive interactions with parents.
 6. To guide Early Childhood Education college and high school students through meaningful activities as they develop competencies in working with children.

Lending Library

The Center provides a Lending Library with items that you can borrow to assist you in activities with your child. We have file folder games, puzzles, puppet sets, books on parenting topics, lacing cards, flannel board stories, and many other items. These items can be checked out for you to explore at home with your child. We will operate it like a traditional library with a check out system in effect. A list of available materials is available upon request. New items will be added regularly.

Shutterfly

The Children's Center has a Shutterfly account set up where we can share photos of some of the things your child does during the day. The site is only available to members – outside viewers cannot see the pictures. If you would like to be a member, send me an email with the email address you want to use. I will approve you as a member and you will receive an email with information. You will need to set up an account with a password to be able to join our site. Although we do not profit any from the sale of pictures, Shutterfly does have it set up where you can order prints of the pictures. For some reason, Internet Explorer has some Java Script issues and is currently not pulling up the site. It came up just fine through Mozilla Firefox. The web address is: <http://gtccchildren.shutterfly.com>

Email address

We distribute our monthly newsletters and menus via email. A paper copy is posted in each classroom, but paper copies are not distributed to parents. These documents are great ways to stay informed about what is going on in the Center. Please provide us with a valid email address so we can share this information with you. You are welcome to give us more than one email address if you want these to go to more than one person or e-mail account. I will send out occasional emails to let you know of something going on in the center.

Meals

The children are provided daily breakfast, lunch, and an afternoon snack in the classroom. Menus are designed to emphasize food nutrition and minimize sugar, salt, and fat intake. Menus are distributed through email and posted in the lobby each week. Food items should not be brought to the Center unless the parent has arranged, in advance, with the teacher to serve snack items to the entire group. Breakfast is served at 8:30am, lunch is served at 11:15am, and afternoon snack is served at 2:30 pm.

Due to food allergies, food brought into the Center must be approved by the Director and classroom staff in advance of the day it is to be served. The Center provides all food substitutions needed for food allergies and special diets. If you want to bring in food items to celebrate your child's birthday or some other occasion, it must be approved by the Director and classroom staff in enough time that required food substitutions can be purchased. Also, our goal is to

provide children with foods that have a high nutritional level. If you are planning a party that involves food, we ask that you discuss with us the menu so that we can make alternative suggestions if needed. Instead of whole cupcakes with a great deal of icing, use the mini cupcakes. The children can handle the size much better and do not need the excess sugar. Instead of potato chips and/or cheetos, consider bringing goldfish, whole grain sun chips, baked tortilla chips, fresh fruit, fresh cut up vegetables, cheese cubes, etc. There are a lot of things that are options. The staff or I will be glad to help you find healthy alternatives.

The Children's Center (sponsored by GTCC) participates in the Child and Adult Care Food Program (CACFP) through the Nutrition Services Branch of the North Carolina Department of Health and Human Services. Through our participation in this program, we are able to provide 3 nutritious meals that meet CACFP guidelines and are reimbursed for expenses related to food service. Parents of every child enrolled in the Children's Center **must** complete a CACFP application and a participant enrollment form annually for the Center to participate in this program. In accordance with Federal law and U.S. Department of Agriculture policy, the GTCC Children's Center is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability. For further information on the Child and Adult Care Food Program, contact the Center director.

Rest Period

A daily rest period is arranged and provided to accommodate individual needs. You do not need to provide sheets or blankets for rest period. Please do not ask us not to give your child a rest period. We are required by the Division of Child Development and Early Education (DCDEE) to give each child a rest period. Your child does not have to go to sleep, but they do have to give their body a chance to rest.

APPLICATION AND ADMISSION

Application

1. Applications must be obtained from and returned to the office of the Children's Center. Applications will not be taken by phone.
2. Any parent or legal guardian may make an application for a child regardless of race, color, creed, or socioeconomic status.
3. When immediate openings are unavailable, the children are placed on a waiting list for six months. After six months, if an opening has not come available, the children are removed from this list; therefore, applications should be renewed every six months. Please include a current email address on the waiting list application so that you can be contacted about renewing your application.
4. As vacancies occur, the parent of the next child on the waiting list will be contacted. This is dependent on the age of the child needed to fill the vacancy which occurs.
5. Priority is given to siblings of children already enrolled at the Center and to children of students, faculty, and staff of Guilford Technical Community College, if the age of the child is consistent with the vacancy which occurs.
6. There is no fee to be on the waiting list.

Admission

1. Children between the ages of 6 weeks and 5 years are accepted for care in the program, which is a full-day program. The Children's Center provides no transportation to the Center.
2. Applications are reviewed to determine that the Center can meet the needs of each child enrolled. We recognize that no one program is best for all children; therefore, the Center reserves the right to deny admission to a child or terminate a child's enrollment after having informed the parents that the Center cannot meet their child's needs.
4. Prior to enrollment, the Center schedules an interview with the parent or guardian to discuss policies and procedures, secure information about the child, introduce the parent/guardian and teacher, and acquaint the parent/guardian (and child) with the Center. Once the family has determined that the Center is a good fit for their family and a space has been confirmed for the child(ren), a \$60.00 registration fee is required for

each child. The space cannot be reserved for the child without the registration fee. The registration fee is non-refundable. The following papers are required by the first day of attendance:

- Registration form
- Key pad security form
- Guidance policy
- Consent form
- Emergency information form
- Signature page for the “summary of the child care laws”
- CACFP required paperwork

There are additional forms required if your child is in the infant room.

- Infant formula provision
- Infant feeding schedule
- Safe sleep policy

For children of students, a copy of the parent’s class schedule must be completed and submitted by the parent before the child is officially enrolled.

Within thirty (30) days of enrollment, a child care health assessment and immunization record must be completed by a doctor and provided to the Center or the child will not be able to remain in the Center.

5. After acceptance, children may come to the Center for a visit or arrangements may be made for the child to come for short periods of time for several days prior to entering the program.
6. Parents are expected to adhere to the Children’s Center policies, as stated, while their child is enrolled.
7. Before the child may attend, any fees owed to the college must be paid in full.

Withdrawal

A two-week’s written notice is required when a child is leaving the Center. The official withdrawal form is available from the Director. Parents/guardians are responsible for making all tuition payments before leaving. If a two-week notice is not received, the parent/guardian is still responsible for paying for the space for 2 weeks.

Schedule

1. The Center operates year-round, Monday through Friday, from 7:00 a.m. – 5:30 p.m. except for the following holidays: New Year’s Day, 3rd Monday in January (Martin Luther King, Jr. holiday), Good Friday, July 4th, Labor Day, 2 days at Thanksgiving, and 6 days at Christmas. The Center remains open during GTCC semester breaks.
2. The Children’s Center will follow the same schedule as the GTCC campus regarding closings for unforeseen circumstances. If GTCC is closed, then the Children’s Center is also closed. There may be times when it is necessary for the college to be closed, delayed in opening, or dismissed early due to unforeseen circumstances such as: hazardous weather conditions, power outages, infectious disease outbreaks, threat of physical harm, etc.

If a decision to alter the regular schedule is made, the phone message and the website will be updated as quickly as possible. The announcement will be sent to selected radio and television stations in Greensboro, High Point, and Winston-Salem to be aired at or before 6:00am. The message will also be sent out through the E2Campus notification system.

On those days when classes are delayed or when classes are canceled but faculty and staff are required to work, the Center will open one half hour earlier than the designated start time.

If the Children's Center needs to close for any reason during the day, the classroom teachers and/or the Director will call the parents and notify them of the change in schedule. A group email will also be sent out. For this and other reasons, it is very important that we have current phone numbers for all parents and emergency contacts.

Tuition

Rates for July 1, 2011 – June 30, 2012:

Infants* & Toddlers	\$820.00 per month
Two-year-olds	\$760.00 per month
Preschool	\$725.00 per month

*The fee for this group includes all baby food and Similac formula. If a parent chooses to use a different formula, then it is to be provided by the parents.

There is a one-time registration fee of \$60.00 which is due upon acceptance of enrollment. This fee is non-refundable and is required for each child enrolled in the Center.

Tuition assistance may be available for GTCC students who are in financial need and meet the criteria of the grant. This grant application is available through the Financial Aid office and is allocated based on the criteria of the grant and the amount of money received. The grant is awarded in August for the school year. The grant does not provide assistance during summer months. The student parent does have a portion of the child care fees to pay.

Tuition assistance is available through the Department of Social Services to those eligible families as determined by income and family size. Applications for assistance should be made directly through the Department of Social Services. The Center accepts vouchers from all area counties. The Center does charge fees that are higher than the payment schedule for the department of social services. For this reason, the Center does charge the difference in rates. This amount is in addition to the monthly parent fee that is set by the Department of Social Services. The rate difference amount varies per age of the child.

- Infants and toddlers – rate difference is \$90.00 a month
- 2's – rate difference is \$98.00 a month
- Preschool – rate difference is \$97.00 a month

Child care assistance is also available to military families through NACCRRRA. If you are a military family in need of child care assistance, please talk to the director to find out more information.

Payment Policies

1. After being notified of an opening at the Center, the parent must pay a \$60.00 registration fee per child to reserve the space. This is a one-time fee that is not refundable.
2. Tuition is due the first day of each period covered by that payment. Monthly payments are preferred; however, payments may also be made on a weekly or biweekly basis. When a payment is not received by the end of the day on the 16th of the month, a late fee of 10% of the monthly rate will be charged to your account. If payment is not received by the end of the month, day care services may be terminated and other appropriate action taken as deemed necessary.

3. All tuition payments can be made directly to the cashier in the Business Office located in the Medlin Campus Center. The office is open Monday through Friday between 8:00 a.m. and 5:00 p.m. Checks may be made payable to GTCC Children's Center and mailed to

Guilford Technical Community College
ATTENTION: CASHIER
P.O. Box 309
Jamestown, NC 27282

The cashier's office can accept checks, cash, and credit cards. If you want to pay by a check, you also have the option of giving the check to the director of the Center to deliver to the cashier's office for you. The cashier's office will send a receipt back to the center and it will be placed in your child's mailbox for you. It is recommended, for security purposes, that you only give the check to the Director of the Center so that the check can be secured and promptly taken to the cashier's office.

4. A \$25.00 fee will be charged for any returned checks; a cash only policy will be required if more than one check has been returned.
5. The Business Office does not keep a record of your balance due. This information can be obtained from the Center Director.
6. No refunds will be given for holidays, vacation days, or days missed due to illness. The cost of your child's space continues regardless of attendance.
7. Should it become necessary for GTCC to refer unpaid balances to a collection agency or an attorney, the student or parent will be expected to pay all fees associated with the collection of the unpaid balance.
8. A statement will be provided to you before January 31st of the following year with a total amount paid for child care and the Federal Tax ID#

Arrival and Departure

1. The Center opens at 7:00 a.m. No child may be left at the Center before it opens.
2. Children will arrive at various times in order to accommodate the schedules of the families involved.
3. The Center should be notified when a child will be absent or when there will be variations in his/her schedule.
4. Families should park their cars in the designated loading/unloading zone on the right-hand side of the circle in the front of the building, leaving the left-hand side of the circle free for travel (i.e., don't block the circle). Please be considerate of others when parking, pulling forward far enough to allow other cars ample room to park or get out. Watch for small children as you arrive and depart. The college does provide a shuttle bus service to students and the shuttle buses go through the circle drive all day long. It is very important that you pull to the right side of the curb to allow the shuttle bus safe passage.
5. Families are expected to accompany their child to the classroom in the morning and pick them up from the classroom at the end of the day. Please hold your child's hand when arriving and leaving the classroom and the building. Be certain that the teacher has acknowledged your child's arrival or departure before you leave. The child needs to wash his or her hands upon arrival to the classroom, as does any adult who interacts with the children in the classroom.
6. The Center closes at 5:30 p.m. It is the family members' responsibility to arrive by closing time.
7. Family members, or other approved adults, must tell the teacher when picking up a child. Please sign in when you bring your child and when you pick up your child.
8. Only adults previously specified in writing by the family will be allowed to pick a child up from the Center unless the parent has notified the Center in writing. That adult will need to bring identification when coming for your child.
9. Family members who do not arrive for their child by closing time will be charged a late fee and emergency contact persons may be called to pick up the child. Caregivers will complete a "Late Fee Notice" and present one copy to the family and one copy to the Director for accounting purposes. The fees for late pick-up are

1-15 minutes - \$10.00
16-30 minutes - \$20.00
\$10 for every 15 minutes thereafter

After 30 minutes, if neither family member nor emergency contact persons have been reached by phone, the Department of Social Services will be contacted through the Guilford County Sheriff's Department. More than 2 late pick-ups in a month may result in termination of the child's enrollment at the Center.

Loading and Unloading Zone

As mentioned under "Arrival and Departure," the Center has a loading/unloading zone designated in the front of the building for parents/guardians to use when picking up or dropping off children. Parents should park their cars in this designated area on the right-hand side of the circle, leaving the left-hand side free for travel. Note that this is not a long-term parking area for employees or students, and unauthorized vehicles will be towed.

A yellow card that says "Children's Center" is available to put on the dash of your car to help identify that you are a family of the Children's Center. This identification could be necessary in the event of an emergency evacuation. Please ask the Center director for one of these yellow signs.

Health and Safety

Immunizations

1. Each child must have a current immunization record on file at the Center within thirty (30) days of enrollment. Families are responsible for providing the Center with dates of immunizations as they are received. North Carolina Immunization Law requires that each child receive immunizations according to the immunization schedule that is posted in Appendix A. If a child has not received the required immunizations according to schedule, they will only be allowed to remain in attendance if a "catch-up schedule" is documented and an appointment is made for the next immunization.
2. The Guilford County Health Department does require an appointment for immunizations. The immunizations that are required by the State are free. To make an appointment with the health department, please contact (336) 641-5563 for Greensboro and (336) 845-7655 for High Point. For more information about the immunization procedures at the Health Department, please check out their website at www.co.guilford.nc.us/publichealth/divisions/?page_id=7.
3. If families choose to exercise a religious exemption for their child to not receive immunizations, the family is required to provide this in writing for the child's file.
4. If the child has a medical exemption for an immunization, a medical professional needs to provide documentation of this in writing for the child's file.

Screenings

1. Each child must have a physical examination form completed by a licensed medical professional on file at the Center within thirty (30) days of enrollment.
2. Guilford County has an ordinance stating that all children under the age of 6 shall have a lead screening. It is recommended that the blood test be completed twice, at age 1 and again at age 2. The physical examination form has a place for the physician to document whether this screening has been completed or not.

Emergency information

1. Parents are responsible for supplying current emergency medical information and telephone numbers where they can be reached daily. This information is requested on the child's registration form and on the emergency information form.

2. In addition to emergency contact information, the parent should supply medical insurance information so that immediate medical care can be given (in an emergency situation). This information is requested on the child's registration form and on the emergency information form.
3. The emergency contact information shall be updated when the child transitions from one room to the other, or as need arises.

Medical information

1. If your child has a medical situation, food allergies, or other health condition, please discuss this with the director and include this information on the child's registration form. This information is necessary so that we can provide the best care possible for your child. Please understand that there may be some paperwork that will need to be completed by the child's doctor.
2. Any medical information given to the director, the staff members, or listed on the registration form and/or physical examination form will be kept confidential.
3. The Center staff will comply with all HIPPA guidelines and health information on your child will only be released to the people you have listed on the child's registration form.
5. All cups, bottles, and/or other beverage containers brought from home must be labeled and dated. This includes cups that are kept in the cubby for the ride home.
6. The Center can not care for sick children except for brief periods when the child becomes ill at the Center. If a child should run a temperature of 101 degrees, or higher, vomit or have persistent diarrhea, or exhibit other signs of illness, a parent will be called and expected to come for the child as soon as possible. The child will be made as comfortable as possible until a parent arrives, but they will not be allowed to remain in the classroom while waiting for their parent to arrive. You will receive a note stating the condition of your child and the day he/she was sent home. The date the child may return to the Center will also be on the note. The Director and the Teachers will enforce this date of return.
7. A child will be excluded from attendance if any of the following illnesses or conditions exist:

Axillary Temperature definition: The temperature is taken by an ear thermometer.

Fever – The child will be restricted from the Center if she/he has a temperature of 101° or higher, until he/she is without fever for 24 hours without the use of fever-reducing medication. (Tylenol, Advil, Pediacare, etc.). **The child will be out of day care one complete day.**

Diarrhea – This includes two (2) or three (3) loose (watery) stools during the child's day at the Center or an increase from normal stool frequency and consistency (i.e., increased number or stools and a change from formed to loose). The child will be restricted until at least one normal stool has occurred or free of Diarrhea for 24 hours. **The child will be out of day care for one complete day.**

Rashes – Defined as a skin eruption excluding diaper rash. The child will be permitted to attend the Center when the condition resolves, is adequately treated, or the child's physician provides a note specifically stating that the rash is due to a non-contagious disease.

Eye Drainage – Defined as yellow, white, or green drainage from the eyes along with redness of the lids or skin surrounding eye (pink eye appearance). Often there is matting of the eyelids after sleep and there may be pain and burning of the eyes. The child will need to be on medications for **one complete day** before he/she can return to the Center **and there is no longer drainage from the eye.**

Nose Drainage – Defined as yellow or green discharge from the nose. The common cold is very contagious, but not necessarily cause to prevent a child to come to school. If the child has a yellow/green discharge from the nose, is lethargic, does not want to participate in activities, with or without a fever, they should not be in school. It might be necessary to see the doctor to make sure an infection is not present.

EXAMPLE OF COMPLETE DAY POLICY:

If your child is sent home on Tuesday at 11:00 a.m. with a fever, vomiting, diarrhea, eye drainage, nose drainage, or any combination, the earliest he/she may return would be 7:15 a.m. on Thursday. This is based on the child being symptom-free for 24 hours before returning to the Center.

Specific Diseases - Listed are the specific diseases that require restriction from the Center. The child will be restricted until the disease has resolved or has been adequately treated as outlined below. These guidelines come from the Guilford County Health Department and will be reviewed frequently to monitor any changes.

- Chickenpox – May return when all blisters have crusted.
 - German Measles (Rubella) – Restricted at least four days after rash appears.
 - Hand, Foot, and Mouth Disease – Until the condition resolves or a physician writes a note to say that child may return.
 - Hemophilus Influenza (Hib) – Upon advice of the physician.
 - Impetigo – Until all lesions are healed.
 - Lice – Until all nits are removed and it has been at least 24 hours after effective treatment. The child will be out a minimum of one complete day.
 - Measles – Restricted at least four days after rash appears.
 - Pertussis (Whooping Cough) – For exposure of illness – 5 days after effective treatment.
 - Scabies – Until at least 24 hours after effective treatment.
 - Scarlet Fever – Until at least 24 hours of effective treatment and fever is gone. **The child will be out a minimum of one complete day.**
 - Strep Throat – Until at least 24 hours after effective treatment and fever is gone. **The child will be out a minimum of one complete day.**
 - Croup – Until at least 24 hours after fever is gone. **The child will be out a minimum of one complete day.**
1. Prescription medication (in a bottle with a prescription label from the child’s physician) will be administered at the Center. **The staff will NOT give over-the-counter medication to children unless the correct dosage for that age is clearly identified on the bottle. For example, a cold medicine would have to have the correct dosage for a 4-year-old; otherwise, we would need written instructions and permission from the child's physician.** We will NOT give fever-reducing medication for the intended purpose of reducing a fever. See the sick child guidelines above. The medication bottle must be labeled with your child's first and last name and must be accompanied with the doctor's instructions. The medication will only be provided for the duration of the specified illness, not for other illnesses. It will be returned to the parent and must be taken home. Whenever possible, the medication should be given at home and only given at school during the middle of the day. The family will need to complete a medication form giving staff members permission to administer the medication.
 2. If being on over-the-counter and/or prescription medications prevents your child from participating in the regular activities of the day, then he/she should not be at the Center.
 3. Medications will only be administered by a full-time staff member, after the parent has completed the Medication Form available from the Center staff. If children are to receive medication at school, parents need to bring a suitable medicine spoon with the medication. Early morning or late afternoon dosages should be given by the parents at home. Any medicine remaining after the course of treatment is completed must be returned to the child’s parent.
 4. If your child has a special condition such as allergies or diet restrictions, please inform your child’s teacher. If this condition is a medical concern, please have your child’s doctor write a note for the files. This will better enable us to care for your child.
 5. If the child sustains a minor injury, a Center staff member trained in first-aid will provide care and the parent will be notified at the end of the day. In the case of a serious injury, the parent will be contacted as soon as possible. In the event of a life-threatening emergency, an ambulance will be called and the parent notified immediately.

6. The Guilford County Health Department has a Child Care Nurse assigned to the Center who is available as a consultant to answer parent or staff questions. Please see the Center Director for details.
7. The center will follow the Safe Sleep Policy in the Infant Classroom for all children under the age of 12 months. A copy of the Safe Sleep Policy is included in the Appendix section of this handbook.

Sunscreens and Lotions

The sun can cause damage to your child's skin and we strongly encourage you to bring in sunscreen for your child. We must have your written permission to apply the sunscreen to your child, but it is as easy as signing a form. The form must be completed yearly and a new bottle of sunscreen provided each year to make sure that it is as effective as possible. The sunscreen should be applied to your child before you bring the child in each morning, and we will apply another layer of protection before the afternoon play period. If this is a new brand of sunscreen, please let the teacher know so that they can watch for reactions. Children can have allergic reactions to sunscreen.

Lotions also require written permission from the parent before they can be applied, but sometimes they can really be helpful for your child. Your child's hands can often become chapped in the winter months because they are required to wash them so often. We will be glad to apply lotion to your child's hands or face if you would like to bring some in and sign a slip giving us permission to apply it. Please make sure that there are no restrictions on the back that would require a note from the doctor because of your child's age. The same policy follows for all diaper rash creams.

Diet

1. Parents should notify the Center in writing and also discuss with the child's teacher any special diets, allergies, or food needs.
2. Parents of children under 15 months of age shall give the teacher a written statement concerning the child's food requirements.
3. All formulas will be brought in labeled and dated bottles and fed to that child only.
4. The infant room will serve homemade baby food when the child is ready to be introduced to baby food. It is important for the parents and caregivers to communicate on a regular basis about the introduction of new foods to ensure that allergies are noted. We will follow the recommendations of introducing new foods one food at a time and wait 3 days before introducing another new food.

Clothing

1. An extra set of clothes, including a sweater or light jacket, should be clearly labeled and kept in each child's cubby.
2. Children should wear clothing that is washable and comfortable and which allows children independence in toileting. Please remember that children are actively exploring their environment and will often soil their clothes. Soiled clothing will be put in the child's cubby and should be replaced the next day.
3. When on the playground, your child will be exploring the environment in many ways and running is often involved. We do not recommend that you allow your child to wear flip-flops to school because these are not safe to run in. If a child is wearing something other than a tennis shoe or closed toe sandal with a back strap, they will often fall, trip, and stub their toe. They will also spend a lot of time getting mulch out of their shoes. Please help us keep your child safe by providing proper shoes for your child to wear to school and letting them wear flip-flops at other times.
4. When your child is ready to be potty-trained, please communicate with the teacher in the classroom about this process. We typically do not like Pull-ups and believe that your child will train better in underwear once they are ready. Pull-ups also cost you more money than diapers. Your child's teacher can tell you how he/she is doing here at school and what course of action she/he would recommend.

Earrings

Earrings look very cute in children's ears, but they can become choking hazards if they do not stay in their ears. To help us protect all of our children, please make sure that earrings have tight fitting back pieces and are small in nature. Also, the Center is not responsible for replacing lost earrings.

Birthdays

To make the day extra special, parents are encouraged to spend all or part of the day with his/her child at the Center. Parents who wish to contribute a simple afternoon snack should notify the Center in advance.

This snack must be store-bought, not homemade, due to sanitation regulations. Please do not bring anything that contains nuts, peanut butter, popcorn, carrot chunks, hot dogs (unless sliced down the middle lengthwise), raw peas, or pretzels. If you bring fresh fruit, the grapes must be cut into pieces. We have several children in our center who have food allergies and we would like for you to please discuss with the center director exactly what you plan to bring to eat so that we can make sure to provide appropriate substitutions. Although birthdays are special, we request that they be celebrated simply. No party favors, latex balloons, or children's gifts will be allowed.

Sharing

1. Items such as books, records, or nature discoveries are welcome to be shared at the Center. However, toys, money, gum or candy that are brought to the Center will be collected and held by a staff member to be picked up by parents. Exceptions may be discussed with the teacher in advance. If in doubt, a parent is advised to discuss the item with the teacher. Live pets, when provided with adequate housing, are welcome if prior arrangements have been made with the staff. Due to allergies, not all pets can be accommodated.
2. The Center appreciates contributions of leftover sewing, wood, or paper scraps or any other items that children might use in their activities. Dress-up clothing and safe kitchen utensils are especially needed for dramatic play.

Emergency Information

1. Each child must have on file emergency information giving the names and telephone numbers of persons to call when the parents can't be located, should an emergency arise.
2. Authorization of persons who may pick up the children must be recorded. Children will not be permitted to leave with persons not listed on the registration form unless notification, in writing, has been given to the Center staff. The person picking up the child must sign the child out.
3. This information must be kept up-to-date. If changes occur, such as home address, telephone numbers, or contact people, please notify the staff immediately.
4. Parents are encouraged to sign up for the E2 Campus Alert system which will notify you by text or email of inclement weather, closings, delays, campus emergencies, etc. To sign up, go to this link and complete the process. This is really the fastest way to get emergency information.
<http://www.gtcc.edu/students/student-services/e2campus.aspx>

Other Policies

1. Parents should comply with the North Carolina Laws and have children ride fastened in a seat belt and approved car seat when coming to the Center and returning home.
2. Parents are asked to notify the staff if an unusual situation exists at home, such as a parent being out-of-town, or if a family member is hospitalized. This might have an effect on the child's behavior at school. The staff will be more effective in helping the child if we know the situation.
3. There will be no street shoes allowed past the entrance gate into the infant classroom. This helps us ensure that the infants do not pick up trash that is carried in off of the bottom of our shoes.
4. Another way that we protect our infants is to restrict the classroom to adults. Children over the age of 2 are not allowed to enter into the infant play area.

Child Abuse and Neglect

North Carolina law requires that anyone suspecting that a child has been abused or neglected must report available evidence to the Department of Social Services, Protective Services Division. The Children's Center staff will comply with the law in reporting such suspicions and when feasible, express concerns of such suspicions directly to the child's parents or guardians. It is also the PARENT'S RESPONSIBILITY to report suspected abuse and neglect. If you have suspicions or your child shares a "secret" with you, please take these seriously and report the suspicions. It is the responsibility of the Social Workers to PROVE abuse. Our responsibility is to report suspicions. The telephone number to report your concerns is 336-641-3795. The Center Director has many resources that you can borrow to read and share with your child during this traumatic time. These materials can sometimes help you figure out what to say and not to say. Please let the Center Director know if something is going on so if there is a change in behavior with the child, we will be prepared for it. Confidentiality will be maintained for the family at all times.

Referral to Other Agencies

The resources of Greensboro, Guilford County, and High Point are available to teachers, parents, and children. When it is believed that a child needs a special program or community resource, an appropriate referral will be made. Prior to this, a conference will be held with the parents.

Parent Participation

Parent participation is a welcome and essential aspect of the Center program. A child has the best chance of achieving in all areas of development when there is good communication between parents and other adults who help in the child's care. Observation booths are available for observing the children at any time. Parents are welcome at the Center and are encouraged to join their child for periods throughout the day. Parent programs will be scheduled at various times during the year, and parents are encouraged to participate in these programs, which we hope will be helpful to you in working with your child.

Parent-Center Communication

Monthly newsletters and classroom calendars will provide information about activities occurring at the Center. Ideas and suggestions for the newsletter are welcome from parents. Parents are encouraged to request appointments for conferences to discuss their child with the teachers and/or director, in addition to the informal exchanges at arrival and departure. The teachers will schedule conferences to share with parents the progress the child has shown and to receive any information that may better help them serve that child. Conferences are held in January and July.

Guidance/Discipline

1. Limits and guidance are necessary for children's sense of security and for their happiness with themselves and others. The Center staff seeks to provide guidance that respects the children's self-image.
2. Guidance techniques used will be directed toward teaching self-control, acceptable behavior, and respect for the rights of others. The methods used will be based on an understanding of the child's needs and the stage of his development.
3. Techniques used include verbal reminders, the restriction of privileges, natural and logical consequences, and "time-out" periods. Children are encouraged to use words to settle disputes rather than hitting, biting, or kicking. The teacher's emphasis is on recognizing and encouraging positive behaviors rather than dwelling on the negative.
4. Teachers or other adults supervising children are not permitted to use spanking or any other method of physical punishment or verbal abuse such as threats. Children are not handled roughly in any way, including shaking, pushing, shoving, pinching, biting, kicking, or slapping. Children are not punished for bathroom accidents. Teachers may not deny a child food or rest or force a child to eat or rest as punishment. Children are not punished for not sleeping during rest time.

5. No child may be placed in a locked or unsupervised area for punishment. No discipline will be delegated to another child.
6. The teachers will plan an interesting and varied program which can help to avoid many behavior problems. The teachers will keep alert to the entire group of children. They will set realistic limits and plan for a positive and safe environment.
7. The teachers will model appropriate behavior and provide a supportive environment for the enhancement of self-respect and the development of problem-solving skills.
8. When help is needed, the teacher will explain to a child why a certain behavior is inappropriate and will be supportive of the child's developing acceptable problem-solving skills.
9. The teacher will remove a child from a situation if necessary but within open view of the group. The "time out" will be minimal and only used after other more appropriate methods are tried first.

Concern/Grievance Procedures

Parents who have questions concerning their child or who disagree with Center programs and policies should talk to the Center Director. When further clarification is needed, the parent may speak to the Chair of the Business Technologies Division who will determine what action should be taken.

Cleaning Schedule

Cleanliness of the center is very important and is handled in a variety of ways. Here is a breakdown of the Center's cleaning schedule. Some of these duties are completed by the housekeeping staff.

Daily

- Vacuum carpet.
- Sweep and mop floor.
- Tables are cleaned and sanitized each time they are used.
- Bathroom is cleaned and sanitized every night.
- All sinks are cleaned and sanitized every night.
- Commodes and sinks are sanitized during the middle of the day.
- Any toys that are put in the mouth are put into a basket and put away until they can be cleaned later on that day, and then they are cleaned and sanitized daily.
- Crib sheets are laundered daily.
- Changing table is cleaned and sanitized each time it is used.
- Water table is emptied daily and cleaned.
- Hats that are worn are sanitized as soon as they are finished being used.
- Chairs are wiped off after each meal.

Weekly

- Mat/Cot sheets and blankets are laundered weekly.
- Toy shelves are dusted each week.
- All cloth toys are laundered weekly.
- Dress-up clothes are laundered weekly.
- Counter area is cleaned off weekly.
- Cubbies and mailboxes are encouraged to be cleaned out weekly.

STAFF DIRECTORY

2011-2012

GTCC Main Number: 336-334-4822

	Location	Extension
Director, Children’s Center ...Anna Hartgrove Cell phone 336-442-7270	SC-100	50245
Chair, Business Technologies Division ...Ken Rowe	AT - 150	50466
Staff:		
<u>Infant classroom</u>		
Younger Infants.....Jill Bettini	SC-107	50090
Older Infants.....Heather Hucks	SC-107	50090
PT assistantSusan Garner	SC – 107	50090
<u>Toddler Classroom</u>		
Teacher.....Terri Mills	SC-103	50091
Assistant.....Laura Denny	SC – 103	50091
PT assistant La’Kysha Parker	SC – 103	50091
<u>Two-Year-Olds</u>		
Teacher.....Jennifer Anderson	SC-105	50092
TeacherMichele Reynolds	SC-105	50092
PT assistant Carla Moore	SC 105	50092

Preschool Classrooms

Preschool I.....Laura Mabe	SC-102	50089
Preschool I..... Alanna Gatwood	SC-102	50089
Preschool II Karen Chesnutt	SC-109	50093
PT assistant..... Shelby Kroh	SC 109	50093
Food Service TechnicianPamela Fincher	SC-108	52111