



**HOLLY RIDGE QUALITY**

**CHILDCARE & PRESCHOOL**

# **Parent Handbook**

502 US-17  
Holly Ridge, NC 28445

**Phone: 910-803-3003**

**Monday - Friday  
6:30 a.m. - 6:00 p.m.**

**[HRQualityChildcare.com](http://HRQualityChildcare.com)**

**[HRQCC@outlook.com](mailto:HRQCC@outlook.com)**

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# Philosophy and Goals of Our Program

The mission of HRQCC reflects the passion we have for nurturing and caring for children. The first six years of a child's life are very important. During this time, a child is forming his or her pattern for coping with life. We have accepted the responsibility to serve the families in our community by offering an atmosphere in which the whole child can grow. Through a warm, accepting, and rich program, we hope to give all children a natural step from home to school. To achieve these goals, we believe that the teaching methods and techniques used must be based on a proper understanding of child development. Under the leadership of highly qualified teachers, your children will engage in age-appropriate activities in all developmental areas. Each child will receive guidance to grow independently, socially, and emotionally and to embrace their own unique talents and abilities. The children in our center will be nurtured in a loving and caring environment that fosters cognitive, as well as physical, emotional, and social development. Using *The Creative Curriculum* and *NC Foundations*, our objectives are to promote a high self-esteem, a sense of right and wrong, and strong morals.

*The Murphy and Pope Families*

Please keep this manual in a safe convenient location and refer to it often.



## Administrative Policies

### **Hours of Operation**

Our normal hours of operation are Monday through Friday, 6:30am to 6:00 pm.

### **Preschool Programs (Ages 3 – 5)**

Preschool programs begin at 9:00 am. Please try to have your child here on time in order to keep the disruption of classroom activities to a minimum. If you pick your child up after 1:30 pm, there will be a late fee assessed of **\$3.00 per minute**.

### **School-age Programs (Ages 5 - 12)**

Care for children begins at 6:30 am and **ends at 6:00 pm**. All school-age students must arrive before 8:00 am in order to receive transportation to Coastal or Dixon Elementary Schools. If your child arrives after 8:00 am, there will be no transportation provided to school that day. The Afterschool bus transportation returns to HRQCC by 4:00 pm. Please pick your child up before 6:00 pm, there will be a late fee assessed of **\$3.00 per minute**.

### **Courtesy Call**

HRQCC requires a courtesy call if you plan to bring your child in past **the requested times above** or if he or she is going to be out for the day. **All preschool or full-time school-age students must be at the center by 10:30 am.** This ensures we are well-staffed to better meet your needs. *HRQCC reserves the right to refuse care for that day if you do not call.*

### **Daily Schedule**

Please check your child's classroom and communication applications for postings of the daily schedule and weekly lesson plan. Generic program schedules and a calendar of events will be posted on our website, HRQualityChildcare.com.

### **Registration**

There is a onetime registration fee of \$25.00 per child. This fee is non-refundable.

### **Enrollment/Termination**

Enrollment is open to all children ages from 3 to 12 years of age in the community, provided that the school can meet the needs of that child. HRQCC does not discriminate based on race, sex, religion, national origin, ancestry, or income. Our facility accepts children with special needs if a safe and supportive environment can be provided.

**The registration fee and first week's tuition are required upon enrollment.**

All forms must be filled out and returned by the child's first day of attendance.

The following forms are needed:

1. Application for Enrollment
2. Children(s) Medical Report: This **MUST** be filled out and signed by a physician and provided within 14 days of enrollment. **Every child is required by state law to have an up-to-date physical** (within in the last year).
3. Up to date Immunization Record (updated copies must be provided whenever new shots are obtained)

4. Discipline and Behavior Management Policy
5. Photograph and Video Permission Form
6. Signed Enrollment Contract Agreement
7. Tuition Express Parent Authorization or payment plan established
8. Child and Adult Care Food Program, which does not discriminate based on race, color, nationality, or sex. This is a program for the entire facility; therefore, all enrollment forms must be provided to them in order for our facility to continue in the food program.

If the Health Assessment and Immunization Record are not provided within 2 weeks of enrollment, we will refuse services until this request is met and tuition will still be due in order to hold your child's spot.

If there is an incident that poses a serious threat to the health, safety or welfare of the students or staff, HRQCC reserves the right to expel the student immediately.

If you plan to withdraw your child, the center **must have a 2 week notice** prior to his/her last day. **If we receive no notice, you will be charged for the 2 weeks accordingly.** All fees are to be paid in full on or before you child's last day, regardless of the child's attendance.

HRQCC is a for-profit business and depends upon tuition to purchase supplies and pay salaries. All payments are due, either by credit card, check or cash each Monday. Rates are charged for all normal working days as well as paid holidays that fall within that week. **Tuition remains the same regardless of your child's attendance.** All cash payments receive a receipt upon request.

### **Late Fees and Delinquent Accounts**

Payments received after Friday at 6:00 pm are considered late, and a **\$10.00 fee will be added to your tuition statement.** **If your tuition is not paid by Friday, your child will not be able to return the next week until the balance is paid.** Other arrangements can be made if discussed in advance with the Director. Please remember that this is a business and without your paid tuition, we cannot pay expenses to support your child's care.

### **Department of Social Services**

All parents receiving assistance through the Department of Social Services (DSS) must pick their children up on time. Attendance information is required by DSS to be recorded and turned in. You could lose your assistance if you do not comply with your voucher terms. Once we receive your vouchers, we will advise you as to what your monthly parent fee will be. Please be aware that DSS is a subsidy program and may not cover the entire tuition. You are responsible for the difference of what DSS will pay and current tuition fees. All monthly parent fees will be divided into quarters, and payment is due each Friday. If your fee is not paid each Friday, your child will be unable to return the following Monday and a \$10 late fee will also be added to your balance. If you terminate your contract with HRQCC and a balance is owed to us, DSS will not pay for your childcare elsewhere in the state of North Carolina until your balance is paid. Please note that you are still required to provide a two-week notice if you decide to terminate your contract with our facility.

### **NSF Checks**

If a check is returned for insufficient funds, you will be required to pay a **\$25.00 fee** in addition to the check amount. This is the amount we are charged because of the returned check. If we receive

two NSF checks from you, we will no longer accept a check as payment. You will need to pay with debit, cash, or money order.

## **Absences**

There will be no refund or adjustments made to your childcare fee for your time missed due to illness or vacations. Payment ensures a consistent spot for your child at our center.

## **Damages**

HRQCC will repair broken toys and equipment due to normal wear and tear; however, should your child purposely damage or break equipment or toys these items will be replaced/repared at the cost of the parents.

## **Holidays**

HRQCC will be closed for the following days during the year. It is your responsibility to arrange childcare on these dates. Please understand that we are able to keep our weekly fees reasonable by calculating them in a 52-week period. Therefore, your tuition remains the same for these holidays:

### **Holiday Closing Schedule 2022**

- **Martin Luther King, Jr. Day - Monday, January 17<sup>th</sup>**
- **President's Day- Teacher Workday – Monday, February 21<sup>st</sup>**
- **Good Friday – Friday, April 15<sup>th</sup>**
- **Easter Monday – Monday, April 18<sup>th</sup>**
- **Memorial Day- Monday, May 30<sup>th</sup>**
- **Juneteenth- Friday, June 17<sup>th</sup>**
- **Independence Day – Monday, July 4<sup>th</sup>**
- **Teacher Workday- HALF DAY (close at 12:00 pm) Friday, August 19<sup>th</sup>**
- **Labor Day – Monday, September 5<sup>th</sup>**
- **Veterans Day – Friday, November 11<sup>th</sup>**
- **Thanksgiving – Wednesday, November 23<sup>rd</sup>, Thursday, November 24<sup>th</sup>, Friday, November 25<sup>th</sup>**
- **Christmas – Thursday, December 22<sup>nd</sup>, Friday, December 23<sup>rd</sup>, Monday, December 26<sup>th</sup>**

*\*\*Please Note: There are no tuition adjustments for holidays\*\**

## **Other Closings**

In the case of weather conditions, we will remain open if it is safe to do so. In the case of severe weather, please call the center to check if we are open or will be closing early due to the weather. Families will be notified on Facebook, Email, and through our Communication Apps. Parents must prepare to come to the center and pick up their children when these conditions occur. We will make every effort to open and remain open however we will close for liability reasons if the surrounding areas are unsafe.

Please note: **There will be no tuition credits for weather related closings.**

## **Revisions to Handbook and Contracts**

We reserve the right to make changes in rates and policies as deemed necessary for the benefit of providing quality childcare. You will be notified in writing of any changes that may occur, with at least one week notice before the changes take effect.

## **Arrival and Departure Policies**

Parents are asked to drop children off and leave within a reasonable amount of time.

When picking up, please be sure to check your child's cubby and/or classroom for their belongings and daily paperwork.

According to NC Childcare Regulation, **all children must be signed in and out each day**. A parent or adult must escort each child into the facility upon arrival and make sure the staff member knows the child has arrived. In addition, parents/guardians must come into the building to sign the child out before he/she can depart. All children should be properly secured in the vehicle upon arrival and departure. **NC Law states that you should not leave your vehicle running or leave children in your vehicle while unattended.**

Until staff is familiar with parents or adults, photo identification will be required prior to removing any child from the facility. Anyone other than those listed on your child's application as "allowable pick-ups" must be approved in writing prior to picking the child up. The child's recognition of the adult is not enough to release them from the facility. No child will be released without the presence or permission of the custodial parent or legal guardian. The child will not be released to anyone who, in the opinion of the staff, cannot safely care for the child to include parents, legal guardians, and other persons under the apparent influence of drugs or alcohol, and any person who pose safety risks. The provider will notify the police immediately if an unauthorized person seeks custody of the child.

## **Custody Disputes**

The Director or Assistant Director will not become involved in custody disputes. For the child's protection, a copy of the court order granting custody must be on file in the child's confidential folder. If the non-custodial parent attempts to take the child from the facility, the police department and the custodial parent will be notified immediately.

## **Biting Policy**

We want to provide a friendly learning environment for all our children. This is for the health and safety of each child.

- **If your child bites TWO times in ONE day, your child will be sent home for the rest of the day.**
- **If your child bites FOUR times in ONE week, they will be sent home for the rest of the week. An immediate conference with administration and parents/guardians will be held in response to these incidents.**

## **Clothing/Personal Items**

Your child will need the following items labeled with their name in permanent ink:

- 2 sets of underwear and socks
- 2 sets of clothing (seasonal)
- A plastic or metal reusable and DISHWASHER SAFE water bottle that will be disinfected and stored at HRQCC

Please dress your child appropriately for the weather. If your child requires a hat, sweater, coat, mittens, please label them clearly with your child's name. Children **MUST** always wear open-toed

shoes when in attendance (except for Water Days during our Summer Program).

## Supplies and Toys

As previously stated, it is necessary for the parent/guardian to supply clothing on a routine basis. Individual toys are discouraged from being brought into the facility unless the child's teacher is having a "Sharing Day." This will be announced well before the actual event.

## Program Schedule

Using *The Creative Curriculum* and *NC Foundations*, HRQCC creates developmentally age-appropriate activities in each classroom's weekly schedule and lesson plans. Teachers ensure there is a balance between active and quiet activities. All children will go outside each day unless the weather restricts us to do so. Materials will be provided to enhance small muscle, large muscle, cognitive/language, and social/emotional development. Should the parents/guardian wish to donate any materials toward these goals, please check with the facility to determine if they are appropriate.

## Educational Policies

At HRQCC, the program will include the following:

1. **Social Development:** We encourage children to develop the skill of respecting the rights of others. Children are taught to express themselves with words and feelings rather than physical actions.
2. **Mental and Emotional Development:** Teachers will help each child develop a positive sense of self and the ability to identify and express their emotions. We will work to promote the emotional growth of all children of all learning levels and abilities.
3. **Intellectual Development:** Language skills and basic listening abilities are taught through structured socialization, music, story time, puppets, and other activities. The teacher provides opportunities for children to learn math and reading concepts through daily interactions in whole group and small group settings. Hands-on activities are provided for developing questioning and reasoning skills.
4. **Physical Development:** Our center provides daily opportunities for children to develop fine and gross motor coordination through a variety of engaging activities in the classroom and outdoors. Children are encouraged to learn health and safety routines through teacher modeling and daily practice.

Our fun and creative approach to teaching allows each child to develop their individuality and creativity.

## Curriculum

The main purpose of HRQCC is to ensure each child has a positive first-time school experience. We feel confident that our school is a happy environment where children can grow academically, socially and emotionally, build healthy relationships and have fun. Children are encouraged to share, take turns, demonstrate patience and self-regulation in an engaging classroom situation, work cooperatively in large and small groups, and build independent problem-solving skills. We feel these are a good foundation for getting your child ready to enter Kindergarten.

Our curriculum has been designed to provide a variety of learning experiences for your child promoting growth and development emotionally, socially, physically, intellectually, and spiritually. Hands-on learning experiences include a balance of reading and number readiness,



music appreciation, stories, creative art, science, health, social studies, cooking, physical education, guest speakers, puppets, and dramatic play. We accomplish this by using age-appropriate activities in learning centers and the implementation of *Second Step Social Emotional Curriculum*, *The Creative Curriculum* and *NC Foundational Standards*.

### **Birthdays and Special Observances**

Birthdays are special for everyone and especially to young children. If you would like to supply treats to your child's class, please make sure they are store bought. Please make arrangements with your child's teacher or administration at least one day before the celebration.

### **Parent/Guardian Involvement**

Parents are encouraged to visit, observe and participate in all of their children's activities. We invite all our parents to attend our holiday parties, birthday celebrations, school functions, community events, etc. To build a successful relationship, parents and providers must maintain open lines of communication. However, there will not be any parent conferences during instructional time or when teachers/staff are supervising students. Parents/Guardians may request conferences by making an appointment. Our goal is to provide your child with the best educational experience. We are always open to new ideas and helpful suggestions, so please do not hesitate to discuss these ideas with our administration or during a scheduled conference.

Whenever the child is present, the parents are welcomed to visit and interact with his or her child. When the parents are present, children must still follow the guidelines of the facility. Please notify the provider of your presence immediately upon entering the premises. **If there is any change in the routine at home, such as illness, death or divorce please let us know so we can understand and help your child adjust to the changes. Special conferences or telephone contacts will be set up if any problems arise with your child. *Please feel free to contact us at any time.***

### **Personnel Policy**

All staff (volunteer and paid) who have any contact with the children will have required health assessments, public records check for history of conviction of crime and be oriented with the program's policies, and CPR/First Aid Certification within 90 days of employment. Every staff member is required to complete continued education courses and records will be maintained and kept in a personnel folder for each staff member. Our classroom teachers are required to obtain ECE Credentials or higher degrees by using the TEACH Scholarship.

## **Health and Safety Policies**

### **Hand washing**

Hand washing is the single most important way to prevent the occurrence and spread of illness in children and staff. Signs will be posted at each sink showing the steps to follow. The facility shall ensure that staff and children are instructed and monitored frequently on the use of running water, soap and single use towels.

All staff, volunteers (including parents who come to visit for brief periods of time), and children will wash their hands at the following times (as applicable):

1. Upon arrival for the day, when moving from one childcare group to another or coming in from outdoors and when hands are visibly dirty.

2. **Before and After:**
  - a. Eating, handling food, or feeding a child.
  - b. Giving medication.
  - c. Playing with water that is used by more than one person.
  - d. Diapering and toileting.
3. **Before:**
  - a. Using water tables
  - b. Going home.
4. **After:**
  - a. Handling bodily fluids (mucus, blood, and vomit) and wiping noses, mouths, and sores.
  - b. Cleaning
  - c. Handling pets or other animals, cages or pet objects.
  - d. Removing gloves used for any purpose.

The following hand washing method is required:

1. Using warm running water and liquid soap wet hands and apply small amount of liquid soap to hands.
2. Removing hands from water, rub hands vigorously together until a soapy lather appears and continue for at least 20 seconds (30 if concerned about recent contact).
3. Be sure to scrub between fingers, under fingernails, around cuticles, backs of hands, wrists and palms.
4. Rinse hands under warm, running water.
5. Leave water running. Dry hands with single-use or disposable towel being careful to avoid touching faucet handles or towel holder with clean hands.
6. Turn the faucet off using the towel as a barrier between hands and faucet handle.
7. Discard used towel in plastic bag lined trash can.

## **Medication Administration**

Attention parents, NC DCDEE requires a medication form on file to administer any medications.

**Please do not put medication in the child's bags. This includes over the counter items, sunscreens, lotions, and ChapStick.**

A medication form that gives the provider permission to administer that medicine must be filled out. Over the counter medication must be labeled with the child's name and in the original container. Prescribed medication by a health provider must be kept in the original, child resistant container. The container must be dated and labeled by a pharmacist with the child's name, date the prescription was filled, name of the healthcare provider, expiration date and specific instructions for administration and storage. All medications will be kept in a locked storage box. If you need a medication form to complete, please notify the front office. Medicines will NOT be used beyond the date of expiration. All unused medicines shall be returned to the parent or discarded. Medication permission forms will be kept on record, and a log of medication administration and dosage will be kept on file for a minimum of six months.

Types of medication permission slips include, but are not limited to:

1. Permission Form for Asthma and Allergic Reactions
2. Permission Form for Medication Administration (oral medications)
3. Over the Counter Permission Form (lotions and topical ointments)

All medication must have specific instructions for administration on the dedicated form completed by the parent/guardian or physician to include:

1. Child's name
2. How much to be given
3. What time the medication should be administered
4. How often
5. Length of time medicine is to be administered

Staff will not administer bug sprays or sunscreen in the morning. Parents/guardians must apply before arrival. Sunscreen will only be applied to full-time School-age Summer Program students. A specific sunscreen waiver will be included in the enrollment packet for this program.

## **ILLNESS**

For the benefit of your child and the other children, please do not send your child to school if he/she is ill. You will be contacted to pick up your child if they have any of the following symptoms/conditions:

- Vomiting (2 vomiting episodes)
- Diarrhea (2 consecutive diarrhea episodes)
- Temperature in excess of 101 degrees F.
- Excessive runny nose (yellowish/green) with persistent cough
- Impetigo
- Head lice/nits
- Pink eye
- Other contagious illnesses or concerning symptoms (see NC Childcare Rules)

If your child is sent home due to illness, they **must be symptom and fever free for at least 24 hours before they are able to return to the center (unless the CDC guidance states otherwise)**. Please see center director if you have questions regarding your child's return to school after an illness.

We must be able to contact you at any time when your child is at our facility. Please notify the center as soon as possible if your address, phone number (home or work) or emergency phone numbers changes. If we do not have this information at the time of emergency, we will call the Department of Social Services.

*\*\*\*Due to COVID-19, the regulations, and requirements of childcare centers in North Carolina have changed. Please read the NC Childcare Toolkit available on the NC DHHS website for up-to-date requirements when a child is exhibiting COVID-19-like symptoms.*

## **Incidents**

The provider will complete an Incident Report form as soon after the injury as possible. The form must be signed by the parent/guardian. A copy will be kept on file at our facility, and one will be available to parents/guardians. Depending on the type of incident, the parent will be called as soon as it happens. First aid kits will be unlocked and accessible to staff and will be restocked to maintain the supply of items.

## **Medical Emergencies**

In case of emergency treatment, we will call Emergency Medical Services (911) first and then contact parents/guardians. If the parent or guardian is unavailable, we will reach the alternative emergency contact person. The provider is authorized per the Authorization to Consent to Medical Care on the enrollment form to seek medical attention if an emergency occurs. Emergency contact information for each child and staff will be kept readily available and updated regularly.

## **Other Emergency Situations**

The telephone numbers of the Fire Department, Police Department, local Hospitals, EMS and Poison control will be posted by each working phone. Other emergency situations will include, but are not limited to, evacuations due to fire, explosions, power failures, and closings due to severe weather. In the event of an emergency, should it be necessary to evacuate the facility, child/staff ratios will be maintained, and the children will be evacuated to the nearest designated shelter, which is Smoky Tony's BBQ or our designated evacuation location. The provider will carry attendance and emergency contact information from the facility to the location where evacuees will gather and compare attendance at the shelter to the attendance sheet to be sure no children/staff have been left behind. A final "sweep" of all areas accessible to children will be conducted before the last person leaves the facility. Families will be notified by phone, Facebook, our Communication Applications, or local radio/television stations if such a situation should arise. Parents/Guardians should be prepared to pick their child up within one hour of an emergency situation from the designated location.

## **Fire Drills**

Fire drills will be held monthly. The timing of the drills will be varied to include all hours of operation. Documentation will be maintained in the facility records for review by the licensing consultant. Fire exit plans are posted in the facility. Mobile children will be led out of the facility in the quickest and most efficient way possible. Non-mobile children will be carried or wheeled out using assistive equipment.

## **Supervision and Hazards**

No child will be left unsupervised while attending the program. The provider will directly supervise children by sight and hearing at all times. The provider will conduct daily inspections of the facility for hazards. The results of the inspection will be reviewed to arrange for correction of hazardous conditions identified. Written reports of inspections will be kept in the program files. All potentially toxic materials such as pesticides, toxic cleaning materials, aerosol cans, and poisons will be kept inaccessible to the children.

## **Outdoor Safety**

The provider will do a daily outdoor hazards check. This includes, but is not limited to a check for insects, snakes, toxins, broken toys, and other hazards. The provider will attempt to limit exposure to insects and UV radiation by adapting the schedule to avoid these hazards. A Weather Watch chart provided by the state is used each day to determine if it is safe for children to play outside.

## **Abuse and Neglect Reporting Procedures**

Any suspected abuse or neglect will be immediately reported to the Child Protective Services Agency no matter where the abuse may have occurred. We will follow the guidance of the Child Protective Agency regarding notification of the parent/guardian. Staff accused of child abuse will

be suspended without pay pending investigation of the accusation. However, no accusation or affirmation of guilt will be made until the investigation is complete. Caregivers found guilty will be **summarily dismissed**. Each complaint will be submitted to the Division of Child Development within 24 hours.

## **Staff**

We feel very fortunate and extremely proud to have high quality staff members caring for our community's children. Our teachers enjoy teaching and being with children and will help to establish a good relationship with you and your child.

All of our lead teachers are trained in early child development or another related field and have previous experience and training in preschool and/or school-age activities. They will hold students to the classroom expectations and provide a loving and nurturing learning environment. Our assistant teachers or co-teachers are also qualified in child development and are helpful in assisting the lead teachers in various learning experiences. Each staff member is required to receive yearly in-service hours in child development to further his/her understanding of early childhood education and childcare. Each staff member is also required to maintain an up-to-date CPR and First Aid card.

The provision of afterhours care for your children by any HRQCC staff member must be approved by the administration in writing. Please see administration for more information.

## **Responsibilities of HRQCC**

- We cannot be held responsible for lost articles.
- We prohibit smoking, alcohol, and illegal drugs in and around this facility. Staff, parents, volunteers or any other people who are present may not consume them prior to entering or during their time at the center.
- We feel we are a loving and caring family. We sincerely care about you and your child. It is our responsibility to ensure your child's preschool and school-age years are filled with positive learning experiences.

## **Confidentiality**

Confidentiality of information about the child and family will be maintained. Information concerning the child will not be made available without the expressed written consent of the parent/legal guardian. However, by law, enrollment forms and all other information concerning the child, and family, compiled by the facility will be accessible only to the parent/legal guardian and the:

1. Childcare provider/staff
2. Health/social service coordinator
3. Licensing consultant
4. Immunization nurse from the Health Department

## **Discipline and Behavior Management Policy**

Praise and positive reinforcement are effective methods of receiving positive, non-violent, and understanding interactions from adults and others. They develop strong self-concepts, problem-solving abilities, and self-discipline.

Based on this belief, HRQCC will practice the following behavior management of children:

1. Praise and encourage children.
2. Reason with and set limits for children.
3. Model and practice appropriate behavior with the children.
4. Modify the classroom environment to attempt to proactively prevent problems.
5. Listen to children on their level.
6. Provide alternatives for inappropriate behavior for children.
7. Provide children with natural and logical consequences of their behaviors.
8. Treat children as people and respect their needs and feelings.
9. Explain things to children on their level.
10. Use short supervised periods of “time-out” (when age appropriate)
11. Be flexible with the behavior management system in order to meet the needs of each individual child.
12. Nurture and provide a safe learning and growing environment for all children.

### Meals and Snacks

HRQCC participates in the Child and Adult Care Food Program (CACFP), a Federal program that provides healthy meals and snacks to children receiving childcare services. The meals and snacks are in accordance with Anderson Creek/Paradise Food Subsidy Program. Food program enrollment forms **must** be signed and turned in by the end of the first week of attendance. These forms are also updated annually. CACFP homes and centers follow meal requirements established by the USDA.

Students attending HRQCC will provide their own lunch that includes the following requirements from CACFP. Snack will be provided by HRQCC and will follow the CACFP guidelines listed below. Students are expected to have eaten breakfast prior to arrival. School-age students will receive an afternoon snack when they return from school to HRQCC.

Summer Program and Full-day School-age students (during closings) are expected to eat breakfast prior to arrival and provide their own lunches that follow the CACFP guidelines listed below. A morning and afternoon snack will be provided by HRQCC to full-day students.

<b>Morning Snack</b> (2 of the 4)	<b>Lunch</b> (provided by parent)	<b>Afternoon Snacks</b> (2 of the 4)
Milk Meat or meat alternative Grains or Bread Fruit or vegetable	Milk Meat or meat alternative Grains or Bread 2 different servings of fruits or vegetables	Milk Meat or meat alternative Grains or Bread Fruit or vegetable

Many different homes and centers operate CACFP and share the common goal of bringing nutritious meals and snacks to participants. Participating facilities include:

- **Child Care Centers:** Licensed or approved public or private nonprofit child care centers, Head Start programs, and some for-profit centers.
- **Family Day Care Homes:** Licensed and approved private homes.
- **After-school Care Programs:** Centers in low-income areas provide free snacks to school-age children and youth.
- **Homeless Shelters:** Emergency shelters provide food services to homeless children.

State agencies reimburse facilities that offer the non-residential day care to the following children:

- Children age 12 and under,
- Migrant children age 15 and younger, and
- Youths through age 18 in after-school care programs in needy areas.

If you have questions about CACFP, please contact one of the following:

Sponsoring Organization/Center	State Agency Director,
Cape Fear Tutoring, Inc.	Dept. of Health & Human Services
PO Box 3128	Div. of Public Health Nutrition Ser. Branch
Wilmington, NC 28406	1914 Mail Service Center
1-910-395-6132	Raleigh, NC 27699
	919-707-5799

In accordance with Federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age or disability. (Not all prohibited bases apply to all programs) To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, Room 326-W, Whitten Building, 1400 Independence Avenue SW, Washington, DC 20250-9410 or call (202) 720-5964 (voice and TDD). USDA is an equal opportunity provider and employer.

Full-Day Care Serving times:

AM Snack	8:30	–	10:00 am
Lunch	11:00 am	–	1:00 pm
PM Snack	2:30	–	4:00 pm

### **Toileting**

All students must be fully toilet trained prior to enrollment. Parents are asked to dress their preschool child in easy to remove clothing, avoiding tight pants with zippers and snaps to help promote success and independence. Children who have frequent accidents while at HRQCC will be disenrolled and may join the waitlist or reapply once they are successfully and fully toilet trained.

### **Cleaning and Sanitation**

The facility will be maintained in a clean and sanitary condition. When a spill occurs, the area will be made inaccessible to the children and cleaned in a timely manner. When body fluids or other potentially infectious materials soil surfaces, they will be disinfected after they are cleaned with soap and water to remove all organic material. Surfaces will be disinfected with a bleach solution with a 100ppm concentration (this is strong enough to kill the germs without bleaching surfaces or clothing and remaining non-toxic). To disinfect, the surface will be sprayed until glossy, and the solution will be left on for at least 2 minutes before it is wiped off with a clean paper towel, or it will be left to air dry.

Caution will be used when shampooing rugs in areas used for children to crawl. Facility cleaning that requires the use of potentially hazardous chemicals will be scheduled to minimize exposure to the children.

The following is a schedule for cleaning and sanitation:

Area	Clean	Sanitize	Frequency
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Countertops/Tabletops, floors, doors & cabinet handles	X	X	Daily and when soiled
Food prep & service area	X	X	Before & after contact with food activity; between prep of raw & cooked foods
Carpets & large rugs	X		Vacuum daily when children aren't present. Clean carpet with a cleaning method approved by the local health authority and only allow children back when carpet is dry. Carpets cleaned monthly in infant areas, quarterly in other areas & when soiled.
Small rugs	X		Shake outdoors, vacuum daily or launder weekly.
Utensils, surfaces & toys that go into the mouth or have been in contact with saliva or other bodily fluids	X	X	After each child's use
Toys that are not contaminated with bodily fluids. Dress-up clothes, sheets, blankets, individual cloth towels, combs, hairbrushes, washcloth toys.	X		Weekly and when visibly soiled
Cubbies	X		Monthly and when visibly soiled
Hats and Helmets	X		After each child's use
Phone receivers	X	X	Weekly
Hand-washing sinks, faucets, surrounding counters, soap dispensers and doorknobs	X	X	Daily or immediately when visibly soiled
Toilet bowls	X	X	Daily or when visibly soiled
Mops and cleaning rags	X	X	Before & after day of use. Wash mops & rags in detergent & water, rinse, immerse in sanitizing solution, wring dry and hang.
Waste and diaper containers	X		Daily
Any surface contaminated with bodily fluids (saliva, blood, mucus, vomit, urine, or feces)	X	X	Immediately

## EMERGENCY CARE PLAN

1. Medical Consultant:  
Holly Ridge Health Care  
Hwy 17  
Holly Ridge, NC  
Phone: 910-329-1707
  
2. Facility to be used when parents or legal guardian cannot be reached, or when transporting the ill or injured person to his/her preferred hospital to obtain medical attention:  
Onslow Memorial Hospital Emergency Room  
315 Western Blvd.  
Jacksonville, NC 28546  
Phone: 910-577-2345
  
3. Medical emergencies:  
Holly Ridge Rescue Squad  
Phone: **911**
  
4. Responsibilities:  
The Owners, Joyce Murphy and Shannon Pope and front office administration are responsible



for determining which of the following is needed for carrying out the medical plan of action, and ensuring that the appropriate medical care is given:

- a. Simple First Aid given at the facility for an injury or illness needing only minimal attention.
- b. Advice from previously identified medical consultant in order to decide if care is to be given at the facility or if the ill/injured person is to be transported to a designated medical resource.
- c. Immediate transportation is available for the person to be transported to a designated medical resource for appropriate treatment.
- d. Assuring the permission form authorizing the facility to obtain emergency medical care is taken with the ill or injured person to the medical resource.
- e. Accompanying the ill or injured person to the medical resource.
- f. Notifying the child's parents or emergency contact person about the illness/injury and where the child has been taken for treatment.
- g. Notifying the emergency personnel when a staff person becomes ill or is injured to the extent requiring transportation to a medical resource.
- h. Notifying the medical resource about the ill or injured person being transported.
- i. Obtaining substitute staff, if needed, to maintain the required staff/child ratios for supervision.

