



# PARENT HANDBOOK

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## **Welcome to Neighbors Grove Child Development Center**

Dear Parents,

We are so pleased that you have chosen Neighbors Grove Child Development Center for your child. We recognize the important job we have in assuming the responsibility for the care and training for your children. We will do our best in serving you and in meeting their needs.

As you read through this handbook I encourage you to write down any questions that you have. As a Christian Child Development Center, we strive to move beyond a traditional day care and provide real personalized attention, where each child is encouraged to develop physically, socially, and spiritually, in a loving Christian environment. We are conscious that the young lives under our care are now developing attitudes, characteristics and self-concepts that they will carry throughout life. We believe in helping a child grow, thoroughly enriching their lives forever.

We also pride ourselves in giving our children the best Christian education available. We offer the A BEKA curriculum beginning with our 2 year-old classes, complimented by other excellent resources, in order to provide everything your child should need to be fully prepared for kindergarten at age 5. Should you have any concerns regarding your child's spiritual, physical, emotional or academic growth during his/her stay at NGCDC, please feel free to speak with your child's teacher or myself. If I don't know about a problem, I can't fix it. Open communication between the home and center is vital for the development of a close meaningful relationship.

Thanks again for entrusting your greatest treasure to Neighbors Grove Child Development Center.

Together in Christ's Service,

Tami Thomas, CDC Director



Dear Parents,

Thank you for the opportunity to serve you by providing quality childcare for your little one. We consider this a great privilege and take this responsibility very seriously. We will do our best to be a blessing to your family.

As the Senior Pastor of Neighbor's Grove Wesleyan Church, I would like to extend to you an invitation to worship with us next Sunday. We have a variety of ministries that I believe will add value to your family.

On Sundays at 9:00 a.m. we have a Sunday School program that has classes for every age. Your children will be taught Biblical truths that will help build good character. You will find a variety of Adult classes, one of which will be just right for you. At 10:00 a.m. we have our Morning Worship and Children's Church.

We also have a mid-week ministry on Wednesday at 7:00 p.m. Your children will enjoy the "All Stars For Jesus" club as they grow in their faith through music, Bible lessons, crafts, and other fun-filled activities. We also offer an adult Bible study in our church sanctuary. If you also have teenagers, we have ministries for youth on Sunday morning, evening, and Wednesday night. There is usually some kind of fun activity on Friday or Saturday.

If there is anything that we can do for you or your family, please do not hesitate to call upon me. My office number is 672-0032.

Once again, thank you for entrusting the care of your child to us.

In Christ's Service,  
Wyatt Hoogkamp, Sr. Pastor

# Church Mission Statement

## To Exalt Jesus Christ By:

1. Evangelizing the Lost  
*"Go into all the world and preach the good news to all creation"* Mark 16:15
2. Discipling the Believers  
*"We proclaim him, admonishing and teaching everyone with all wisdom, so that we may present everyone perfect in Christ."* Colossians 1:28
3. Equipping the Church  
*"Instead, speaking the truth in love, we will in all things grow up into him who is the Head, that is, Christ From him the whole body, joined and held together by every supporting ligament, grows and builds itself up in love, as each part does its work."* Ephesians 4:15-16
4. Ministering to Society  
*"When he saw the crowds, he had compassion on them, because they were harassed and helpless, like sheep without a shepherd. Then he said to his disciples, "The harvest is plentiful but the workers are few. Ask the Lord of the harvest, therefore, to send out workers into his harvest field." "*Matthew 9:36-38

## Child Development Center Statement of Purpose

Neighbors Grove Child Development Center is a private, Christian Child Care Center which operates as a ministry of Neighbors Grove Wesleyan Church.

Our goal is to develop the whole person spiritually, academically, socially, emotionally and physically. We believe Jesus Christ is the Savior of the world and therefore purpose to lead each person to salvation through Him – believing His life, death and resurrection to be man's only means of salvation, attainable through personal repentance and faith.

We promote Christian living and training in the home, CDC, and church as the ideal setting for character development, quality education and strong minds, bodies, and spirits. Every family is encouraged to be an active participant in a Christ honoring church.

*"...a triple-braided cord (home, CDC, church) is not easily broken."* Eccl.4:12b

# STATEMENT OF FAITH

1. We believe the Bible to be the Inspired, the only infallible, authoritative, inerrant Word of God. *II Timothy 3:15, II Peter 1:21*
2. We believe there is a God, eternally existent in three persons – Father, Son, and Holy Spirit. *Genesis 1:1, Matthew 28:19, John 10:30*
3. We believe in the deity of Christ *John 10:33*; His virgin birth *Isaiah 7:14, Matthew 1:23, Luke 1:35*; His sinless life *Heb. 4:15, 7:26*; His miracles *John 2:11*; His vicarious and atoning death *I Corinthians 15:3, Ephesians 1:7, Hebrews 2:9*; His resurrection *John 11:25, I Corinthians 15:4*; His ascension to the Father *Mark 16:19*; and His personal return in power and glory *Acts 1:11, Revelation 19:11*.
4. We believe in the absolute necessity of regeneration by the Holy Spirit for salvation because of the exceeding sinfulness of human nature, and that all persons are justified on the single ground of faith, expressed through repentance, in the shed blood of Christ and that only by God's grace and through faith alone we are saved. *John 3:16-19, John 5:24, Romans 3:23, Romans 5:8-9, Ephesians 2:8-10, Titus 3:5*
5. We believe in the bodily resurrection of the dead: Of the believer, everlasting blessedness and joy with the Lord. Of the unbeliever, judgment and everlasting separation from God. *I Corinthians 15:51-54, John 5:28-29*
6. We believe in the spiritual unity of believers in our Lord Jesus Christ. *Romans 8:9, I Corinthians 12:12-13, Galatians 3:26-28*
7. We believe in the present ministry of the Holy Spirit, by whose indwelling the Christian is enabled to live a godly life. *Romans 8:13-14, I Corinthians 6:19-20, Ephesians 4:30 & 5:18* .
8. We believe that God wonderfully and immutably creates each person as male or female. These two distinct, complementary genders together reflect the image and nature of God. (Gen 1:26-27.) Rejection of one's biological sex is a rejection of the image of God within that person.
9. We believe that the term "marriage" has only one meaning: the uniting of one man and one woman in a single, exclusive union, as delineated in Scripture. (Gen 2:18-25.) We believe that God intends sexual intimacy to occur only between a man and a woman who are married to each other. (1 Cor 6:18; 7:2-5; Heb 13:4.) We believe that God has commanded that no intimate sexual activity be engaged in outside of a marriage between a man and a woman.
10. We believe that any form of sexual immorality (including adultery, fornication, homosexual behavior, bisexual conduct, bestiality, incest, and use of pornography) is sinful and offensive to God. (Matt 15:18-20; 1 Cor 6:9-10.)
11. We believe that in order to preserve the function and integrity of Neighbors Grove Christian Education Center as a ministry of the local Body of Christ, Neighbors Grove Wesleyan Church; and to provide a biblical role model to Neighbors Grove Christian Education Center's members and the community, it is imperative that all persons employed by NGCEC in any capacity, or who serve as volunteers, agree to and abide by this Statement on Marriage, Gender, and Sexuality. (Matt 5:16; Phil 2:14-16; 1 Thess 5:22.)

12. We believe that God offers redemption and restoration to all who confess and forsake their sin, seeking His mercy and forgiveness through Jesus Christ. (Acts 3:19-21; Rom 10:9-10; 1 Cor 6:9-11.)
13. We believe that every person must be afforded compassion, love, kindness, respect, and dignity. (Mark 12:28-31; Luke 6:31.) Hateful and harassing behavior or attitudes directed toward any individual are to be repudiated and are not in accord with Scripture nor the doctrines of The Wesleyan Church.
14. We believe that all human life is sacred and created by God in His image. Human life is of inestimable worth in all its dimensions, including pre-born babies, the aged, the physically or mentally challenged, and every other stage or condition from conception through natural death. We are therefore called to defend, protect, and value all human life. (Ps 139.)

This statement of faith does not exhaust the extent of our beliefs. The Bible itself, as the inspired and infallible Word of God that speaks with final authority concerning truth, morality, and the proper conduct of mankind, is the sole and final source of all that we believe. For purposes of Neighbors Grove Christian Education Center's faith, doctrine, practice, policy, and discipline, the Local Board of Administration of Neighbors Grove Wesleyan Church is the Neighbors Grove Christian Academy and Child Development Center's final interpretive authority on the Bible's meaning and application.

**Neighbors Grove Child Development Center**  
**Child Care Rates**  
(Jan. 1, 2018)

**Registration Fee** **\$30.00 per family**  
(Non-Refundable)

<b>Tuition:</b>	<b><u>Weekly</u></b>
Infant/Crawler	\$155.00
Toddlers	\$149.00
Two's	\$144.00
Three's	\$138.00
Pre-Kindergarten	\$135.00
Summer Program (Meals Included)	\$105.00
	(\$10 Weekly Activity Fee)
Before School	\$25.00
After School	\$58.00
Before & After School	\$70.00
School Age – All Day	\$20.00

**Curriculum/Book Fees:**

Toddler II	\$15.00
Two Year Olds	\$30.00
Three Year Olds	\$40.00
Pre-Kindergarten	\$60.00

**Returned Check Fee:**

There is a \$20.00 charge on **ALL** returned checks.

**Late Pick Up Fee:**

There is a charge of \$1.00 per minute after 6pm.

# **POLICIES AND PROCEDURES**

## **Center Type and Rating**

Neighbors Grove Child Development Center operates under the guidelines of G.S. 110 Religious Sponsored Center. By choice, we strive to exceed these guidelines in the Center's staff training, staff/child ratio and planned curriculum and other activities.

## **Personnel**

In order to create a successful program and our desire to please you, staffing is important to us. We will request each staff member to meet or exceed personnel requirements established by the early Childhood Development and Continuing Education Programs. These also include infant/child CPR and first aid classes. We will only employ staff of high quality Christian character.

## **Operating Hours**

The Center is open Monday through Friday from 6:30 am to 6:00 pm. Because our center closes promptly at 6:00 pm, we ask that parents cooperate in picking up their children before that time. There is a late pick up fee of \$1.00 per minute after 6:00 pm. If you should be delayed for some emergency, please call the Center and inform us you will be late.

## **Registration Fee**

At the time of enrollment, a \$30.00 non-refundable registration fee and the first week's tuition payment is due.

## **Enrollment Application Packets**

The Director or Coordinator must review all application packets upon entering a child in the Center. Items listed below must be included and returned with your child's information packet.

- ◆ Immunization record. \*We will make a copy.
- ◆ Separate emergency form for the classroom. A copy is made and kept in the Center's office. This form is used in emergencies as well as field trips. **\*Please inform the office if your child receives updated shots or if any information on the emergency forms or health forms change (address, phone numbers, parent's employment, contacts, allergies, illness, etc...)**
- ◆ Physical form. All children must have a completed physical form on file before enrollment.

## **Tuition Payments**

**Tuition Payments are scheduled and due one week in advance.** All payments are due on Friday for the following week. Payments will be considered past due after Monday. A \$5 late fee will be added each week for any late payments. If an account becomes two weeks delinquent, your child will not be able to return until the account balance is paid in full. If an account balance cannot be paid in full, a catch-up payment arrangement must be made with the Christian Education Center administrator or the accountant in order for your child to return.

Bi-weekly and monthly payment plans may be arranged with the front office. Payments are to be deposited in the drop box at the office entrance. If you are paying by check, **please include your child's name** at the bottom of the check. Because we pay our staff whether your child attends or not, we cannot give tuition refunds or credits for the day(s) your child is absent. \*THERE WILL BE A \$20.00 CHARGE FOR ALL RETURNED CHECKS.

There is an annual curriculum fee beginning with the two year old classrooms. Parents are also responsible for the expense of most field trips if they wish their child to participate.

**Parents receiving financial assistance from the Department of Social Services:** Please note that the weekly rate owed may be different from a figure given to you by DSS. We are licensed as a religious based daycare and do not receive full reimbursement for services from DSS. You may have a small out-of-pocket amount of tuition due each week. Also, to ensure financial assistance, parents **must** swipe the card provided by DSS to report a child's attendance. Failure to do so results in DSS not providing payment to the CDC. The parent then becomes responsible for the entire cost of that day or days.

### **Discount Policy**

Discounts apply to full-time children only. Full-time is defined as 5 days per week. This includes Before and After School but not ½ day 4 year olds.

- ◆ A family will only receive their best discount, not every applicable discount. Example: You cannot receive the church member discount plus the multi-child discount.
- ◆ The “free week” is for parents of full and part time children, including school age, who have been at the CDC for at least 90 days.
- ◆ For the full day program: if 2 children are enrolled, the 2<sup>nd</sup> child will receive a \$20 discount; if 3 children are enrolled, the oldest child will receive ½ price tuition.
- ◆ The full-time Before **and** After School discount is \$10 off for each additional child.
- ◆ The full-time Before **or** After School discount is \$5 off for each additional child.
- ◆ The full-time Summer School Age discount is \$15 off for each additional child.
- ◆ A Summer Program child gets a \$15 discount if a sibling is full time in the daycare.
- ◆ The Neighbors Grove Church Member/Regular Attendee discount is 20% off.
- ◆ Full-time children receiving DSS assistance will receive the same discounts.

### **Part-time Enrollments**

Part-time enrollments will be accepted, with the following stipulations, as long as sufficient space is available as determined by the Director and Administrator.

- ◆ **All** part-time daily rates will be based on the weekly rate divided by 4. This means that a child attending 4 days per week will pay the same rate as a child coming 5 days.  
*Example:* If a child in the infant room will be attending part time, the rate is calculated as the weekly rate, \$140, divided by 4, equaling \$35 per day. At 2 days a week, it would be \$70; at 3 days, it would be \$105; at 4 days it would be \$140.
- ◆ Parents must commit to a minimum of 2 days per week and designate which days of the week the child will come. To alter that schedule, prior approval from the Director is required.
- ◆ When a part-time child's space is needed for a full-time child, the part-time parents will be notified and given one week to decide if they would like to move to full-time. If they choose not to go full-time, their space will be given to a full-time child.

- ◆ Before a part-time child is released, the registration fee and one week's tuition must be paid in advance by the parents of the incoming full-time child.
- ◆ Parents of part-time children will be required to sign a form stating they have read and agree to this policy.

### **Vacation and Holiday Closings**

The Center will be closed on the following:

- ◆ Full Week of Christmas
- ◆ 2-day Holiday – Thanksgiving (Thursday/Friday)
- ◆ 1-day Holidays – New Year's Day, Good Friday, Memorial Day, 4<sup>th</sup> of July, and Labor Day

\*You must pay for all holidays except the week of Christmas. This includes part-time children who would normally be scheduled to be present that day of the week. Parents may choose one week during the year as your "free week" to be used for family vacations, etc. This is not a week of free childcare, it is one week per year that grants exemption from paying when your child is absent. Your child must be at the CDC for **90 days** before receiving the "free week." We must pay our staff whether your child attends or not, so all other times your child is absent we cannot give tuition refunds or credits.

### **Snow Day Policy**

If the center is closed for inclement weather for three or more days in a week, accounts will be adjusted based on days the center is open and charged at part time rates. No credits or adjustments will be made to accounts if the center is closed two days or less in a week.

### **Before and After School drop off/pick up policy for city/county school workdays/snow days.**

If county or city schools are closed three or more days in a week, accounts will be adjusted based on the days school is open and charged at part time rates. No credits or adjustments will be made to accounts if the respective school is closed two days or less in a week.

### **Withdrawal of Children**

A two-week written notice is required before removing your child from the Center. This written notice should be made to the Director. **Payment is required for this two-week period, even if the child does not attend for the duration of the notice.**

If a child is withdrawn and the account is left with an unpaid balance, NGCDC reserves the right to pursue collection of the unpaid balance, including the use of a lawyer. Collection expenses, including court costs and attorney fees are then added to the previous unpaid balance.

## Arrival and Departure

Parents are responsible for their child's safe arrival and departure. Parents should sign their child in/out daily at the designated location in front of the office at the main entrance. If for some reason you cannot pick up your child, please fill out the pickup-log located beside the sign in/out area. We will not release your child to anyone that is not on your child's emergency contact/release list or pickup-log. Identification (photo ID or Driver's License) will be requested of the person picking up your child. **We will not accept a verbal release over the telephone.**

To insure that every child arrives and departs safely:

- ◆ Upon arrival, parents must help children wash their hands, after which the parents must escort the child to the appropriate location of their class in the Center (cafeteria, playground, etc...)
- ◆ Parents must keep the child at their side during arrival and departure times.
- ◆ Never leave children unattended in a car or in the parking lot.
- ◆ The outside gate must remain closed at all times. Access to the playground is through the building only. Lifting a child over the fence is **not** permitted.

\*To keep down classroom disruption and broken routines, we ask that your child arrive at the Center no later than 8:30 am.

\*\*During the early morning and late afternoons, we combine classes according to attendance and age groups.

## Release of Children

Children will only be released to the following individuals:

- ◆ Natural Parents
- ◆ Legal Guardians
- ◆ Persons designated by either natural parents or legal parents

In families in which separation or divorce has occurred, the child shall be released to the parent or guardian who has received custody. \*Legal custody papers must be on file at the Center in order to be honored. It is the parents' responsibility to inform the Center regarding any changes in the status of custody.

No child will be released to anyone suspected of being under the influence of drugs or alcohol.

\*Any child enrolled at Neighbors Grove Child Development Center is subject to immediate **dismissal if any parent/guardian or designated person shows disrespect to any staff member or other child, uses verbal or physical reprimands on another child or displays any acts of violence while on site at Neighbors Grove Child Development Center.**

## Medical Emergencies

In the event of any medical emergency or accident, we contact the parents and the child's doctor listed on the emergency form. If parents cannot be reached, the listed contact person(s) will be notified.

## Medical Insurance

Neighbors Grove Child Development Center offers only secondary accident insurance coverage.

Your child's family medical insurance is the primary coverage for your child. In the event that your child is injured, you should file with your primary insurance company.

### **Illness**

If your child is sick during the night (vomiting, running a fever), he/she will not be allowed to attend the Center the next day. Please do not give your child Motrin, Tylenol, etc. and bring them to the Center. In most cases, the child will run a fever within two or three hours after the medication is given, therefore, making him/her contagious to the staff and other children.

If a child shows evidence of any contagious disease/illness, fever or vomiting, we will immediately call to inform you. Depending on the severity of the illness, we may request that you pick up your child immediately. **Children with a fever of 101° or above should not return to the Center until 24 hours after the child's temperature has returned to normal without Motrin or Tylenol.**

We do not have the facilities or personnel to care for sick children. One parent not abiding by this policy may cause several parents and staff members time away from their jobs, costly medical bills and most importantly, a sick child. **\*Please notify the Center's office when your child has a contagious disease/illness.**

### **Medication**

No drug or medication shall be administered to a child at the Center except for the following:

- ◆ Medication used in a Nebeulizer
  - ◆ Seizure medication
  - ◆ Diaper ointment (covered by a blanket permission form)
  - ◆ Teething gel
  - ◆ Gas drops
  - ◆ Epi-pen (signed in and kept on site to be used for emergency only)
  - ◆ **Medication for special circumstances: MUST SEE DIRECTOR**
- 
- Please give all medication to your child's teacher or another staff member in the classroom. All medication must be locked up immediately.
  - Any medication found in a diaper bag or cubby will be discarded immediately. The Center will receive demerits from the State if medication is found in diaper bags, cubbies and also in the locked cabinet without a signed medical form for that day.
  - All medication except diaper ointment must be signed in weekly and taken home daily.
  - All medication must be clearly labeled with the child's first and last name.
  - No drug or medication shall be administered to any child without specific instructions from the child's parent or physician. You must properly fill out the medication form located outside the office door in the main entrance way.
  - All doses must coincide with prescribed dose and medication measurement cup, spoon, etc.
  - No drug or medication shall be administered after its expiration date.

**Due to the recommendation of the State and Local Health Departments we will no longer administer antibiotics at the Center. You or someone listed on the emergency form may come and administer antibiotics to your child, but the antibiotics cannot be left at the Center.**

**\*Please do not allow your child to bring cough drops or Chap Stick. These items are considered medication and fall under the medication guidelines.**

### **Safe Sleep Policy**

North Carolina G.S. 110-91 (15) Safe Sleep Policy

Operators of child care facilities that care for children ages 12 months or younger shall develop and maintain a written safe sleep policy, in accordance with rules adopted by the Commission. The safe sleep policy shall address maintaining a safe sleep environment and shall include the following requirements:

- a. A caregiver in a child care facility shall place a child age 12 months or younger on the child's back for sleeping, unless: (i) for a child age 6 months or younger, the operator of the child care facility obtains a written waiver of this requirement from a health care provider as defined in G.S. 58-50-62 (a)(8); or (ii) for a child older than 6 months, the operator of the child care facility obtains a written waiver of this requirement from a health care provider as defined in G.S. 58-50-61 (a)(8), a parent or a legal guardian.
- b. The operator of the childcare facility shall discuss the safe sleep policy with the child's parent or guardian before the child is enrolled in the childcare facility. The child's parent or guardian shall sign a statement attesting that the parent or guardian received a copy of the safe sleep policy and the policy was discussed with the parent or guardian before the child's enrollment.

### **Items Not Allowed in the Center**

Please do not allow your child to bring the following items into the Center:

- ◆ Chewing Gum
- ◆ Candy
- ◆ Food
- ◆ Money
- ◆ Toys (except small sleep toy)
- ◆ Videos
- ◆ Comb or Brush
- ◆ Jewelry – No rings (finger or toe), pins, necklaces or bracelets – they pose a safety issue with the small children in the Center. Exceptions: pierced earrings will be allowed as long as they have lock backs on them.

**\*The Center will not be held responsible for any jewelry lost or damaged.**

**Parents of infant or crawler classrooms, please make sure nothing that reads “Keep Out of Reach of Children” or would pose a safety issue is left in your child's diaper bag. The Center will receive demerits for any such items.**

### **Outside Activities/Play**

Except in intense heat or inclement weather, the State requires children to have an outdoor time each day. After your child has been sick and returns to the Center, he/she will be expected to go outside for fresh air.

### **Reporting Child Abuse/Neglect**

Child abuse/neglect cases are often first suspected or detected by school personnel. By North Carolina Law (G.S. 110-118), school personnel are required to report any suspected cases to the county social services department in the county in which the child resides.

### **Discipline**

Every effort will be made to redirect your child's interest in another direction before using disciplinary actions. If this is not effective, the child will be required to sit apart from their classmates for a short time. This is considered time-out. Time-out is the form of discipline allowed to correct any type of misbehavior your child may exhibit. The length of time-out is one minute per year of age. If the child continues to misbehave you will be called to come pick up him/her.

### **Inspections**

Neighbors Grove Child Development Center exceeds all regulations made by the State for private schools and church operated centers for building, fire, sanitation, and health and safety guidelines. All of these inspections occur on a regular basis.

### **Fire & Tornado Drills**

Fire drills are conducted each month. Outside classroom doors are used as exits and each classroom has a designated area to go to. Tornado drills are conducted seasonally. Restrooms and closets are designated as safe areas in the event of a tornado.

### **Weather Closings**

The Center will be open, if possible, on snow days. If we find it necessary to close or delay opening the Center, an announcement will be made on the following local television stations by 6:00 am.

- ◆ WFMY NEWS 2
- ◆ WGHP FOX 8

If we open and the weather necessitates closing early, announcements will be made on the same stations. In the event of an early closing, we ask that you pick up your child as soon as possible.

\*You are not charged if we are closed due to inclement weather.

### **Promotion/Regrouping of Classrooms**

During the year, it may be necessary to promote or involve your child in creating another classroom. We will tell you in advance when your child will be moved to his/her new classroom. To help your child adjust, and to make such a transition a smooth one, we will allow your child to visit the new classroom when possible. After the curriculum year is finished, we have one big promotion day, usually in June that will involve all the children that are old enough to move to

the next level/age group. The birthday cutoff date is August 31<sup>st</sup>. Parents are responsible for the cap/gown rental for the 4 year graduation.

### **Photographs and Publicity**

Promotional advertising could be used by NGCDC. We also like to take pictures of the children in our Center during special activities for parents to see. If you do not want your child's picture taken or used, please notify the Director upon enrolling your child into the Center.

### **Referrals**

When a new parent registers, if on their enrollment form they list another current parent as the one who referred them to NGCDC, the parent who referred them will receive a \$100 credit toward their child's tuition after the new child has been enrolled for 90 days. The new parent will also receive a \$100 tuition credit after 90 days. If either party is enrolled part-time, the credit will be \$50 for both. No cash payments will be given. This referral incentive will be given on a per family basis, not per child in that family. **A "referral" means that they would not have seriously considered coming without your recommendation and encouragement.**

### **COMMUNICATION - Folder and Cubbies**

Be sure to check your child's communication folder on the classroom wall or cubby each day. This is an important means of communication between the classroom teacher, Center and the parent.

### **Daily Reports**

Daily reports are sent home to give parents an overview of their child's day.

### **Announcements**

Bulletin boards are located in the hallway beside the classroom door and at the entrance to the Center. Check these boards daily. The bulletin boards were established to keep you better informed on: program events, daily schedules and anything special the teacher might have planned.

### **Messages**

Verbal messages should never be relayed through children. If you have a message for your child's teacher, please send a written note with your child or leave it in the office.

### **Conferences**

A pre-arranged conference can be scheduled at any time during the year if the parents, teachers or the Director deem it necessary. A conference may be scheduled during 12:00 pm to 2:00 pm only. The Center's telephone number is (336) 672-3232.

\*Please never discuss an issue in front of your child.

## **Phone Calls to Staff**

The staff cannot leave the classroom to receive phone calls, so please refrain from calling your child's teacher during the day just to check on your child. Please know if there are any problems, we won't hesitate to call you.

## **Personal Articles**

Please label all clothing including coats, hats, diapers, and training pants. The Center is not responsible for the loss of personal property whether the loss occurs by theft, fire, or any other cause.

## **Clothing**

Each child should have an extra change of weather appropriate clothes in case of an accident. Please label and place in a zip lock bag with your child's name on it to be kept in their cubby.

## **Potty Training**

Potty training will not begin until a child goes into the two-year-old department. Children will not be forced, but will be encouraged. Potty training is a joint effort between teacher and parent. We suggest you bring disposable diapers while your child is being potty trained. If your child is potty training, you need to leave several sets of clothes at the Center on a daily basis. \*Please note: Health regulations prohibit childcare workers from rinsing soiled clothes.

## **Shoes**

Your child must wear shoes at all times. Flip-flops or shoes without back straps are not allowed due to safety regulations.

## **Blankets and Towels**

Blankets are furnished in the infant and crawler rooms. We ask that each child in the toddler through three-year-old department bring a small blanket or towel to use during naptime. Students in our four-year-old department need to bring two oversized bath towels. All towels and blankets should be labeled with your child's name.

**\*Please take them home every Friday to be washed.**

## **Bottles**

**Bottles may be brought for the infant and crawler rooms only.** Bottles and tops must be labeled with the child's name and the days date brought into the Center to be used. Formula must be prepared at home. All bottles shall be returned to the child's home or discarded at the end of the day. Failure to properly label bottles and other food items for these classrooms will result in the center receiving demerits from the State. Only plastic bottles are to be used at the Center.

**\*Medicine should never be placed in bottles or food items. This will result in an immediate dismissal.**

## **Diaper Bags**

Only small diaper bags should be brought into the Center. There should be nothing but an extra change of clothes and any cereal, baby food or bottles brought in for that day in the diaper bag. **Everything must be labeled!**

### Disposable Wipes

A supply of wipes should be maintained for each child in the infant through two-year-old rooms.

### Toys

Toys are provided by the Center. Please do not allow your child to bring in toys.

**\*The only exception for toys: One soft toy for naptime only, for infant through three-year-olds.**

## GENERAL INFORMATION

### Visitation

As parents, you have an open invitation to visit the Center. Please keep in mind that your child as well as other children, act differently when parents are in the room.

### Birthday and Holiday Parties

Parents are welcome to bring and serve special treats for your child's birthday. Please notify your child's teacher in advance if you would like to bring in party items. Because of Health regulations all food items must be store bought. **\*No homemade items will be served at the Center. For safety purposes, balloons are not permitted.** For holidays, or any special days throughout the year, parents will be able to sign up to bring in items needed. Sign up sheets will be made available outside your child's classroom door.

### Breakfast and Lunch

A weekly menu is posted on the bulletin board in front of the office as you enter the Center. Breakfast is served between 7:25 – 7:55 am. The staff will not serve past 7:55 am. All classes should leave the cafeteria no later than 8:00 am. Please do not expect your child's teacher to keep the class in the cafeteria to allow your child to eat if they arrive at 8:00 am.

\*Because of restrictions and guidelines regulated by the State, we cannot allow your child to bring food into the Center.

\*\*If your child is allergic to a particular food item on the menu a second serving of another item will be provided. Because of the vast number of meals our Center prepares, we are unable to provide individual or restricted diets.

Milk is always included in the diet. If your child is allergic to milk (not a dislike for it), a physician's note, dated and signed, stating the allergy to milk, should be given to his/her teacher. A copy will be made and given to the Center's dieticians and the original placed in the child's file.

A hot nutritious lunch is provided each day as well as an afternoon snack. Lunch is served between 10:30 – 11:30 am and snack is served between 2:30 – 3:00 pm.

### **A BEKA Curriculum Program**

The A BEKA Curriculum Program is used in the two through four-year-old departments. Our goal is to provide Bible-based material that is age appropriate for an enriched learning environment. Our curriculum program is taught between 8:30 – 10:00 am. For your child to fully benefit from the curriculum he/she needs to be on time and attend class everyday.

### **Summer Activities**

Activities in the summer months are geared for fun, excitement, imagination and relaxation. There is plenty of water play, outdoor play and field trips. All activities are age appropriate. Please dress your child in outdoor play clothes because they do get dirty.

### **Field Trips**

Children in the three and four-year-old departments will take field trips throughout the year to various locations. A written permission slip will be sent home prior to the field trip that must be signed before the child will be permitted to participate. Because of insurance purposes, all children must ride on the bus or van and parents must drive their own vehicles. You are allowed to sign your child out at the trip destination and take your child home with you from there.

## **NEIGHBORS GROVE CHRISTIAN EDUCATION CENTER BOARD**

The Neighbors Grove Christian Education Board is responsible for setting governing policies for Neighbors Grove Child Development Center and Neighbors Grove Christian Academy. The NGCEC Board is governed by The NGCEC Bylaws adopted by both this board and Neighbors Grove Wesleyan Church's Local Board of Administration. The NGCEC Board approves annual budgets and guides the future development of these ministries in accordance with their mission and vision. This board is responsible for hiring the NGCEC administrator, and upon his/her recommendation approves the hire of the CDC Director and other contractual employees. This board also serves as the final authority when employee or parent grievances cannot be resolved at a lower level.

The NGCEC Board is comprised of members representing Neighbors Grove Wesleyan Church, Neighbors Grove Child Development Center and Neighbors Grove Christian Academy. Current members as of 6-1-17 are:

Linda Camp, Chair  
629-2076

Wyatt Hoogkamp, Sr. Pastor  
628-4049

Randy Haithcock, NGCEC Administrator  
672-1147

John Chauklin, Business Manager  
672-3179

Tami Thomas, CDC Director  
625-3347

### Parent Representatives

Angie Garner, 336-498-7880 – PTM President

Amy Snider, 336-301-3399– NGCA Rep.

Trey Bentley, 336-460-0686– CDC Rep.

### Church Representatives

Tracey Robbins, 336-963-8407

Gail Rabb, 336-672-2361

Audrey Smith, 336-672 -0639

# **AGREEMENTS SIGNED UPON ENROLLMENT**

## **NGCDC DISCIPLINE POLICY**

All children enrolled in NGCDC will be treated fairly regarding any discipline procedure taken. Should a child misbehave while in our care, he/she will be placed in an isolated area (time-out) for one minute per year of age. Every effort will be made to channel the child's interests in other directions before using any disciplinary action.

If time-out is not successful and the unacceptable behavior continues, a conference with the Director, teacher, and the parents may be called to discuss a more positive way of correcting any behavioral problem. Should these two methods fail and the Director cannot get control of the child, the child will be released from the Center immediately.

**SPANKING IS NEVER ALLOWED UNDER ANY CIRCUMSTANCES!**

If, at any time, a child does not respond favorably to the Center, or the Director feels that the Center is not meeting the child's/parent's needs, the child could be dismissed from the NGCDC at the discretion of the Director or the Christian Education Center Board Members.

### **STATEMENT OF DISCIPLINARY PRACTICES**

I do hereby acknowledge and agree to the disciplinary practices of Neighbor's Grove Child Development Center. These practices have been discussed with me, and I have received a copy of this Discipline Policy.

## **HEAD LICE POLICY**

According to the North Carolina State Health Board, the following applies:

If a child has head lice, they cannot return to school until they are completely nit free.

There are some products available on the market to help treat this problem. They are Nix, Clear, and Rid. These are over-the-counter products and can be found at any pharmacy or drug store.

You will be notified in writing if your child has been exposed to any case of head lice in the daycare and preschool.

By signing below, I agree to and understand the policy set forth by Neighbors Grove Child Development Center.

## **WEBSITE PERMISSION**

In order to set up a complete and comprehensive website for the Christian Academy, the CDC and the church we will be taking pictures and shooting video of activities around the church, academy, and CDC. We need permission from every parent to be able to possibly include your child in these promotional shots. If you do not wish your child to be included in this please let us know. No names of children will be used at all.

By signing, you are allowing video and pictures to be used for your child on this website. If you have any questions, please feel free to call Martha Murray at 672-6066.

## **Blanket Transportation Permission Slip**

Neighbors Grove Child Development Center will schedule field trips from time to time in our 3 and 4 year old departments. During these trips, your child will be transported by our preschool bus. Due to insurance reasons, parents are not allowed to ride on the bus. Parents are welcome and encouraged to participate in our field trips.

I authorize Neighbors Grove Child Development Center to transport my child during scheduled field trips. I realize that Neighbors Grove CDC will schedule each trip in advance and send home a written permission slip that I must sign before my child will be permitted to participate in the off campus activity.

### **Part-Time Enrollments**

Part-time enrollments will be accepted, with the following stipulations, as long as sufficient space is available as determined by the Director and Administrator.

- ◆ **All** part-time daily rates will be based on the weekly rate divided by 4. This means that a child attending 4 days per week will pay the same rate as a child coming 5 days.  
*Example:* If a child in the infant room will be attending part time, the rate is calculated as the weekly rate, \$140, divided by 4, equaling \$35 per day. At 2 days a week, it would be \$70; at 3 days, it would be \$105; at 4 days it would be \$140.
- ◆ Parents must commit to a minimum of 2 days per week and designate which days of the week the child will come. To alter that schedule, prior approval from the Director is required.
- ◆ When a part-time child's space is needed for a full-time child, the part-time parents will be notified and given one week to decide if they would like to move to full-time. If they choose not to go full-time, their space will be given to a full-time child.
- ◆ Before a part-time child is released, the registration fee and one week's tuition must be paid in advance by the parents of the incoming full-time child.
- ◆ Parents of part-time children will be required to sign a form stating they have read and agree to this policy.

## FINANCIAL AGREEMENT

By signing this agreement, I understand that upon enrolling my child in Neighbors Grove Child Development Center, I am responsible for paying the registration fee of \$30.00 and the first tuition payment for my child to start his/her first day. **Registration fees are non-refundable.**

ALL tuition fees are scheduled and due one week in advance. Payments are to be made on Fridays for the following week. A \$5.00 late charge will be added to your bill if payment is made later than Monday. If you wish to make bi-weekly or monthly payments, you may make arrangements with the front office. If an account becomes more than 2 weeks delinquent, your child will not be able to return until the account balance is paid in full.

The expenses (e.g. salaries, utilities, maintenance) of the CDC continue whether your child is in attendance or not; therefore, tuition credits or refunds cannot be given for the day(s) that your child is absent.

If a child is picked up after 6:00 pm, a \$1.00 per minute late fee will be added to the next tuition payment.

Payments made by check should be deposited in the drop box at the daycare entrance. Checks can be made out to NGCDC. Please print your child's name at the bottom of your check. Cash payments should be given directly to office personnel so it can be receipted immediately.

There will be a \$20.00 charge for all returned checks.

There is an annual curriculum fee beginning with the two year old classrooms. Parents are also responsible for the expense of most field trips, if they wish their child to participate.

If parents receive financial assistance from the Department of Social Services, be sure to note that the weekly rate owed may be different from a figure given to you by DSS. To ensure financial assistance, parents **must** swipe the card provided by DSS to report a child's attendance. Failure to do so results in DSS not providing payment and the parent will become responsible for the full bill.

**\*\*A *written* two week notice is required before withdrawing a child from the center. This notice is to be given to the Director. If a child is removed for any reason other than an illness, payment is required for these two weeks, even if the child does not attend for the duration of the notice.\*\***

If a child is withdrawn and the account is left with an unpaid balance, NGCDC reserves the right to pursue collection of the unpaid balance, including the use of a lawyer. Collection expenses, including court costs and attorney fees are then added to the previous unpaid balance.

I/We understand these financial policies and agree to accept full responsibility accordingly for my/our child(ren)'s expenses.