

NIKKI'S CHRISTIAN DAYCARE & LEARNING CENTER, INC.
Family/Student Handbook
Policies and Procedures



EMPOWERING YOUNG MINDS... STRENGTHENING FAMILIES

NCDC&LC #1

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FAMILY/STUDENT DAYCARE CENTER POLICY HANDBOOK

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Family/Student Daycare Center Policy Handbook

Welcome to Nikki’s Christian Daycare & Learning Center! To facilitate greater understanding between you as the parent and guardian and the center please ensure you read this entire handbook. If you have any questions or concerns contact a member of the administrative staff for assistance.

Business Hours

Nikki’s Christian Daycare & Learning Center, Inc. is open Monday – Friday, 7 AM – 6PM.

Contracts

Contracts, legal agreements made between the center and the parent or guardian, are done annually in September and normally center originated changes that are affected by your contract will be addressed at that time. However, any portions of contract agreement may be renegotiated at any point in time (i.e., hours of service, fees, etc). The center agrees to give two weeks notice of any change in fee structure.

Withdrawal

The parent/guardian agrees to give the center 2 full tuition paying weeks notice of intent to withdraw. Likewise, the center will provide the parent/guardian with 2 full tuition-paying weeks notification of intent to terminate services. **However, the center reserves the right to terminate the contract without advance notice if any of the terms of the contract are violated.** In the event a parent withdraws their child from the center without the agreed upon 2 full tuition paying weeks notice the parent will still be obligated to pay tuition fees for the 2-week required period of any portion thereof.

Daycare fees

Daycare fees are due on a weekly basis as agreed upon in your original contract, payable in advance every Friday no later than 10 AM. Payments received after 10 AM will be assessed a \$30 late fee. There is a \$30 late fee each CALENDAR Day a payment is late. During holiday closings daycare payments are due the last business day prior to the scheduled closure at the times indicated above.

Any account that remains in a past due status for 1-week is considered grounds for the center to suspend your child’s eligibility to return to the center until the account is paid in full. Please be

advised daycare late fees will continue to accrue until payments are made. If payments are not made within two weeks your child's slot will be forfeited and the space will be filled. If you are late with your daycare payment three times within one year your file will be presented to the Executive Director to determine if your child or children will be allowed to remain at Nikki's Christian Daycare Center.

Accounts that remain delinquent for 60 days will be released for satisfaction through a 3rd party collection agency.

Late Pick-Up

The center closes at 6:00 PM. A pick-up at 6:01 PM is late. You will be assessed a late charge according to our payment schedule of late fees per minute per child, which is due at the time of pick-up but, no later than the next morning. In the event of an emergency, please call the back-up person you have listed on your registration card for emergency pick-up.

Early Head Start enrolled children the late fees apply after 6 hours of care.

Procedures for Children Who Are Not Picked Up After Closing Hours at 6:00 PM

These guidelines must be adhered to. It is important for telephone numbers to be valid and operational. If you have moved or changed jobs, please let us know as soon as possible so that your child's file can be updated.

- Call father and mother at work
- Call father and mother at home
- Call mobile number
- Call list of people authorized to pick-up child
- Notify the Executive Director or Director
- Call Social Services / Child Protective Service / Prince William County Police Department after one hour. If you will be arriving after 6:00 PM please contact the office at 703-897-6232.

Registration There is a non-refundable \$100 registration fee per child due at registration and in September annually thereafter. Payment of first week (three weeks after enrollment) daycare payment, registration fee, and curriculum fee are due at time of registration.

Curriculum

There is a curriculum fee due at the time of registration per child and in August annually thereafter. Curriculum fees are non-refundable, and prices vary per age group/class.

Part-Time Care

A child is considered part-time if enrolled for three days or less per week.) Daycare payments are due the first day of the week your child is present. If you have agreed for your child to be enrolled for 3 days or less, you must pay in advance for those days. If your child is absent you must pay for missed days. Make-up days may not be available. The center's Executive Director or her specified representative must approve all special agreements.

Absences

Nikki's Christian Daycare Center staffing is based on the number enrolled. If your child is absent because of sickness, vacations, holidays, etc., the center will be paid the full weekly sum.

Tardy

If your child is going to be tardy for daycare, it is important that you contact Nikki's Christian Daycare Center. Children not in attendance by 10am will be assumed absent from daycare.

Records

In accordance with state law, the parent/guardian must furnish the center with the following documentation and information. To ensure state laws are adhered to these must be provided prior to enrollment and attendance:

1. Signed contract/terms under which the daycare provider has agreed to provide care to the child.
2. Home and business address and telephone numbers and other contact information as listed on required forms.
3. Center Registration Form
4. Emergency Medical Authorizations Form
5. Original Birth Certificate
6. VA School Entrance Health Form

Center Closures

Nikki's Christian Daycare Center will be closed and will not provide daycare services on holidays observed by the federal government. These days include New Years Day, Inauguration Day, Martin Luther King Jr. Day, President's Day, Good Friday, Easter Monday, Memorial Day, Independence Day, Labor Day, Juneteenth Day, Columbus Day, Veterans Day, Thanksgiving Day, and Christmas Day. The parent/guardian agrees to pay the provider for the above holidays.

Uniform Requirement

Students and staff of NCDC wear uniforms September through June. The student uniform is khaki or navy-blue bottom and navy-blue shirts. This is the mandatory dress for all students except before and after school program and infants. For safety students should wear closed toe shoes with Velcro straps or shoelaces.

Entertainment

NCDC is a Christian organization. The movies, music, activities, and outings we select reflect our beliefs and will always reflect good family morals and values. If you have a question or concern about something your child has seen or participated in at the center, please contact a member of the Director Team.

Weather Closings

If Prince William County schools are closed or delayed, please call the center, visit our website at www.nikkischristianlearningcenter.org, Facebook, or other means of communication for information concerning closure or delayed openings.

Communication

If you, as a parent or guardian, become dissatisfied with the center in any respect, we request that the parent agrees to go directly to the center personnel and seek to resolve the matter right away. If for any reason one's child does not respond favorably to the center, the parent/guardian will not try to change the center to fit the child's needs, but will withdraw quietly, and without delay.

Notes, receipts and other correspondence will be placed in your child's book bag. Please make a habit of checking your child's backpack daily.

Communication During Emergency Situations

In the event of a medical emergency a staff member of Nikki's Christian Daycare will contact the parents/guardians of the student involved immediately. In the event of a situation which requires the center to evacuate or shelter in place, at the first feasible opportunity parents and families will be notified using the telephone numbers provided on your child's registration form. In all instances it is imperative that you ensure your child's file has the most current contact numbers.

Visitors

Nikki's Christian Daycare & Learning Center welcomes all visitors. All visitors must contact a staff person immediately upon entering the building. Please understand this policy is protection for our children. Visitors, which include vendors, will be escorted while in the center.

Philosophy and Religious Affiliation

Nikki's Christian Daycare & Learning Center is a Christian center, whose very existence is founded on Holy Bible, the Word of God. We believe Jesus Christ is the Son of God born of a virgin. He was crucified on a cross for the sins of man. He was buried, rose again on the third day, and is seated on the right hand of God the Father interceding on behalf of believers. While it is not a requirement for all employees and students to believe in the Lord Jesus Christ to become a member here, we do, have daily times of prayer and Bible study for our students. We also begin each staff meeting with prayer. Our standards are such as to bring glory to God in every area. The music, curriculum, books, movies, computer programs and other teaching tools promote the quality of life instructed in the Word of God. This center is nondenominational.

Open Door Policy

We have an open-door policy, which permits the parent(s) guardian to visit at any time (with prior notice given to the office personnel). Section 22.1-4.3 of the Code of Virginia states that unless a court order has been issued to the contrary, the non-custodial parent of a student enrolled in a public school or daycare center must be included, upon the request of such non-custodial parent, as an emergency contact for events occurring during school or daycare activities.

Check Policy

Our center has a NO CHECK policy. We do accept cash, money orders and certified checks. In the event you are given special permission to pay with a check and the check is returned your account to be charged a \$75 fee and your privilege to pay daycare fees by check will be withdrawn and you will be required to use cash, money order or a cashier's check.

Legal Action

The necessity of legal action to collect accounts due will obligate the above responsible guardian for 100% attorney, court fees and other collection fees incurred while attempting to recover due funds. The necessity to place an account with a third-party collection agency will obligate the above responsible guardian to pay, at a minimum, an additional 30% in collection fees in addition to the debt owed.

Wellness Policy

It is inevitable that children will get sick, no matter where they are. As children begin to have contact with the world outside that of their own families, they come into contact with viruses and bacteria that are foreign to their bodies. This is the way they build immunities. We cannot, nor would we want to shield a child completely from the outside world. If we did, the natural immunities a child gains through contact with others would not develop and a simple cold could become a serious illness. We do, however, want to protect a child from an unusually high exposure to germs all at once.

In a childcare setting, children come into contact with groups of other children outside their families. It is in this situation that the illness of one child can spread rapidly through the group to other children and staff members if stringent measures to prevent this spread are not taken.

For this reason, the staff of NCDC&LC will take constant precautions to prevent the spread of disease. Many common childhood diseases are contagious; germs that can be spread in several ways cause them. Intestinal tract infections are spread through stools; respiratory tract infections are spread through coughs, sneezes, and runny noses. Other diseases are spread through direct contact. Careful hand washing by staff and children alike can eliminate approximately 75 percent of the risk of spreading these illnesses. Other precautions include separating children once they are determined to be ill, taking extra precautions with diapering or toilet training children, and working to maintain sanitary conditions throughout the center.

As parents you can help us in our efforts to keep your children healthy. We ask your cooperation in the following ways:

- The statement in the policy handbook does not specify that the parent inform the center within 24 hours or the next business days after his child or any member of the immediate household has developed any reportable communicable disease, as defined by the State Board of Health, except for life threatening diseases which must be reported immediately.
- If your child has been exposed to any communicable disease notify the center of the exposure within 24 hours
- If your child shows any of the following symptoms you will be called and asked to pick up your child within 2 hours. Please help us protect the other children and staff by responding promptly. If

your child has any of the symptoms at home, we ask that you keep your child out of the center until the symptoms are gone for 24 hours without the aid of medication or until your physician says it is safe to return to the center.

➤ Symptoms include but are not limited to:

- Fever greater than 99F
- Severe coughing, child gets red or blue in the face
- High-pitched cough or whooping sounds after coughing
- Difficult or rapid breathing, especially in infants
- Yellowish skin or eyes
- Pinkeye, tears, redness of eyelid lining, followed by swelling and discharge of pus
- Unusual spots or rashes
- Sore throat or trouble swallowing
- Infected skin patches
- Crusty, bright yellow, dry, or gummy areas of skin, possibly accompanied by fever
- Unusually dark, tea colored urine, especially with a fever
- Grey or white stool
- Headache and stiff neck
- Vomiting
- Severe itching of body or scalp or scratching of scalp
- Even if the above listed symptoms are not present if a child appears cranky or less active than usual, cries more than usual or just seem generally unwell

It is imperative that we all work together to keep all of the children who attend the center as healthy and happy as possible.

Illness

In accordance with the state law governing the licensing of daycare providers, it is unlawful to provide care to a child who has fever, rash, diarrhea or shows any other symptoms of illness. Additionally, the parent/guardian shall make arrangements upon notification to pick up the child within 1 hour should the child become ill during the course of the day in the provider's care. If your child has a temperature of 99° or higher once notified, you must pick up your child immediately. Students who are sent home from the center because of vomiting, diarrhea, fever in excess of 99° degrees or any symptoms listed in this handbook will not be allowed to return to care for at least 24 hours after they are picked up and are symptom free without the aid of medication. This will apply even if the child "feels" better.

Students who are identified as having conjunctivitis, or, as it is better known pink eye, will not be allowed to return to the center without a note from a physician attesting they are no longer contagious and are cleared to return. We will not allow exceptions to this policy since the period of contagiousness varies from case to case. Students who are absent, due to illness, for 2 days or more must have a doctor's note stating their ability to safely return to the center before being readmitted. Students who have been prescribed antibiotics continue to be contagious for 24 hours after the first dose and cannot return to the center until this time period has passed.

Medication

The parent is required to sign a current medical form authorizing staff to dispense any medication to your child (including Tylenol and other pain reliever medicines.) Forms can be requested from any staff member within NCDC&LC. All medication must be in the original container with a prescription label and directions clearly attached. All medications, both prescription and non-prescription, must be labeled with the child's name, name of medication, dosage amount, expiration date, and the time it is to be administered. A metered dispenser must be included with medicine.

Prescription and non-prescription medication can only be kept in our center for a maximum of ten calendar days. If your child requires medicine for a longer period, your child's doctor must sign a special form. All unused medicine will be sent home after five days.

Medication will not be administered unless a MAT trained employee is present.

Over the Counter Skin Products

All nonprescription drugs and over-the-counter skin products shall be used in accordance with the manufacturer's recommendations. Nonprescription drugs and over-the-counter skin products shall not be kept or used beyond the expiration date of the product. If sunscreen is used, the following requirements shall be met:

- Written parent authorization noting any known adverse reactions shall be obtained.
- Sunscreen shall be in the original container labeled with the child's name.
- Sunscreen does not need to be kept locked but shall be inaccessible to children under five years of age or those children in a therapeutic child day program or special needs child day program.
- Any center-kept sunscreen shall be hypoallergenic and have a minimum SPF of 15.
- Staff members without medication administration training may apply sunscreen, unless it is prescription sunscreen, in which case the storage and application of the sunscreen must meet medication-related requirements.
- Children nine years of age and older may administer their own sunscreen if supervised.

If diaper ointment or cream is used, the following requirements shall be met:

- Written parent authorization noting any known adverse reactions shall be obtained.
- These products shall be in the original container and labeled with the child's name.
- These products do not need to be kept locked but shall be inaccessible to children.
- A record shall be kept that includes the child's name, date of use, frequency of application and any adverse reactions; and
- Staff members without medication administration training may apply diaper ointment, unless it is a prescription diaper ointment, in which case the storage and application of diaper ointment must meet medication-related requirements.

Over the Counter Skin Products

If insect repellent is used, the following requirements shall be met:

- Written parent authorization noting any known adverse reactions shall be obtained
- Insect repellent shall be in the original container and labeled with the child's name
- Insect repellent does not need to be kept locked but shall be inaccessible to children
- A record shall be kept that includes the child's name, date of use, frequency of application and any adverse reactions; Manufacturer's instructions for age, duration and dosage shall be followed; and
- Staff members without medication administration training may apply insect repellent, unless it is prescription insect repellent, in which case the storing and application of insect repellent must meet medication-related requirements.

Rules for Children

There should be a consistent set of rules for children to follow concerning clothing, toys, and behavior at the center. These rules should be established with each parent or guardian, child and staff member prior to joining the center.

- Clothing Considerations
 - Loose strings (such as hood stings) should never be worn on children's clothing. Many cases of strangulation have occurred because loose strings get caught on playground equipment.
 - Long skirts should not be worn to school because of the potential for the child to trip over or get caught on something with the skirt
 - Dress-up clothes such as high heels, frilly skirts, large hats and neckties should be worn only indoors for special occasions.
 - Open-toed sandals, flip-flops, crocs or shoes that look like crocs and slippery dress shoes should not be worn to school because of the potential to slip, trip, or stub toes while playing.
 - Dress clothes or "Sunday" clothes should not be worn to school. Many of our activities have the potential of ruining these less durable clothes.
 - Girls should wear shorts under their dresses and skirts to protect their privacy.
 - Dress children in clothes appropriate for the weather.
 - Ensure children are dressed in clothes they can manage on their own when using the restroom.
- Toys – Unless requested for specific reasons such as show and tell, toys will not be brought from home. Home toys are seen by the child as their own and they may be less apt to share.

Reporting Child Abuse or Neglect

The employees and volunteers of NCDC are required legally and ethically to report child abuse. Children with suspicious marks or who says something that causes a staff member to be suspicious will immediately be reported to the director. The director will determine if Child Protective Services needs to be called.

Virginia's Code legally defines abuse and neglect as follows:

Abuse is any one of the following acts which seriously endanger the physical, mental, or emotional health of a child:

- The infliction, attempted infliction, or as a result of inadequate supervision, the allowance of infliction or attempted infliction of physical or mental injury upon the child by a parent or any other person.
- The exploitation or overwork of a child by a parent or any other person.
- The involvement of the child in any sexual act with a parent or any other person, or the aiding or toleration by the parent or the caretaker of the child's sexual involvement with any other involvement of a child in sexual activity constituting a crime under the laws of this state.

Neglect is the refusal or willful failure of a parent or caretaker to supply the child with necessary food, clothing, shelter, care, treatment, or counseling for any injury, illness or condition of the child, as a result of which the child's physical, mental or emotional health is substantially threatened or impaired. The following are not considered neglect.

- The inability of a parent or caregiver to provide for a child due to inadequate financial resources shall not, for that reason alone, be considered neglect.
- When, in lieu, of medical care, a child is being provided treatment in accordance with the tenets of a well-recognized religious method of healing which has a reasonable, proven record of success, the child shall not, for that reason alone, be considered neglected or maltreated. Nothing shall prohibit the court from ordering medical services for the child when there is substantial risk of harm to the child's health or welfare.

Food

NCDC&LC #1 center agrees to furnish 2 meals and 2 snacks daily.

NCDC&LC #2 Pam's Place center agrees to provide 1 Breakfast and 2 snacks daily and parents will provide lunch.

Breakfast starts at 7:00 AM and the last meal is served at 8:00 AM. If you arrive after this time, you will be responsible for providing food and monitoring your child during that time. At the discretion of the Director, if a staff member is available during that time you may leave. Occasionally children will be required to bring their lunch, field trips, special in center days. During these times please remember items such as peanuts, raisins, grapes, popcorn, hot dogs, (unless cut into small pieces) and hard candy are not recommended for children under 4, as they are a choking hazard. Any food items that require water to cook, pasta meals, and noodles in a cup for example, or that require a can opener should not be sent.

Nutrition Statement and Policy

The philosophy for feeding children at the center is a very important part of early childhood education. NCDC&LC participates in the USDA Food program. For you as the parent, this affords you greater assurance that your child receives balanced meals. Snack time and mealtime provide the

opportunity for learning experiences that form correct habits of eating in a pleasant atmosphere, such as:

- Mealtimes are scheduled to be relaxing and a social time
- Children should be told the truth and correct name for foods offered
- Children are encouraged to eat but not forced. Children are served a bite of each disliked food so if they decide to taste it, they can
- As age allows, children are allowed to feed themselves not fed by the staff members, even when it means a mess is being made.
- Food is presented to children in a very positive and matter of fact manner. Making food and plate arrangements attractive will encourage children to eat well.
- Children are presented food objectively, because they need it, not that it is eaten as a favor to any adult
- Children are given sensible size first servings, with the opportunity and encouragement to take seconds.
- Spilling, dropping, and breaking of dishes are accepted as accidents. Children are told how to avoid accidents but not blamed or made to feel guilty for accidents.
- Children are neither bribed nor rewarded for eating
- New foods are served in small amounts until they have become familiar foods
- Staff encourages early finishers to remain at the table for a while so that getting dessert early will not trigger a general rush for dessert
- If something is being served that children do not like one alternative will be offered.
- Meals are served in a family style setting.

Extra Clothing Requirement

A complete extra set of clean season appropriate clothing should always be left at the center in case of an accident or an especially messy day. In addition, each child should have a blanket and fitted crib sized sheet for naptime. Please label everything with your child's name in permanent marker.

Transportation and Field Trips

Field trips and other outings are planned throughout the year. Individual notices will be sent home prior to each trip. Permission slips must be signed and on file for your child to participate. The parent/guardian authorizes the center to transport the child in center's vehicles for fieldtrips to the swimming pool, park, store, schools, libraries, etc. Field trips may require a fee (you will be notified). Fees must be paid in advance, or your child will not participate. We encourage parents to act as chaperones on any field trips.

If the center provides transportation, the center shall be responsible from the time the child boards the vehicle until returned to the parents or person designated by the parent. Any vehicle used by the center for transportation of children shall meet the following requirements:

- The vehicle shall be manufactured for the purpose of transporting people seated in an enclosed area
- The vehicle's seats shall be attached to the floor

- The vehicle shall be insured with at least the minimum limits established by Virginia State statutes
- The vehicle shall meet the safety standards set by the Department of Motor Vehicles and shall be kept in satisfactory condition to assure the safety of children
- If volunteers supply personal vehicles, the center is responsible for ensuring that the requirements of this subsection are met.

NCDC shall ensure that during transportation of children:

- Virginia state statutes about safety belts and child restraints are followed and stated maximum number of passengers in a given vehicle shall not be exceeded
- The children remain seated and each child's arms, legs, and head remain inside the vehicle;
- Doors are closed properly and locked unless locks were not installed by the manufacturer of the vehicle.
- At least one staff member or the driver always remains in the vehicle when children are present;
- The following information is in transportation vehicles:
 - Emergency numbers for each student and for medical facilities
 - The center's name, address, and phone number; and
 - A list of the names of the children being transported.
 - Insurance and vehicle registration
 - Valid driver's licenses for all drivers

When entering and leaving vehicles, children shall enter and leave the vehicle from the curbside of the vehicle or in a protected parking area or driveway. Children shall cross streets at corners or crosswalks or other designated safe crossing point if no corner or crosswalk is available.

The staff-to-children ratios established by the State of Virginia Department of Social Services shall be followed on all field trips. The staff-to-children ratios need not be followed during transportation of school-age children to and from the center. One staff member or adult is necessary in addition to the driver when 16 or more preschool or younger children are being transported in the vehicle.

The center shall make provisions for providing children on field trips with adequate food and water. If perishable food is taken on field trips, the food shall be stored in insulated containers with ice packs to keep the food cold.

Before leaving on a field trip, a schedule of the trip's events and locations shall be posted and visible at the center site. There shall be a communication plan between center staff and staff who are transporting children or on a field trip. Staff shall verify that all children have been removed from the vehicle at the conclusion of any trip. Parental permission for transportation and field trips shall be secured before the scheduled activity. If a blanket permission is used instead of a separate written permission, the parents shall be notified of the trip in advance, and they will have been given opportunity to withdraw their child from the trip.

Biting

Biting is a behavior that is anticipated with infants and toddlers; however, it will not be tolerated within the center. Incidents of biting will be reported to parents in an incident report and charted in child's file. If biting continues three times in a two – week period, the teacher or Director will schedule a conference with the parent. If biting continues it may result in termination of enrollment.

Conduct/Discipline

Any student whose conduct or attitude shows him/her to be against the basic principles and purpose of the center will be asked to withdraw. In instances of deliberate destruction of school property or personal property of others, replacement of items is the financial responsibility of the parent. Behavior such as constant hitting, biting, punching, shoving, disrespect to staff, and inappropriate problems arise, an Incident Report will be sent home for your signature.

True discipline implies that a trusting relationship has been established between staff and child. It is built with mutual respect and trust. Most problems are avoided by keeping children engaged in challenging and interesting activities. The goal of discipline is to have the children be responsible for their own behavior. Corporal punishment or punishment related to food, bathrooms or naps not practiced.

When disciplinary problems with your child are experienced, the teacher will attempt to correct the behavior by removing the child from the situation or quietly discussing the offense with the child. Children are disciplined with kindness, consistency, and understanding, and with the purpose of helping the children develop responsibility with self – control. Time out is given 1-minute times child's age. In the event all efforts of the staff have failed at reaching an acceptable resolution staff members will refer the case to the Director of NCDC.

Alternative Behavior Methods

We will use alternative behavior methods, which includes time-out and redirecting to ensure that we are providing quality care in a safe, loving and caring environment. The following describe these methods:

- Affection (hugs, cuddles, love)
- Consistency
- Encourage children to verbalize feelings and frustrations
- Fairness firmness
- Follow through
- Choices
- Clear rules and limits
- Lots of praise
- Listen to children
- Prevent problems
- Re-direct
- Respect children
- Use eye contact
- Time-out

We DO NOT advocate the following:

- Arguing, yelling or speaking to children in a way that does not bring glory to God
- Belittling or embarrassing a child
- Comparing children

- Getting into power struggles
- Procrastinating in handling a problem
- Taking away food
- Using physical punishment
- Restricting participation in scheduled activities (recess, free play, ect.)

Birthdays

A birthday is an important day in each child's lives and we are happy to recognize each child's birthday. If you would like to have a party for your child, please inform your child's teacher at least one week in advance. You are responsible for bringing party supplies.

Established Lines of Authority

NCDC&LC is a corporation. Nicole Brown is the Executive Director/Owner and the sole agent of the corporation and there is no Board of Directors involved in the management of the company. The chain of authority is:

Nicole Brown - Executive Director/Owner
Director of Administration/Operation
Center Director
Assistant Center Director
Program Leaders
Instructional Aides

This handbook is effective April 2023 all previous editions and amendments are obsolete