

SUNSHINE SMILES ACADEMY

Parent Handbook



Erika Byrd, Owner/Director

2611 Broad St.
Durham, NC 27704

(919)317-1500

Welcome to Sunshine Smiles Academy

To: All of the Parents

Thank you for choosing Sunshine Smiles Academy and welcome to our facility. We give the children in our care opportunities to learn in a setting where our commitment is to facilitate a feeling of safety and love to the children.

All children are encouraged and praised, even for the smallest accomplishments. Age-appropriate, fun activities are offered daily to challenge and build developmental skills and a positive self-image. We provide opportunities for each child to gain practice in language, fine motor skills, large motor skills and self-help skills.

It is a pleasure to have you and your child with us and we look forward to working with your family.

Sincerely,

Erika Byrd
Owner/Director

Introduction

These guidelines are designed to familiarize you with our operational policies and procedures. Please read carefully. Parents are requested to sign and return the Statement of Agreement, indicating their willingness to cooperate with the facility's requirements and their discipline policy before enrollment is complete.

Statement of Purpose and Goals

The purpose of our facility is to provide quality care for young children. Our goals include encouraging and praising the children, even for the smallest accomplishments and provide age-appropriate, self-directed, fun activities daily to challenge and build developmental skills and a positive self-image. Your child will have opportunities to gain practice in language, fine motor skills, large motor skills and self-help skills. They are taught to respect others' property and rights.

Pre-entry Visit

Sunshine Smiles Academy opens at 6:30 a.m. and closes at 6:00 p.m. on Monday through Friday. The child and both his/her parents should make a pre-entry visit to the facility. The parents will be provided with a copy of the facility's policies upon enrollment.

Rated License

The North Carolina Child Care Commission has adopted the Five Star Rated License effective April 1, 1999. This rating is based on the childcare facility's program standards; education/experience levels of all staff and compliance history with child care regulations.

Enrollment Procedures

Our facility is open to any child who may benefit from the program. The child must be six (6) weeks to five (5) years old. Our program includes age-appropriate activities, in a safe, healthy and nutritional environment. The parent must complete the following forms for each child they are enrolling. All forms are subject to yearly renewal and must be kept up-to-date:

- Registration Form
- Application for Enrollment
- Signed Parent Statement of Agreement

- Current Year's Physical (with original signature of doctor of his/her designee)
- Immunization Record
- Authorization for Emergency Medical Care

Before the child's first day of attendance, all forms must be completed, returned and the \$75.00 registration fee paid. The medical forms must be filled out and signed by a doctor. They must include an immunization record indicating the immunizations against diphtheria, tetanus, whooping cough, measles, mumps, rubella, H. Influenza type b (Hib), Hepatitis A, Hepatitis B and polio are all up-to-date. We are required by law to have proof of this medical examination and immunization record before a child is enrolled (or within 30 days thereafter enrolling). Each time a child gets another immunization, we must have a signed note from the doctor to add it to the child's record. Information required for emergency care is discussed in detail in the Emergency Care Information Section of this handbook.

All children are enrolled on a two (2) week trial basis, during which either party may cancel with a two-week notice. At the end of this period, the parent(s) and provider will talk about how the child has adjusted to the new environment. Advanced payments are required for the entire two-week period, but there is no obligation after the period is up. If care is to begin later, an advance payment for the first week of childcare holds a place for your child. This payment will not be refunded if the child does not begin on the date agreed. An additional one-half (1/2) of the fee is charged for each additional week the space is held.

Non-Discriminatory Policy

Sunshine Smiles Academy admits children of any race, color, natural and ethnic origin, and mental or physical disabilities, to all rights, privileges, programs and activities made available. In accordance with USDA Policy, this facility does not discriminate in race, color, sex, age, handicap, religion or natural origin.

Arrival and Departure

In order to assure the safety of every child, we enforce strict guidelines in regard to dropping off and picking up children at the facility. We will abide by any court order restraining persons from the facility's premises by contacting the appropriate law enforcement agency if necessary. Only responsible, mentally alert adults (18 years or older) are allowed to leave the facility with children. We reserve the right to restrict the releasing of any child to an adult who appears to be under the influence of any impairing substance.

We request that parents call the facility in advance when someone other than a parent or guardian will be picking up the child.

- An adult must escort each child into and out of the facility, making sure the teacher knows the child is present before leaving the child's room.
- North Carolina sanitation laws require each person to wash their hands upon arrival.
- The parent(s) must authorize all persons picking up children from the facility. You will be asked to provide their names at the time of enrollment. If this changes, we must have it in writing.
- All persons other than parents will be asked for proper identification when they pick up a child from the facility.
- It is very important that parents only park in legal spaces. Please do not double park or park in driveway of facility.
- It is your responsibility to see that your child enters and leaves the facility safely.

YOU MUST CONTACT THE FACILITY IF SOMEONE OTHER THAN THOSE LISTED ON THE RESTRICTED PICK-UP LIST IS TO PICK UP YOUR CHILD.

Transportation

Sunshine Smiles Academy does not provide any source of transportation.

Extra Clothing and Personal Belongings

The clothes your child wears to the facility should be easy for him/her to get on/off, and should be comfortable. We encourage him/her to be as independent as possible. The clothing should be washable so he/she may join in messy activities without worrying about damaging his/her clothes.

The following items must be brought on the first day your child attends, labeled (**for bottles masking tape and permanent marker works best**) with your child's name and date, and kept replenished all year long:

Infants:

- Two (2) seasonally appropriate complete changes of clothes (labeled)
- One (1) package of diapers (labeled with initials on each individual diaper)
- One (1) box wipes (labeled with child's name)
- Prepared bottles with lids DAILY (bottle and lid labeled with child's name and date on each one). NO GLASS
- Baby food – enough for the day (labeled with child's name and date on each one)
- Pacifiers, etc. (labeled with child's name)
- Light blankets (labeled with child's name)

Pre-Toddlers, Toddlers, and Two's:

- Two to three (2-3) complete changes of clothes (labeled with child's name)
- One (1) package of diapers or pull-ups (labeled with initials on each individual diaper) One (1) box of wipes (labeled with child's name)
- Prepared bottles (labeled with child's name and date on each one)
- Pacifiers, etc. (labeled with child's name)
- Light blankets (labeled with child's name)

Three's and Four's:

- Two (2) complete change of clothes (labeled with child's name)
- Light blanket (labeled with child's name)

Personal belongings should be clearly labeled with your child's name. Each child must keep an extra set of clothes at the facility at all times and should be replaced immediately when they are used. Please do not bring or allow your child to bring toys or special belongings – they could get lost or broken. We will not be responsible for personal belongings not properly marked with your child's name or for toys brought into the facility. We will have "show and tell" once a week and they may bring a special item at that time. You will be notified of this day.

Discipline Policy

In order for your child to attend our facility, every child must have a signed discipline policy on file. It is State Law for each parent to read our discipline policy, receive a copy of it, and initial on Parent's Statement of Agreement that it was received.

There is no use of any form of corporal punishment in our facility. Each staff has sixteen (16) hours of orientation on the procedures that are set by the state of North Carolina, and the policies of the facility. We recognize that limits must be set, and discipline maintained in order to help children gain self-control. The method of discipline used by our staff includes praise, separation from the group (time out), or re-direction to other activities. All staff have read and signed a copy that he/she fully understands the regulations concerning discipline provided as stated by the owner/director.

When a child's behavior is unacceptable or unmanageable, we may choose to work with the Echo program. The Echo program deals with children who have behavior problems or in the administrative director's discretion a child can be dismissed for behavior issues at any time.

Diapers/Wipes

The parents are responsible for furnishing diapers/wipes. The facility asks that a sufficient supply of diapers be kept at the facility at all times. Your child's teacher will let you know when your child's supply of diapers/wipes is getting low. If diapers are not brought in on child's next day of attendance we will call you to bring them immediately. If your child has a problem with disposal diapers and needs to wear cloth diapers, we are willing to work with you.

Potty Training

We do potty train children; however, this can only be successful with the parent's cooperation. We ask that you recognize that this process is a part of your child's physical growth and can only begin when a child shows signs of interest, has the ability to remove his/her clothes and can communicate with the teacher. We ask that parent's work with their children, at home, for at least 1 month, prior to us working with the child at SSA. Rewards for success shall be emphasized rather than penalties for failure. Children will need pull-ups and clothes that are easy to pull down. NO ONESIES – separate pants/shirts.

Rest

Your child will have a daily rest period on a cot used only by him/her and will be provided with clean sheets. We ask that the parents provide a large towel or blanket for their child to cover up with during cool days or winter months (labeled). Children are not required to fall asleep, but no child is excluded from rest time. Infants nap at varying times and their personal schedules take precedence. If you arrive during rest time, please quietly enter and keep your child quiet on your way in/out as not to disturb the other children.

Nutrition – Food Menu

Breakfast, a hot lunch and a nutritious snack are provided each day by the facility. Food provided by the parent/guardian must be of a nutritional value. Food and menu exceptions cannot be made except for documented, medical reasons. Please inform us at the time of enrollment.

Parents are asked not to bring food to the facility for their child, unless there is a special need such as an allergy concern or a special occasion such as a birthday or holiday. Any baked goods brought to the facility that are shared with the other children will need to be purchased from a bakery that is inspected by health officials (such as grocery store bakery). Menus are posted monthly. The meal schedule is as follows:

Morning Snack	8:30am – 8:45am
Lunch	11:30am – 12:30pm
Afternoon Snack	2:00pm – 3:00pm

Bottle Feeding

All bottles given to infants/toddlers must be fully prepared by the parents and in individual bottles with lids that are correctly labeled with the child's name and date. This includes formula, milk, and juices. State sanitation law prohibits the facility to prepare any drink for your child as long as he/she is on a bottle. You will also need to supply baby food. Please label your child's food with their name and date. Masking tape and/or permanent marker works best for labeling. **NO GLASS bottles or jars of food.**

Outdoor Play

We provide planned activities to stimulate the physical development of the children. North Carolina licensing laws required that all children go outside every day, weather permitted. Please dress your child accordingly. We do not have the available staff for a child to stay inside while the rest of the class goes outdoors. If your child is too sick to participate in outdoor time, they are too sick to be in attendance.

Schedule of Activities

A schedule of weekly activities is posted on the parent's board. The schedule is predictable but also flexible – allowing individual needs to be met. There is a good balance between quiet and active activities. The children have ample activities including: group activities, music, language arts, water play, science, and art.

Health and Safety Policy

In order to promote a healthy environment and prevent the spread of disease/sickness, our health policies must be strictly observed. A health check and hand washing is performed each day upon child's arrival. Please make us aware of any symptoms your child may have had in the past twenty-four (24) hours.

For protection and safety fire, severe weather, and SIDS emergency drills are conducted monthly under close supervision. There is a staff person around-the-clock that has first aid training, infant/child CPR, and blood-borne pathogens. A detailed emergency procedure is on file in the office.

Emergency Care Information

Upon enrollment each parent is asked to complete emergency care information including the following:

1. Parents' name, telephone number, and where they can be reached during the day-care hours.
2. Physician's name, telephone number, and address
3. Hospital preference
4. Emergency contact person, if the parent cannot be reached.
5. Allergies
6. Signature of parents giving the staff permission to act in place of the parent until the parent arrives.

Of course, 911 is called for very serious emergencies. The faculty or staff will not be responsible for the child's health care.

Substitutes

Substitutes must meet all guidelines as outlined by the State of North Carolina (medical on file, TB test, criminal records check, etc.).

Accidents

All accidents are reported to the director/owner. We inform parents of all accidents, as well as behavior changes, and any unusual events that might have occurred with their child. This information provides insight to meet your child's needs.

An "boo boo" report form will be filled out on all accidents stating the details of each incident. This form is kept in your child's folder. If your child receives medical attention for an accident, an accident report form must also be sent to the Division of Child Development in Raleigh, North Carolina and the facility's licensing consultant.

Medication Policy

No medication will be given unless a child has an allergic reaction which requires an EpiPen or with febrile seizures; this also includes inhalers for asthma. In any instance, the director or appointed staff member will administer medication.

Infants Safe Sleep Policy

We do all we can to help prevent Sudden Infant Death Syndrome (SIDS). SIDS is the sudden, unexpected death of an infant under one year of age, which remains

unexplained after a thorough investigation. Although SIDS does not happen often, we have put in place and follow the state's guidelines to prevent SIDS. In accordance with The American Public Health Association and the American Academy of Pediatrics have written guidelines for childcare facilities called —Caring for Our Children – National Health and Safety Performance Standards: Guidelines for Out-of-Home Child Care Programs, this facility uses the following rules regarding infant sleep position and surroundings:

- Infants under 12 months of age shall be placed **ALWAYS** on a firm tight-fitting mattress for sleeping in a safety-approved crib.
- Waterbeds, sofas, soft mattresses, pillows, and other soft surfaces shall be prohibited as infant sleep surfaces.
- No pillows, quilts, comforters, sheepskins, stuffed toys, and other soft products shall be used in the crib.
- If a blanket is used, the infant shall be placed at the foot of the crib with a thin blanket tucked around the crib mattress, reaching only as far as the infant's chest. (*Caring for Our Children, Standard FA 190A*)
- The infant's head shall remain uncovered during sleep.
- Unless the child has a note from a physician specifying otherwise, infants shall be placed in a supine (back) position for sleeping to lower the risk of Sudden Infant Death Syndrome (SIDS).
- When infants can easily turn over from the supine to the prone position, they shall be put down to sleep on their back, but allowed to adopt whatever position they prefer for sleep.
- Unless a doctor specifies the need for a positioning device that restricts movement within the child's crib, such devices shall not be used. (*Caring for Our Children, Standard HP 006*)
- Room temperature is comfortable (68 to 72 degrees F).
- No secondhand cigarette, cigar or pipe tobacco smoke is allowed around babies.
- We monitor sleeping babies.
- Staff is trained about safe sleep practices and a safe sleep environment.
- We never cover the baby's face with blankets or bedding.
- We do not let the baby overheat—dress baby in layers that can be removed as needed.

Attention Parents:

1. You should place all babies on their backs to sleep. The American Academy of Pediatrics, the SIDS Alliance, the Association of SIDS and Infant Mortality Programs and the National Institutes of Health recommend back sleeping as the safest position for babies. This reduces the risk of SIDS.
2. Even though most babies will be just fine, there is a higher risk of SIDS when an infant is placed to sleep on his/her stomach or side.
3. We encourage all parents to follow this standard for their infant's sleep position

all times.

4. Rule: "Stomach to play... Back to sleep".

Sick Child Exclusion Symptoms Policy

Children will have runny noses and coughs, but when the mucus is thick and of unusual color or accompanied by congestion that inhibits his/her resting or if he/she appears ill, your child should not remain at facility. We know that it is difficult to miss work; however, it is important to remember that 24 hours at facility at the onset of an illness can make the difference between one day or one week away from work, as well as, whether or not an infection is passed on to others.

Children who are sick should not be with other children. PLEASE NOTE THE FOLLOWING EXCLUSIONS:

- **Fever:** We cannot accept a child with a fever. We will call you to come for your child whenever he/she appears ill and/or has a temperature of 101 degrees or above. He/she must be free of fever for 24 hours, WITHOUT medication, before returning to the facility.
- **Diarrhea:** After three (3) loose stools, within a day, at the facility you will be called to pick up your child. Your child must be free of diarrhea for 24 hours or have a doctor's statement saying he/she does not have infectious diarrhea before returning.
- **Vomiting:** If your child vomits once (1) you will be called to pick up your child. Your child must be free from vomiting for 24 hours before returning to the facility.
- **Pink Eye or Conjunctivitis:** Pink or red conjunctivitis with yellow or white discharge. Your child must be administered appropriate eye drops for 24 hours or have a doctor's statement saying he/she does not have contagious conjunctivitis before returning.
- **Skin Rash:** Rash with or without fever or behavior change: He/she must be free of rash for 24 hours before returning to the facility or have a doctor's statement saying he/she does not have a contagious rash before returning.
- **Scabies:** Scabies, head lice, or other infestation. Children can return ONLY with a doctor's statement.
- **Communicable Disease:** Chicken Pox, Pertussis (whooping cough), Mumps, Measles, Rubella, Hepatitis A, Hepatitis B, Strep Throat, Haemophilus, Influenza B, Tuberculosis, Impetigo, Shingles, Meningococcal Infection - Children can ONLY return with a doctor's statement.
- **Unusual Lethargy, uncontrolled coughing, irritability, constant crying, difficult breathing, wheezing, or other unusual signs -** parent's will receive a phone call and may be asked to come pick their child up.

We will do all we can to provide a clean, healthy environment for your child at the facility, but we will need your help in keeping a clean, healthy environment.

You can help by adhering to our hand washing policy and the above exclusions policy! Please remember that some children may live with persons undergoing chemo/radiation treatments, with weakened immune systems, with newborns and/or elderly etc. PLEASE BE CONSIDERATE OF OTHERS!!!!!!

Hand Washing Policy

Our hand washing policy requires hands must be washed frequently:

- Upon entering and leaving the facility (parents help with hand washing)
- Before food preparation, handling or serving
- After each bathroom visit (no matter the reason) or changing diapers
- After removing latex or plastic gloves
- Before all meals or any food service activity (table setting, etc)
- If they touch another child during meals
- After wiping runny nose, eyes, or any body fluids
- Coming inside from outside play
- After handling pets or other animals

Hand washing cuts down on the spread of infectious and contagious diseases.

Biting Policy

If the skin is broken, children must see their doctor and all immunizations must be up to date. An incident report must be completed and signed by the parents and the facility director. All bites must be accompanied by an incident report and signed by teacher and director.

Dismissal due to Biting

1. First incident, Director will meet with parents to discuss biting issues and ways to resolve them.
2. Second incident, child must be picked up due to excessive biting or severity of the bite.
3. Third incident, child is dismissed.

**Sunshine Smiles Academy
2611 Broad Street
Durham, North Carolina 27704
(919) 317-1500**

Tuition Schedule

Full-Time	5-9 hours	Over 9 hours
Infants/Toddlers:	\$270/week	\$285/week
Two's:	\$225/week	\$240/week
Three's/Four's:	\$215/week	\$230/week

Part-Time	5-9 hours	Over 9 hours
All Ages (DAILY)	\$65/day	\$70/day

(3-5 years that are not fully potty trained will pay the weekly rate of \$225.00 and the daily rate of \$65.00)

FEES

Registration fees: \$75.00 Per Child (non-refundable)
 Renewal Reg./Fall: \$50.00 Per Family annually (February)
 Waiting List: \$10.00 Per Child (non-refundable)

Late Fees: A late fee of \$2.00 per minute will be charged for all pick-ups after 6:00pm.
 (You will be responsible for paying your late fee upon arrival).

An automatic \$15.00 will be added to accounts paid after Wednesday of the service. Payments are due on Mondays prior to service. Note: THIS INCLUDES HOLIDAYS.

NSF fee will be \$25.00 + total of check.

NOTES

Tuition is payable in advance of service and is due weekly. Monthly payments can be made also. Payment schedules can be arranged with director.

Full-Tuition is expected when facility is closed for holidays, inclement weather conditions, and/or annual teacher workdays.

Full-Time & Part-Time are locked-in! You are responsible to pay regardless of absence.

Tuition is reflective but not limited to: child/staff ratios, insurance, salaries and supplies. We will review rates annually and inform you of any increases at least 30 days in advance.

We will gladly work with the parent/sponsor schedule.

Tuition Policy

Our policy concerning tuition is as follows:

The fees must be paid for current week of service and they are non refundable.

Late Pick-Up Fees

Sunshine Smiles Academy opens at 6:30 am and closes at 6:00 pm on Monday through Friday. If you are late picking up your child after your scheduled shift closes, you are charged a late fee of \$2.00 per minute per child **DUE AT THE TIME OF PICK UP - paid in CASH to the teacher in charge of your child.**

Check Policy

There is a \$25.00 returned check fee. After two (2) returned check incidents, all future payments must be made in cash or money order. (No exceptions).

Days and Hours of Operation

Sunshine Smiles Academy opens at 6:30am and closes at 6:00pm on Monday through Friday.

*Please note the days that the facility will be closed and that these closings **do not alter tuition.***

Inclement Weather Policy

Notification of closing of our facility will be provided by your local TV channels WRAL TV 5 or ABC 11 or can be accessed via internet websites:

www.wral.com
www.abc11.com

We will also post closings/delays on our Facebook Page.

Holidays Observed

The facility director determines all holidays to be observed. You will receive an updated closing schedule at the beginning of each year. The following holidays are always observed:

- New Year's Day - 1 day observed
- Martin Luther King Day – 1 day observed
- Good Friday - 1 day observed
- Memorial Day -1 day observed

- Independence Day – 2 days observed
- Labor Day - 1 day observed
- Thanksgiving Day & Friday after Thanksgiving – 2 days observed
- Christmas Day Plus 3 Extra Days – 4 days observed
- Veterans Day – mandatory teachers workday – 1 day observed

Withdrawal

The facility must be notified two (2) weeks in advance if a child is to withdraw from the facility. Also, if a child is to withdraw, the *tuition must be paid in full*. If no notification is given, one additional week's tuition will be added. Any unpaid accounts will be turned over to our collection agency.

Termination of Service

Sunshine Smiles Academy may discontinue childcare service if any of the following occur:

- If a parent fails to bring in a current physical or immunization record when a 30 day period has passed after time of enrollment, and also when a child is due for another immunization.
- If fees are one week past due.
- If a parent continuously picks up their child late from the facility after closing time.
- If a parent fails to abide by the policies of the facility.
- If a child's behavior is uncontrollable, the child's parents will be called about the problem. If the problem doesn't stop, the parent is given a notice to find another means of childcare.

Family Services

Child Neglect and Abuse

By North Carolina licensing laws, caregivers are required to report suspected cases of child abuse and neglect. If such cases arise, I will notify the Protective Services Unit of the Department of Social Services. Let's work together to keep our children healthy and happy.

Grievance Policy

If a parent has a concern or a complaint, he/she is encouraged to express those feelings with the Director. All considerations will be taken in resolving the problem.

Family Involvement

How Parents Can Help

Over the years we have come to realize the importance of parental involvement. Besides parents pre-enrollment visit, parents are welcome to come and observe their children at daycare. Due to the distraction this can cause, we ask that your visit be kept to a minimum. Also, your assistance helps the facility to be more effective in providing a quality program for your child.

Listed below are some examples of the activities you can take part in at the facility. Please let us know the activities you would like to consider.

1. Party donations for special events.
2. Special story times.
3. Share your talents and interest with the children (pre-approval is required).
4. Committing a portion of your time in the classroom for special projects.

We appreciate your input and your support.

Special Events

A birthday is a very special time for your child. If you would like to arrange a party for your child, please notify the teacher one week in advance. The best time for parties is in the afternoon during snack time. It is up to the families how much or how little you want to provide for the party. Members of the child's immediate family are invited to come for the birthday celebration.

Please note the following restrictions regarding parties:

- Homemade baked items are not permitted; they must be from an approved licensed kitchen (store or bakery).
- Parents must provide party favors, cake, or both for **EACH** child in the classroom.
- Balloons are not allowed to be used in any way in our Facility (this is a state law).
- Party themes should not reflect violence, aggression, etc.
- We are not responsible for handing out invitations if every child in the classroom is not receiving one.

Parent Conferences

Parent/Teacher conferences will be held as needed. The teacher, the director or her designee as well as parents may request a conference.

Sunshine Smiles Academy
Parent Statement of Agreement

Child's name: _____

Statement of Agreement and Cooperation

I/We, _____ have read the Parent Handbook of the above name facility and it had been reviewed by me/us and the director.

I/We furthermore have read, understand and received a copy of the Sudden Infant Death Syndrome (SIDS) Policy and Discipline Statement/Policy and they have been fully reviewed with me by the director.

I/We are in agreement with this facility's discipline statement/policy.

I/We the undersigned understand and agree to follow the policies stated in this handbook regarding sick children.

I/We further understand the facility's policies regarding Medications, Hand washing, and Biting.

I/We also have read, understand and received the facility's policies regarding Transportation, Tuition and Refunds.

I/We also do understand that if I/We do not adhere to these policies and procedures as outlined, this will be grounds for termination of my child's agreement to attend the facility.

Parent(s)/Guardian Signature

Date

Directors Signature

Date