

Crossway Child Care
240 Circle Drive
Pendleton, SC 29670
Telephone & Fax: 864-760-0433

Child's Name: _____

Parents' or Guardian's Name: _____

I have received and read the conditions of the Parent Handbook for Crossway Child Care and/or Crossway Afterschool Program. It contains our rules and procedures, rates, discipline policy. If you have any questions, please call or email me at any time.

Thank you,
Debra Ballenger
Director
DBallenger@crosswaychildcare.com
864-760-0433

Parent's Signature: _____ Date: _____

Director's Signature: _____ Date: _____

Child's Name: _____
Parent or Guardian's Name: _____
Mom: _____
Dad: _____

Parent Handbook Policies & Procedures

We are excited that you have chosen Crossway Child Care for your child care needs, and we thank you for entrusting your children to us each day. We look forward to being a part of your child's learning experience.

Please read the following policies and procedures carefully. You will be required to sign authorization statements that are covered in this handbook.

Enrollment Procedures

All parents must complete the **registration forms** and a **DSS form 2900** for each child prior to enrollment. If we have an opening at that time, arrangements will be made to have your child begin immediately. If we do not have space available, then your child will be placed on our waiting list. We will contact you as soon as a space becomes available. Spots are available on a first come, first serve basis. Current enrolled families are given priority for available enrollment and space on the waiting list.

Registration Fee

A registration fee is due for each child on an annual basis. CCC will collect a registration fee of **\$50** for each child upon enrolling and on **August 1st** of each year thereafter. Registration fees are due for all students.

Supply Fee

A supply fee is due every August when school starts back. It contributes to the cost of materials, supplies, and curriculum. The cost of this fee is **\$20**. Each teacher will give you a list of materials they will need as needed.

Tuition

Tuition is due on **Monday** of each week and must be paid by 6:00pm. All tuition must be paid a week in advance if you pay on a weekly basis. If you pay on a monthly basis, a discount will be applied. If tuition is not received on time, a \$15 late fee will apply. If an account falls more than one week behind, an additional \$10 fee will apply, and the child will be removed from the program until the account is brought current. Consistently paying late may forfeit your enrollment. Weekly tuition rates are as follows:

Infant – 2 year: \$105

3-4 Year: \$100

After-School (K-5 through 5th Grade): \$55

Summer Care: \$105

There is a summertime holding fee to hold a child's place. This fee includes the registration fee of \$50, the supply fee of \$20, and the holding fee of the first week's tuition based on the age of the child. This is due the first week of enrollment.

Please see the Part-Time Attendance section for more information.

On the occasion that the after school children are dismissed from school early, there is no charge unless they are on a field trip. When the after school children are out of school for the day, an extra charge of \$10 per child per day will be added to the child's normal weekly tuition.

Discounts are as follows:

A \$10 per week discount is given for an additional full-time sibling.

A \$20 per month discount is given for those parents paying one month in advance.

Crossway Child Care participates in the ABC Voucher Program.

Note: If at anytime it becomes necessary to raise tuition due to rising labor and supply costs, parent will be notified in advance, and the newly published rates will supersede existing rates.

Withdrawal Procedures

Parents must give CCC two weeks notice should you desire to withdraw your child. Failure to give sufficient notice will result in the assessment of a fee equal to two weeks of tuition. In the event that an account is not cleared, it will be sent to a collection agency. Vacation credits may not be used to pay part of your two week notice when you withdraw your child. If you leave CCC with an outstanding balance, you cannot return to the program until the outstanding balance is paid in full.

Hours of Operation

CCC will be open Monday through Friday from 6:30am to 6:00pm excluding state holidays. Please notify CCC as soon as possible if you are going to be late. (Please see the late fee policy for more information.)

Holidays

Crossway Child Care will be closed in observance of the following holidays:

New Year's Day

Labor Day,

Good Friday

Thursday and Friday for Thanksgiving

Memorial Day

Christmas Day

July 4th

We will close at 1:00pm on Christmas Eve. If New Year's Day or Christmas Day falls on a Saturday, we will close at 1:00pm on Thursday and all day Friday in observance of the holiday. If New Year's Day or Christmas Day falls on a Sunday, we will close at 1:00pm on Friday and all day on Monday in observance of holiday.

Please note that there is no rate adjustment for holiday weeks. The cost of these days has already been calculated into your tuition rates. Because of this, tuition will not be discounted for these days. You will be required to pay the regular tuition for the weeks listed above.

Vacation

Crossway encourages families to spend time together and makes it easier by permitting free vacation time. After being enrolled for 6 months, each year-round full-time child will receive one free week for vacation. Only one free week per calendar year is allowed. You may not split up your week. **Vacations must be taken as a full calendar week.** (Your calendar year begins at enrollment.)

You must notify the director in writing at least two weeks prior to your vacation week to be eligible. Your child may not attend daycare during their vacation week. Also, any accounts that are past due must be brought up to date prior to your vacation week to be eligible for vacation time. **No Exceptions.** Vacation credits will not count towards part of your two week notice when you withdraw your child.

Inclement Weather Closings

In the event of inclement weather, CCC will follow the late opening and closing schedule of the District 4 Schools. We will open 15 minutes before District 4 despite the fact that we normally open at 6:30am. If District 4 opens at 10am, we will open at 9:45am. Weekly tuition **will not be adjusted** in the event of inclement weather **unless** we are closed all week. Only then will there be an adjustment of ½ price. **NO EXCEPTIONS.**

Sickness

Our sick child policy is dictated by DSS, and we cannot allow children to remain at CCC if they have any of the following symptoms: **fever of 101 or greater, vomiting, diarrhea, skin or eye irritation (pink eye), undiagnosed rash, lice, impetigo, or other communicable disease.**

If your child develops any of these symptoms during the day, you will be contacted to pick up your child. Your child must be picked-up within **30 minutes** of the first phone call. If your child is sent home, he/she has to be **fever free or symptom free for 24 hours without fever reducing medication** otherwise a doctor's excuse is required in order for him/her to return to CCC the next day. The administration has the final authority to determine whether a child is well enough to stay at CCC.

If a child has R.S.V, Bronchiolitis, or Flu a doctor's note is **required** stating when your child can return to the Center.

If a child is sent home with lice, they may not return until the child is **COMPLETELY FREE OF LICE AND NITS (eggs)**. You must bring either **PROOF OF TREATMENT** (the box) or a statement from the physician in order to return. Your child will be examined by a trained staff to ensure the lice and nits are gone before being left for the day. We realize that this is a health problem that is a nuisance, and there is no permanent cure. Bringing your child back to school free of nits helps to break the cycle of more lice hatching out.

Our goal is to keep our children healthy, and if a sick child is allowed to stay in a room, that puts all children and staff at risk. For the protection of your child and family, please keep children at home when they are ill. It is the discretion of the administration whether we can care for mildly ill children. This will be determined on a per case basis. There is no adjustment in tuition for your child being out for sickness.

Immunizations

All children must have current immunizations to remain enrolled at CCC. We must have a **current South Carolina** immunization record within 14 days of registration. Each time your child receives immunizations, we must get an updated immunization record within 14 days, or we will have to send your child home until we receive that documentation. Your child may not attend until his/her immunization records are up to date. This is in compliance with DHEC rules regarding immunizations. Your doctor may mail or fax the records directly to us.

Medications

A parent must administer any medication his/her child may require. CCC does not give prescribed or over the counter medications to children. This includes cold or allergy medicine, inhalers, Tylenol, or Ibuprophen. **We cannot give any child medicine.** If you come to CCC to give your child medication, you must have a staff member to observe. The only exception is Orajel and diaper rash cream **with a signed note from a parent.**

Discipline

It is our policy to practice positive reinforcement for children. We believe in praising children for acceptable behavior instead of only punishing misbehavior. However, if a child is continuously disruptive, hurtful, or dangerous, we may remove the child from the group. After a set time, the child may rejoin the group. Corporal punishment is never used on a child. If a discipline problem occurs, the parent will be notified, and if it cannot be solved, the child may be removed from the program. Our discipline policy is as follows:

- 1st offense – Redirection
- 2nd offense – Timeout
- 3rd offense – Notify Director
- 4th offense – Notify Parent

Afterschool Care Discipline Policy:

Fighting will not be tolerated at CCC. If your child gets into a fight, parents will be called to pick up the child, and the child will be suspended from CCC for two days. If we feel this is a continual problem or the problem is severe enough, your child may be expelled from the Afterschool Care Program. If a parent is called to pick up a child from CCC, and someone has not picked up the child within one hour from the time you were called, the child will be suspended from the program for two days. If your child is out on suspension, you are still required to pay the full weekly tuition rate.

Crossway Child Care reserves the right to decide for whom we can and cannot make accommodations. If we feel that we cannot meet the needs of your child, we will ask that you seek other child care.

Arrival & Departure

Parents will be given an access code to enter the building. **DO NOT** share this code with others. Parents (or designated adult) must escort the child to his/her classroom upon arrival. **Children need to be at CCC NO LATER THAN 9:00AM**. If you cannot have your child here by 9:00am, you must call CCC if the child is going to be late and needs to reserve lunch. **If we are not notified ahead of time, your child will not be allowed to stay**. Curriculum will begin by this time, and it is not fair to your child or the other children in the classroom if they are delayed or interrupted. Also, if your child has a doctor's appointment and will be coming later than 9:00am, you must let us know prior to 9:00am.

Children are to be pickup by their parents from the child's classroom. Parents are to check their child's mailbox or cubby for any communications from the administration. Only custodial parents will be allowed to pick-up a child from CCC. All others must be noted on the enrollment form and/or have a written permission from the parents as well as be prepared to show a valid pictured identification. If an emergency arises, parents can call the director with the person's name and approximate pick-up time. The person picking up your child must bring the appropriate photo identification. If the individual does not have the proper identification, then he/she will not be allowed to take the child with him/her.

Traffic Safety

Please drive carefully when entering or leaving the parking lot. Park only in designated spaces and reserve the handicap spot for those with a handicap plate. For the safety of yourself and others, please do not leave your car running in the parking lot. Please park in the parking spaces and not in the drive through if you require a longer pick-up or drop-off time. **Please do not park between the steps and the parking spaces**. Parking beside the steps blocks others from getting in and out of the parking spaces.

Field Trips & Transportation

In the event that a field trip is planned, a written permission slip will be required from the parent in order for your child to participate in the field trip. Parents must bring the signed permission form as well as any monetary cost the trip may incur. Please understand that if a child misbehaves on a field trip, he/she **may not be allowed** to go on anymore field trips.

Child/Staff Records

All child staff records will be kept confidential. These records will be made available to the administration of Crossway for emergency purposes.

Emergency Medical Plan

If your child has a medical emergency, every effort will be made to contact the parents. If the parent or emergency contact cannot be reached, the child's physician will be contacted. If necessary the child will be taken by a staff member to their physician or to the AnMed Medical Center.

Medical Insurance

CCC will provide a liability insurance policy for each child enrolled in the program. This policy will provide coverage for the child if injured while participating in the program using equipment as it is designed. Our liability policy will act as secondary medical coverage to your primary insurance.

Emergency Evacuation

Evacuation procedures will be posted in each classroom and drills will be conducted on a regular basis to familiarize child and staff with appropriate emergency procedures. Should there be an emergency that requires us to evacuate the building, we will go to Crossway Church. Parents will be notified of this evacuation by means of phone calls. In the case of an emergency that requires us to evacuate the area, due to spills or air contamination, we will proceed to the buses and drive the staff and children to LaFrance Elementary School depending on the mileage of evacuation.

Clothing and Hygiene

Children should be dressed in appropriate school clothing. Each child should be dressed comfortable for each day, including sweaters or jackets for cool days. Remember that a child will be involved in art projects and outside playtime. **All children need to bring two changes of clothes to be left at CCC in case of an accident.** If your child has to use his/her change of clothes, please bring another clean change of clothes the next day. Please note that **names should be placed on everything you bring** to the daycare to avoid misplacement. If an accident occurs and no clothes are available, you will be called to bring a change of clothes. All children

should have **at least two change of clothing here at all times.** Children must have shoes on at all times; this is a DSS requirement.

Toys

We ask that your child does not bring any toys or other personal belonging from home unless specified by their teachers. If in the event that your child does bring a toy from home, he/she must share it with the other children. If your child is unwilling to share or the toy causes problems, the toy will be placed in the designated box in the classroom for your child to take it home at the end of the day. Make sure that **all items are labeled with your child's name.** CCC is not responsible to any lost, stolen, or broken toys. Please do not send electronic items such as a Game Boy, DS, DSi, PSP, or mp3 player unless there is a designated day for them.

Babies and Toddlers

Children who are not potty trained must keep an adequate supply of diapers and wipes at CCC. A box of wipes should be left for each child and replaced as necessary. Also, at least two changes of clothes should be left and changed out periodically to meet weather and size changes. Potty training is done in our Two Year Old Classroom. At this time, parents will be asked to bring pull-ups with the Velcro sides or diapers to make training easier. Children will not be permitted to advance to the Three Year Old Classroom until they are potty trained.

Biting

Biting is a normal, reactive response to threatening situations in young children. However, when biting becomes excessive and a health or safety concern for our children, we must take action. It is our policy to work with parents to get through the biting stage. Nevertheless, if a severe bite occurs (breaking the skin or bruising), the child will be placed in timeout for the first offense. Upon the second offense in the same day, the child will be removed from the classroom for a set period of time. If a third bite occurs in one day, the child will have to be picked up for the remainder of the day. If biting continues and no solution can be found, CCC reserves the right to remove a child from the program until a solution can be reached.

Pacifiers

We will work with the parents in our Two Year Old Classroom to help children stop depending on a pacifier. We will offer suggestions on ways to help children make this transition. This is necessary to help with verbal communication and to prevent health issues. **All pacifiers must be labeled.** The policy per class is as follows:

Infants Class: can have pacifiers at any time

Ones Class: can have pacifiers when upset or fussy or at naptime

Twos Class: can only have pacifiers at naptime

Threes Class: no pacifiers allowed

Fours Class: no pacifiers allowed

Meals

CCC provides breakfast, lunch and an afternoon snack for those who are old enough to chew. Snacks consist of cookies, crackers, fruit and other healthy choices. We serve milk with breakfast and lunch. Kool-aid or juice is provided for the afternoon snack. Breakfast and lunch are prepared in our kitchen. Food is usually consistent with the child's age. A menu is posted monthly in the lobby and is subject to change. If your child has food allergies, please let us know so we can make arrangements. Parents with children less than one year old are responsible for bringing the necessary formula and baby food needed for your child as well as any extra snacks your child may need. If your child has special dietary needs, you may be asked to provide the necessary food needed.

DSS

If a child has visible bruises or injuries and an explanation cannot be given, DSS may be called to investigate. We are required by law to report any suspicious marks or injuries to DSS for further investigation.

Late Pick-up Fees

CCC closes at 6pm. You will be charged a fee for any child being picked up after this time. **The late fee charge is \$5.00 for the first five minutes after 6:00pm and an additional \$1.00 for every minute thereafter.** Please note that the **fee is per child** so if you have more than one child attending, you will be charged a late fee for each child after the 6:00pm closing time. This charge is **due immediately** upon arrival at CCC. If it is not paid at the time the child is picked up, an additional \$5.00 will be added to the account.

Returned Check Charge

There will be a \$25 charge for "non-sufficient funds" checks. After the third NSF check, parents will be required to pay by cash or money order each week.

Part-Time Attendance

Part-time attendance will be classified as 4 or less hours per day or three or less days per week. Rates for part-time students will be discounted. Part-time students are still required to pay the full registration and supply fee. Payments must be paid weekly to attend part-time and must be made each week whether or not your child attends. Part-time is as follows:

Infant Class: \$80

1s & 2s Class: \$80

3s & 4s Class: \$80

Afterschool: \$55 (No discount)

Please understand that we operate solely on the income of tuition and fees. If at anytime we deem necessary to replace a part-time child with a full-time child, we will have no choice but to dismiss the part-time child and replace him/her with the full-time child.

In the event that a room is full with both part-time and full-time children and a parent wants to enroll a full-time student, the parents will be asked if they want to make their child full-time. If the parent chooses not to move their child to full-time, the child will be removed so that a full-time student may take his/her place.

The part-time child will always be offered full-time. If at that time the part-time student cannot become full-time, then we will accept the full-time student and try to make accommodations for the other student.

Full-time children always take precedence of part-time students. Part-time students will be placed on a waiting-list until a spot becomes available. Having your child's name on a waiting list does not guarantee a spot for a child.

Payment Methods

Crossway will accept the following forms of payment including personal checks, cash, money orders, credit cards, debit cards, or PayPal payments made to our website: www.crosswaychildcare.com. Payments should be made to Crossway.