

**Crossway Child Care
240 Circle Drive
Pendleton, SC 29670
(864) 760-0433**

**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 a registration form and 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 served 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. It contributes to the cost of materials, supplies, and curriculum. CCC will collect a registration fee for each child on January 1, 2010. An enrollment fee will be collected in August 2010 and each August thereafter. Enrollment fees are due for full-time and part-time students.

Tuition

Tuition is due Tuesday each week by 6:00 p.m. If you pay on a monthly basis a discount will apply. 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 may be removed from the program until the account is brought current. Consistently paying late may forfeit your enrollment.

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.

Hours of Operation

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

Holidays

CCC Child Care will close in observation of the following holidays: New Years Day, Memorial Day, July 4th, Labor Day, Thursday and Friday for Thanksgiving and Christmas Day. We will also close at 1:00 p.m. on Christmas Eve. There is no rate adjustment for holiday weeks. If New Years or Christmas falls on Sunday then we will close on Monday. If Christmas falls on a Sunday, we will close at 1:00 p.m. the Friday prior.

Vacation

Crossway encourages families to spend time together and makes that easier by permitting paid vacation times. After your child has been enrolled for 6 months, you are eligible for 1 free week for vacation. Only 1 free week per calendar year is allowed. You must notify the director in writing at least two weeks prior to your vacation week to be eligible. Also any accounts that are past due must be brought up to date prior to being eligible for vacation time. You can not use vacation credits to pay 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. Weekly tuition will not be adjusted in the event of inclement weather unless the CCC is closed for more than 2 days per week.

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, vomiting, diarrhea, or undiagnosed rash. 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 one hour of the first phone call. If your child is sent home, a medical permission is required 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.

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 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.

Immunizations

All children must stay current with immunizations to remain enrolled at CCC. Upon registration, we must have a current immunization record within 10 days upon registration. Each time your child receives immunizations, we must get an updated shot record within 15 days or we will have to send your child home until we receive that documentation. This is in compliance with DHEC rules regarding immunizations. Your Doctor may mail the record directly to us if you sign a release for them to do so.

Medications

A Parent must administer any medication your child may require. CCC does not give prescribed or over the counter medications to children.

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.

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 9:00 a.m. 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. Parents must call CCC if the child is going to be late. We conduct our class counts for lunch at 9:45 a.m. and any child arriving after this time may not be included without prior notification. Parents are to pick-up their children from their classroom and check their mailboxes for any communications from the administration. Only custodial parents will be allowed to visit or pick-up a child from CCC. All others must be noted on the enrollment form and/or have written permission from the parents and be prepared to show a pictured identification.

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 a parking space 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 space as this will block others in.

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.

Child/Staff Records

All child and 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 can not 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 and 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 acquaint children and staff with appropriate emergency procedures.

Clothing and Hygiene

Each child should be dressed comfortable for each day, including sweaters or jackets for cool days. All children should have at least one change of clothing here at all times. No child should wear cowboy boots because they are a safety hazard for all children.

Toys

If children bring toys to school, make sure they are labeled. CCC cannot be held responsible for lost or broken toys. Please do not send electronic items such as Game Boys to school unless it 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 one change 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 training pants or pull-ups instead of diapers to make training easier. A child cannot be moved up to the three year old room until they are potty trained. If a child reaches 3 1/2 years of age and still is not potty trained, a parent conference will be held.

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. However, if a severe bite occurs (breaking the skin or bruising) the child will be placed in time out 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 parents in our Toddler 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. Children will only be allowed to use pacifiers in the two year old room at nap time. No pacifiers will be allowed in the three or four year old classrooms.

Meals

CCC will provide a hot lunch and two snacks daily. Menus are posted in the lobby. If your child has an allergy to a certain food, please let us know. Milk is served with all lunches. Alternatives are available only for children with a medical need. If your child arrives after 7:00 a.m., please do not send breakfast unless it can be held until the morning snack time. All cups and dishes brought from home must be labeled to ensure they are returned to you.

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 is open until 6:00 p.m. All children must be picked up by this time. If your child is still at CCC at 6:05 p.m. late fees will begin to accrue. You will be charged \$1.00 per minute per child for every minute after 6:05 p.m. This charge is due immediately upon arrival at CCC and if it is not paid at that time an additional \$5.00 fee will be added to the account.

Returned Check Charge

There will be a \$30 charge for “non-sufficient funds” check. After the third NSF check, parents will be required to pay by cash or money order each week.

Part-Time Attendance

Part time attendance shall be classified as four 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 fee.

Payment Methods

Crossway will except the following forms of payment
Personal check, cash, money order, Credit or Debit Card or pay pal payment to our website: www.crosswaycc.com Payments should be made to Crossway.

Crossway Child Care

240 Circle Drive Pendleton, SC 29670

The following statements are required by SC DSS to be signed by parents

Parent Authorizations

Children(s) names: _____

Transportation

I authorize CCC to transport my child to and from the facility and during field trips. Parents will be notified if a field trip is planned.

Parent Signature: _____ Date: _____

Release of Children

Parents will be given an access code to enter the building. DO NOT share this code with others. Parents must escort the child to his/her classroom upon arrival. Children need to be at CCC no later than 9:00 a.m. 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. Parents must call CCC if the child is going to be late. We conduct our class counts for lunch at 9:45 a.m. and any child arriving after this time may not be included without prior notification. Parents are to pick-up their children from their classroom and check their mailboxes for any communications from the administration. Only custodial parents will be allowed to visit or pick-up a child from CCC. All others must be noted on the enrollment form and/or have written permission from the parents and be prepared to show a pictured identification.

Parent Signature: _____ Date: _____

Confidentiality Statement

I understand that my child's records, emergency information, or photograph is confidential and may not be copied, posted on a web site or disclosed to unauthorized persons, without written consent from the parent.

Parent Signature: _____ Date: _____

Discipline

I understand the discipline policy as stated below:

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.

Parent Signature: _____ Date: _____

Photos

I authorize CCC to take photographs of my child for class projects and school display areas. I understand that no photographs will be posted on the internet without my prior approval of each photograph.

Parent Signature: _____ Date: _____

Illness Statement

In the event of an emergency or illness, I will make arrangements for my child to be picked up from CCC within one hour after I am notified.

Parent Signature: _____ Date: _____

Medication Policy

A Parent must administer any medication your child may require. CCC does not give prescribed or over the counter medications to children.

Parent Signature: _____ Date: _____

Late Pick-up Statement

I understand that CCC is open until 6:00 p.m. and that my child must be picked up by this time. If your child is still at CCC at 6:05 p.m. late fees will begin to accrue. You will be charged \$1.00 per minute per child for every minute after 6:05 p.m. This charge is due immediately upon arrival at CCC and if it is not paid at that time an additional \$5.00 fee will be added to the account.

Parent Signature: _____ Date: _____

Late Tuition Statement

Tuition is due Tuesday each week at 6:00 p.m. If you pay on a monthly basis a discount will apply. 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 may be removed from the program until the account is brought current. Consistently paying late may forfeit your enrollment.

Parent Signature: _____ Date: _____

Crossway Child Care

Medical Release From

This form must be completed for each child enrolled

Child's Legal Name: _____ Nickname: _____

Birthday ____/____/____ Date of enrollment ____/____/____

Current home address: _____

Home Phone number: _____

Full Name of Parent(s) or Guardian(s)

Home phone Work phone Home phone Work phone

E-mail address(s) _____

Name of person(s) who can assume responsibility for your child in case of an emergency if the parents(s) or guardian(s) cannot be reached. Please include address, relationship and phone numbers of two persons.

1. _____ Relationship _____ Phone: _____

2. _____ Relationship _____ Phone: _____

As a parent/guardian of _____, I authorize the treatment of my child by a licensed medical doctor in the event he/she has a minor medical emergency. I understand this treatment will be given only after a reasonable effort has been made to reach me. I also agree to release Crossway Community Church from liability in the event of an accident.

Parent Signature _____

Family physician: _____ Address: _____

_____ Phone _____

Family dentist: _____ Address: _____

_____ Phone: _____

Please provide your child's health insurance information below:
