



## Parent Handbook Addendum

Childrens Lighthouse of Raleigh  
13401 Leesville Church Road  
Raleigh, NC 27617  
Last Updated: September 2019

This document is specific to the Childrens Lighthouse of Raleigh and takes precedence over the Parent Handbook applicable to all the nationwide school locations, contracts, forms and records signed at the time of enrollment. We will continue to post changes on our website and over parent emails provided at the time of enrollment. It is a parent responsibility to provide us with updated information in writing to document changes and stay informed with school communications. For wait-listed families, if you do not respond to our second attempt to email and call you by phone per the contact info provided to us, you will be removed from the wait list with email notification.

### 1. Program Operations, Hours, Calendar, Events & Teacher Schedule

- Our hours of operation are Monday to Friday, 6:30am-6:30pm
- The center will be closed per the school calendar posted on our website under the 'Parents' tab linked [here](#). If a holiday is on a Saturday, we will be closed the Friday prior in observance of the holiday. If the holiday is on Sunday, we will be closed on the following Monday in observance of the holiday.
- We believe in celebrating holidays and special events posted [here](#) along with our school family to cater to the whole-brain child and help develop children's social and emotional skills.
- We operate on a 12-hour daily schedule as a benefit to our families, while ensuring a good work-life balance for our Teachers with an 8- hour workday. Our school administration team plans the schedule for your child's teaching team by staggered shifts of 8-hours for each teacher.

Each age group may be combined as needed per the corresponding room's licensed capacity. For example, Infants in Rooms 1 & 2, Toddlers in Rooms 3 & 4, Two-year old's in Rooms 5 & 6, Three-year old's in Rooms 7 & 8 and Four/ Five-year old's in Rooms 9 & 10 may be combined as needed throughout the day. This may be necessary to cover teachers out sick or for personal reasons and for cross- training. In addition, we may combine age groups at the beginning and end of day until teachers arrive & leave per their scheduled hours.

## 2. Safety

The school building stays locked with unique coded access for each parent. Please sign-in and sign-out your child using the Procure tablet daily during drop off and pick up respectively, to ensure the safety of our school children at all times. All other individuals must be authorized in writing by the parents and show a valid ID in order to pick-up or drop-off your child. This authorization must be completed as part of the initial registration packet. In case of a last-minute change, the authorization may be provided by the parent, however, the email account must match the one listed on the child's registration form.

## 3. Arrival and Open Door Policy

Your child and their peers thrive on the consistency of schedule for learning, playground and mealtimes offered in our program. In order to ensure that your child receives the full benefit of our school program, we ask that all children are in attendance everyday no later than 9:00a.m. This is when every class begins their academic day and attendance is confirmed. If your child will be in later than 9:00 a.m. we kindly request that you inform a member of the school prior to 9 a.m. by messaging your classroom teacher since mid-way drop offs do not align with the consistent program structure we aim to deliver.

Children's Lighthouse Learning Center has an open-door policy. Please feel free to stop the admin office or call in case of any questions, especially if your classroom teacher is busy attending to the classroom needs. You as a parent/ authorized guardian are welcome to visit your child at any time during the school day. We request that you support the teacher to maintain classroom structure and schedules during your child's drop off and pick up.

If you would like to touch base with your child's primary teacher, please see administration to schedule a meeting. It cannot be expected to meet the same teacher at drop-off and pick-up if your child is consistently at the school for more than 8 hours a day. It is not recommended to inquire with a closing teacher about your child's day as they may have just transitioned to your child's classroom. This is the reason teacher's add moods & observations in the daily report to notify you of any specific observations or needs.

Per policy, we require classroom teachers and parents to advocate for our children, as we staff to operate at the highest voluntary ratios (1:8 for Room 5). Since there is some variability in the morning drop off times for children, we recommend that you seek the opening teachers help to call Administrators at the Front Desk when we are at the ratio threshold to ensure a teacher/ administrator is on the way to help. This will ensure you have peace of mind as you head out to work each day. As our program needs are dynamic with transitioning children and daily schedules, please stay abreast of teacher schedules posted on classroom doors.

## 4. Communication

We aim to communicate on a regular basis through face-to-face meetings, electronic daily reports, monthly newsletters posted on website & welcome board, in-center displays & bulletin boards, website updates, lighthouse connections and via telephone as needed. In

addition, we also conduct parent conferences at least two times per year. Social media will also be active. We invite all families to engage in the classroom through parties, donations, as mystery readers, and/ or sharing their expertise.

Please feel free to message the teachers if you have specific needs and they can inform you through the daily report. You can call the school anytime for urgent needs that need immediate attention. Our administrators have an open-door policy and love to hear from you, so please feel free to stop by for any information or feedback you would like to share.

## 5. Payments

Automatic bank draft is the only permissible method of tuition payment. Dis-enrollments require a 1-month advance notice period. The absentee tuition credit benefit applies to full-time enrolled families (Except Infants) during absence of 4 or more days and does not apply to holiday weeks as our teachers are paid for school holidays.

## 6. Emergency Preparedness

Staff will be trained annually on emergency preparedness including fire, weather, and lockdown drills. Children will also participate in monthly drills. In the event of an emergency, we will follow parental instructions on the emergency medical forms unless emergency personnel override that decision. For all injuries, first aid will always be performed, an incident report completed, and parents notified at pick-up or sooner if warranted. All staff are First Aid/CPR certified. In case of any emergency closings due to inclement weather or utility outages, we will follow the Wake county school closings to inform parents by text message/ email or by phone if necessary.

## 7. Parent Referral Program, Promotions and Discounts

The terms and conditions of the parent referral program may change from time to time. Please contact the Center Director for current program details. We post promotions on our website and/ or parent newsletters. A family may avail of only one promotion or discount at a time.

## 8. Video Monitoring

The monitoring system will be provided through the PB&J TV company. You will have access to five (5) sessions of up to fifteen (15) minutes per day. You can log in at your own discretion. Each log-in from 1- 15 minutes counts as a session and it is recommended to maximize your viewing time per session. For optimal viewing, please log out at the end of each session by closing out the PB&J web browser or app.

This Video Monitoring system made available to parents is for real-time viewing ONLY, and not available for recorded viewing. We strictly adhere to this policy. Any abusive behaviors of the camera access may lead to written warnings and removal of the viewing service.

## 9. Daily Report

Upon enrollment, a Preschool2Me account will be created for each child and a confirmation email sent to the parents. An electronic daily report is emailed to the parents at the end of each day. The same can also be accessed using the Preschool2Me app available on Apple and Android devices. This also provides a 1-way messaging service from parents to teachers. The teacher is unable to message back, as teachers are required to prioritize child interactions and supervision in the classroom. For urgent communications, it is recommended for parents to call the school for the fastest response time. It is recommended that parents regularly save required data shared on the app, since daily reports are archived for 30-days and pictures are archived for 1-year.

## 10. Photos

Our photo release policy signed during the enrollment process provides authorization for use of photos and videos on our school T.V. monitors, Preschool2Me, Facebook and website pages. Photos of children taken during school activities including field trips, bi-annual showcases, volunteer activities etc. are for the benefit of our parents and staff. Any inadvertent use with the erroneous inclusion of a child in a group or background will be promptly removed upon notification. Use of children photos for brochure and other marketing materials, we will require written permission for use of children photos in our brochure and other marketing materials.

## 11. Health, Sanitation & Nutrition

Parents are advised to follow the below practices reviewed in this document to ensure the best care for children at our school.

It is best practice to address any changes in health, schedule OR feeding with the teacher for alignment on the child's needs. It is most helpful to inform our administrators regarding child absences due to sickness or vacation.

All parents are requested to wash their child's hands upon arrival to allow the highest level of sanitation and safety of all children, especially those with allergies.

All forms referenced in this document are available in our administrative office for your convenience including allergy forms, doctor's notes, dietary/ meal plan needs.

Completed forms must be provided to our administrators for correct implementation.

Please allow 24 hours to accommodate any changes in order to ensure all care givers are informed and child's files updated in the kitchen, classroom and office.

### i. Communicable Diseases

We request notification of your child's absence when diagnosed with a communicable disease. In order to prevent contagion, we may require a doctor's

note for your child's return to school. We are required to post these notices per N.C. licensing to educate, contain and prevent the spread of infectious disease. Notices will be posted throughout the center to advise individuals of symptoms and incubation periods.

Staff is trained on recognizing communicable diseases. We will follow licensing requirements for sending children/staff home due to illness. In case of a rash, there should be no open scabs when the child returns to school. In case of head lice, the child will be screened upon their return to school. Please ensure your child's return a minimum of 24 hours after treatment with lice removal product and screening using a lice comb for dead lice, nits & eggs. Our policy requires children to be fever/ symptom free without the use of medication for at least 24 hours before returning to school.

ii. Food

We are a **Nut-Free facility** and only allow nut-free items on our premises. We offer 3 nutritious meals a day for children over ages 1 year at breakfast, lunch and afternoon snack in full compliance with the USDA food and nutrition guidelines.

Breakfast service starts at 8:30 A.M. and ends at 9:00 a.m. If you would like your child to be served breakfast, please arrive in time to be at the breakfast table after hand- washing by 8:30 a.m. This allows for a smooth transition for our children and teachers to begin the learning wall activity and lesson plans for the day. If you would like for your child to participate in breakfast and you are running behind, please message your child's teacher on preschool2me by 8:30 a.m. to be included in the classroom breakfast count.

Lunch service starts at 11:00 a.m. and ends at 12:00 p.m. If your child is arriving late and eating lunch at the school, please have them arrive by 10:30 a.m. to be included in the lunch count. This allows our Kitchen Manager to clean the kitchen for timely transitions from breakfast to lunch as well as lunch to snack preparation per sanitation requirements.

Some recommended foods for birthdays celebrations at the center include snacks and cakes in their original manufacturer packaging that are free of nuts or nut traces such as fruit snacks, rice crispies, oreo cookies, popsicles, lollipops OR toy/ goody bags. Please bring these to administration and we will provide them to your child's classroom.

iii. Allergy

If your child has a food allergy, an Allergy Alert form must be completed for posting. Allergy Alerts are posted in our kitchen and your child's classroom to ensure their individual needs are met. Our substitution menu is offered to children with allergies and highlighted menus must be brought in to the administrator and not dropped of in the classroom.

We strictly follow the doctor's note for all children with allergies. Please discuss

any unique dietary needs with our Director to determine the best course of action for compliance with nutritional requirements. We require 24 hours to implement any changes in order to ensure all care givers are informed and child's files updated in the kitchen, classroom and office.

- iv. Medication  
Parents complete the medication authorization form and update on an annual basis OR as required. This form is titled 'Permission to administer medication for chronic medical conditions and allergic reactions' to ensure any specific medication plan for your child is implemented as required.
- v. Sunscreen  
Sunscreen must be turned in with the form titled 'Permission to Administer Topical Ointment/ Lotion/ Powder before it is brought in to class. This allows us to track the expiry per state requirements or sooner based on the manufacturer. Please mark the child's name on the container with a permanent marker.
- vi. Diaper Cream  
Diaper rash cream must be turned in with the form titled 'Permission to Administer Topical Ointment/ Lotion/ Powder form before it is brought in to class. This allows us to track the expiry per state requirements or sooner based on the manufacturer. Please mark the child's name on the container with a permanent marker.
- vii. Clothes  
Child items including blankets must fit in the child's cubby and cleared at the end of week for school cleaning. All items brought to school will be checked daily to ensure children have no access to lotions, chap sticks, medication etc. that is not authorized by childcare licensing. Coat hooks are strictly for coats and returning used clothes ONLY and not to hang additional items/ toys from home. Space above cubbies is unavailable for child items and required for storing books and classroom materials.  
It is requested that all child items be returned home over the weekend to clean school totes and premises.
- viii. Parent provided supplies  
Diapers/ wipes/ clothes are not shared between friends due to children's allergies and to help reduce the spread of germs. Per school policy, we send written reminders to parents over the Preschool2Me app. as supplies are running low. Upon the third written notice for children not receiving their supplies, the school will provide new replenishments and charge the parents accounts with \$5 per diaper, \$5 for wipes per day and \$10 per piece of clothing.
- ix. Biting or Aggressive Behaviors  
Biting is very common in early childhood. Babies and toddlers bite for a variety of reasons, such as teething or exploring a new toy or object with their mouth. As they begin to understand cause-and-effect, they also might bite a person to see if they can get a reaction. Biting also can be a way for toddlers to get attention or

express how they're feeling. Frustration, anger, and fear are strong emotions and toddlers lack the language skills to communicate how they are feeling. So, if they can't find the words they need quickly enough or can't say how they're feeling, they may bite as a way of saying, "Pay attention to me!" or "I don't like that!" Our goal is to help identify what is causing the biting and resolve the issue. If the issue cannot be resolved, this policy serves to protect both children/ parties involved.

Our job is to keep children safe while ensuring that a child that bites learn more appropriate behavior. Per policy, we will follow the below tiered approach.

Step 1: For the child that was bitten: First aid is given, and the bite is cleaned with soap and water. The "Incident Report" form is filled out documenting the incident for both children. The child will be observed by the classroom staff to determine the cause of the biting (teething, attention, etc.) The administrative staff may assist the teacher as needed with resources, observations or classroom management strategies to address the behaviors.

Step 2: If a child bites twice within a school day, the Administrator will call the parent to pick up the child for the remainder of the day. If it is deemed appropriate, administration will schedule a conference with the parents of the child who is biting to develop a plan to stop the biting.

Step 3: After all preventative steps have been taken and the child continues to bite routinely while putting the safety of other children at risk, the child may be terminated from the program with written notice.

Parenting Resource for Biting:

<https://www.zerotothree.org/resources/232-toddlers-and-biting-finding-the-right-response>

#### INFANTS ONLY

- x. All items brought to the center must be labeled with the child's first name, last initial and date. This includes bottles, lids, food containers, clothing, pacifiers etc.

Parents should deposit bottles and food brought from home in the child's individual labeled container located in the classroom counter. Please note that all left over food and milk will be disposed of after the child's feeding. Empty bottles and containers should be removed at the end of each day.

- xi. Parents should provide daily communication regarding the time and quantity of last feeding as well as last diaper change using Preschool2Me. Please label all containers brought from home with milk type (BM for breastmilk, F for formula) and label per viii above. The classroom teacher will transfer all items brought from home and store in an individual labeled container per child.
- xii. Parents must complete the Infant Care Instruction plan for each child, ages 6 wks-15 months to ensure that we stay current with your child's needs. We ask that you update this form and return to your child's teacher every 30 days. You

can locate the Infant Care Instruction form in your child's classroom.

- xiii. We have limited space for car seats in the lobby area that are served on a first-come basis. During arrival and departure, we recommend leaving car seats outside the classroom to minimize contamination in the infant classrooms and ensure the safety of our crawlers. Due to sanitation reasons, no car seats can be left for the school day on the hallway or lobby floor.

**PLEASE SEE OUR ADMINISTRATION FOR FORMS REFERENCED ABOVE.**

12. Animal Friends

We allow animals for classroom activities with restriction. According to state regulations and guidelines- 15A NCAC 18A.2381 Animal and Vermin Control-(a) Unrestrained animals, except those used in supervised activities or pet therapy programs, shall not be allowed in a child care center, including the outdoor learning environment. When animals are on the premises, copies of vaccination records required by North Carolina law and local ordinances shall be available for review.

All animals will require Director approval prior to being brought into the center for classroom activities.

13. Technology Use

Screen time will only be provided for children ages two and up. This time will be limited, monitored, and solely educational. It may include the Engage Technology board, tablets, or television.

14. School Age Transportation

For school age children, please notify us of schedule changes ahead of time to prevent any miscommunication between their school and our staff. If your child is on our roster for the bus ride, we are required to keep all other children waiting while we ensure the safety of your child during an uninformed absence.

Service will be provided to Sycamore Creek and Leesville Elementary at this time. Background checks and qualifying letters are required for all staff prior to entering the classroom. Additionally, Motor Vehicle Checks are required for van drivers. The driver must be at least 25 years of age and in good standing for insurance coverage.

Homework time is provided and encouraged for all children, but it is recommended for parents to check after their child for full alignment.

15. Enrichment Programs

Our curriculum incorporates Spanish, Sign language, and Technology as part of our program offering. We currently include enrichments for Yoga, Gross motor 'Get Fit', Dance & Movement, and Music as part of our tuition. On an ongoing basis, we update our enrichments based on research and parent feedback to offer paid enrichment programs such as soccer etc.



#### 16. Parent Volunteers and Room Parents

Volunteers are welcome to share in our classrooms to help enhance the program offering across curricular and cultural themed activities. We may provide a courtesy notification to families, but are not required to have advance notice as volunteer activities are always supervised by our classroom staff to maintain teacher-child ratios without the volunteer included in counts.