

Pilot Baptist Daycare Ministry
Parent Handbook



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Welcome to Pilot Baptist Daycare Ministry. We are excited to offer care for children aged six weeks through school age (currently in Elementary school through summer of their fifth-grade year)!

Ensuring that your child's experience is positive involves both preparation and planning. This handbook is designed as a guide to help parents make sure daycare at Pilot Baptist Church is an enjoyable and rewarding experience for your son or daughter.

At Pilot Baptist Daycare Ministry, we focus on character development by promoting such values as kindness, respect, and empathy. We provide a safe and enriching environment that allows children to play, learn, and grow in their Christian faith.

Contacts:

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Vision Statement:

It is Pilot Baptist Daycare Ministries' vision to be the heart in the heart of the community. Through our work, we hope to make a difference in the life of every child we serve, much like Jesus makes a difference in our lives every day.

Mission Statement:

Pilot Baptist Daycare Ministry is a ministry of Pilot Baptist Church. We serve children aged six weeks through school aged. We strive to provide high quality care for children where they feel safe, valued, and empowered. We provide a play-based learning environment where children are encouraged to be curious. We are dedicated to teaching children and families we serve about Jesus. Through our program, we show his light to others.

Hours of Operation:

Monday – Friday
6:30 AM – 6:00 PM

Holidays:

We will observe most federal holidays. This includes

- New Year's Day,
- Martin Luther King Jr Day,
- Memorial Day,
- Independence Day,

- Good Friday,
- Labor Day,
- Veterans Day,
- Wednesday- Friday the week of Thanksgiving,
- Christmas week, and
- Early Closure at 3 PM on New Years Eve.

If an observed holiday falls on a Saturday, the preceding Friday will be taken. If on a Sunday, the following Monday will be taken. Tuition is not required during the week of Christmas. Tuition will NOT be discounted for any other holidays; full payment will still be due.

Pilot Baptist Daycare Ministry Staff:

Our staff is comprised of lead teachers, assistant teachers, and floaters. Every employee has completed a criminal background and child abuse/neglect check. All staff are certified First Aid and CPR providers. Staff have also received training in Blood Borne Pathogens, Child Abuse and Neglect, and other programming areas. Staff are required to complete five additional training hours per year above the required state training courses upon hire.

Seasonal hires may include public school system staff, college students, and high school students. All paid staff are 16 years of age or older.

Parents should be aware that program staff are required under penalty law to report all suspected cases of child abuse and/or neglect. Such cases will be referred to the Protective Services Division of the Franklin County Department of Social Services.

Program Staff will help:

- To create memories
- To create confidence
- To be positive, Christian role models
- To encourage teamwork
- To help kids unplug from technology
- To promote responsibility,
- And to instill a love for learning in children.

Enrollment Procedures:

Registration packets can be picked up at the daycare or can be completed virtually via Brightwheel. Please complete the registration packet and submit it to the program director before the first day of care. **All** forms must be filled out before children can be dropped off for care. The registration fee will secure your entry to the center; this is non-refundable, and no sibling discount will apply. If your requested start date is later than our available date, you will be required to pay half tuition until your desired start date.

Enrollment is available on a first-come, first-serve basis; space is limited. Payment must be received for a child's spot to be reserved. Child's registration fee and weekly tuition must be paid in full prior to entering the center.

Enrollment is contingent on the child's ability to participate in the current program offered by Pilot Baptist Daycare Ministry without undue burden on the program or undue risk to the children and staff involved. All participants must be able to work within a group of 10 children. One-on-one supervision is not offered within the program. If the needs of the child outweigh the program's ability to care for them efficiently within a group, they may be asked to leave the program.

Termination and Disenrollment Procedures:

Pilot Baptist Daycare Ministry may terminate the enrollment of the child for any of the following:

- Three (3) late pickups,
- Non-compliance with Pilot Baptist Daycare Ministries' policies and procedures,
- Enrolled children or his/her parent(s) present a danger to other children or staff in the program,
- Parents are disrespectful of the center's staff and/or policies,
- Families have 2 or more inappropriate interactions with staff/children in the program,
- 3 or more consecutive overdue payments.

Additionally, defamatory statements about the program, whether made on social media or through word of mouth, will not be tolerated. The center maintains the right to terminate care immediately in such cases.

Withdrawal:

If the family decides that they would like to remove the child from the program, they must notify the center administration with **at least 2 weeks' notice** via Brightwheel or a written document. Payment WILL be due during the two-week notice. Late fees will still apply if payment is not turned in during the notice. Parents shall pay any cost and attorney fees the school incurs in the collection of parents' outstanding balance.

Cost:

Pilot Baptist Daycare Ministry tuition is based on the age of the child.

Payment can be made with a check, exact cash (the center does not have change on hand), Venmo or Brightwheel. Payment is due at the time of registration, and each week by Wednesday at 6 PM.

Registration Fee: \$100

Annual Fee: \$75; due by January 31st at the start of each year. This fee covers curriculum costs, ongoing training for staff, and Brightwheel expenses.

Late Fee: A \$25 late fee will be applied for each week a payment is not current. Late fees are billed and must be paid by Friday of the same week to bring the account current.

Full Time Rates:

Infant Room: \$260/weekly

Waddler and Toddler Room: \$255/weekly

Two's Room: \$250/weekly

Three's Room: \$245/weekly

Four's/Pre-K: \$240/weekly

After School Care: \$90/weekly

Early Release Day additional charge for after school care: \$25

Summer Camp School Age: \$185/weekly

Part Time Rates (set 2 or 3 days a week, limited spacing):

Infant Room: \$180/weekly

Waddler and Toddler: \$175/weekly

Two's Room: \$170/weekly

Three's Room: \$165/weekly

Four's Room: \$160/weekly

Part-time add a day fee (**IF** space is available and approved by administration): \$25/day. Parents **MUST** give at least 72 hours' notice for their request.

*No part-time rates apply to school-aged children.

A sibling discount of 5% will be applied to the lowest rate.

Tuition will not be discounted for **ANY** reason (absences, illness, vacation, changes in parent's employment schedules, etc.). There are no refunds or credit offers. Your registration cannot be transferred to another person. **REFUNDS OR CREDITS WILL NOT BE GIVEN FOR MISSED DAYS.**

Tuition is due Wednesday at 6 PM based on your frequency of pay. For example, weekly payments are due Wednesday at 6 PM, biweekly payments are due every other Wednesday at 6PM, and monthly installments are due by 6 PM on the 15th of each month. Late fees will be applied if payment is not turned in on time and will not be voided for any reason. Late fees will be charged each week if payment is not current and are due Friday by 6 PM of that same week.

Late Pickup Fee:

There is a 5-minute grace period for pickup. After the 5-minute grace period, a fee of \$1.00 per minute will be charged and is **due within 24 hours**. If the late fee is assessed on Friday, the fee will be due on the following Monday. You will not be billed through Brightwheel, these late fees can only be paid through exact cash. If the cash is not given to the designated teacher(s) within 24 hours, the program has the right to not allow drop off until the fee is in hand.

Drop off and Pick Up Policies:

A legal parent/guardian must sign in their children when they arrive and sign them out when they depart. If not signed in, the program staff cannot be responsible for the child. Sign ins and check outs will be done through the Brightwheel app. It is the responsibility of the adult picking up the child to sign them in and out, and do not assume the teacher will!

Drop off time ends daily at 10AM. If a child has an appointment that may push their arrival time past 10AM, they will be allowed to come as late as 11AM; **ONLY** if the parent has received permission from administration and there is a doctor's note.

Staff will ID ANY person they are unfamiliar with; please bring your ID. Only authorized adults listed on the child's enrollment records can pick up a child. No one under 16 will be permitted to sign a child in/out.

If a person who is not listed on the child's emergency records or an individual that the parent/guardian has not provided written permission for attempts to pick up a child, we will contact the parent/guardian. If we cannot reach a parent or guardian, the child **WILL NOT** be released.

Chronic late pickup is ground for dismissal from the program.

Keypad:

At the time of registration, the program administration will ask the family for a four-digit code. This code should **NEVER** be shared; only the parents of the child should know it. The code only works during operation hours. If someone other than the parent of the child is picking them up, have them ring the doorbell, **DO NOT** share your code. This ensures the safety of authorized individuals in the building.

Custody Arrangements:

If there is a custody arrangement or pertinent court order in place, Pilot Baptist Daycare Ministry must have copies of the documents. Pilot Baptist Daycare Ministry cannot deny access to a parent or guardian who is listed on the enrollment records without a court order or other legal documentation.

What to wear:

- Please bring your child ready to go upon arrival at the center. It is not the teacher's responsibility to get the child dressed for the day! For children in diapers, please make sure they have a new diaper before arriving at the center,

- Closed toe shoes are preferred. Please refrain from sending your child in open-toed shoes to prevent injury,
- Please be mindful that it is likely your child may get paint, dirt, mulch, etc. on them throughout their day. We will do what we can to clean them up, but students should not be sent to school in items that families would not want to get dirty. We are not responsible for these items if they become dirty, and
- Please dress your child in appropriate clothing for the day, being mindful of outside times.

What to Bring:

- **Label all items with your child's first and last name OR initials.** We are not responsible for personal items or equipment brought to the program and strongly recommend participants leave expensive items at home,
- If your child is in diapers/pull-ups, you must provide these for them. We do not provide diapers, pull-ups, wipes, diaper cream, or sunscreen. If your child does not have enough diapers for the day, they will not be allowed to drop off without more diapers. Your child's teacher will let you know when they are running low on diapers/wipes/cream,
- All children should have at least 3 spare changes of clothes for them at the center. This includes socks and underwear if applicable,
- A water bottle labeled with the child's first and last name, as well as the date, should be brought **daily**. These water bottles need to go home daily and sent clean for the next day,
- Children should not bring any outside toys, such as trading cards, electronic game devices, cell phones, wheeled shoes, toys that mimic weapons, etc., to the center. We are not responsible for any loss or damage to personal items,
- You will need to provide a crib sheet for your child to nap on. You may also send a blanket or stuffed animal for your child to use during nap. All nap materials will be sent home weekly and should be returned clean the following Monday.

Included Activities:

- Outdoor recess lasting 30 minutes is offered in the morning and afternoon for all age groups, except for the nursery. Classes can use the basketball courts if they want. We will not take classes outside if the weather is below 35 degrees in the winter, or above 95 degrees in the summertime,
- Classroom activities include arts and crafts, circle time, singing/dancing, games, etc.,
- Guest speakers may visit and emphasize our weekly themes and discuss interesting topics to engage the children on applicable weeks,
- Pilot Baptist Churches Children's Pastor and Music Coordinator will be leading a chapel with the children weekly on Wednesdays at 10 AM. This is held in the Church sanctuary. Classes are assisted in getting to and from this location, and
- Water days may be offered on occasion.

Curriculum:

Our center has chosen to write its own curriculum. Each month comes with a biblical theme. Each week focuses on learning a theme as well as meeting developmental milestones. We will be working on all areas of development, including cognitive, fine, gross motor, language, and social/emotional development. Our goal is for students to be able to learn the stories of The Bible, while learning about Letters, Shapes, Numbers, etc. Families will get a weekly overview of what they will be covering through Brightwheel.

Brightwheel:

Our center uses an application called Brightwheel. **All families must have this app. Families must sign their child in and out of it. This will be our main form of communication with families, besides face-to-face conversations.** This app will be used to input daily activities such as meal logs, diaper changes, incidents, activities, and more. Staff are encouraged to post two photos of the child daily, one during the morning and one in the afternoon.

Messaging features are available on Brightwheel. Families can message their child's teacher privately with program administration. Families should note that messages received after 6 PM, unless there is an **emergency**, should not be expected to receive a response until the next business day during operational hours.

Food:

We will provide a nutritious breakfast, lunch, and afternoon snack daily. We are required to serve milk during breakfast and lunch mealtimes. For children less than two years old, they will be served whole milk. For children two and older, they will be served low-fat milk. If your child does not drink the facility offered milk, we have soy milk and Lactaid free milk as an alternative. If these alternatives are not an option for your child, you will be required to provide the milk they need. If you have a milk preference for your child, please tell the center directors immediately.

If you want your child to be present for breakfast, please have them at the center by 8:15AM.

Families are welcome to bring in a peanut free meal replacement for their child to be served for any meal **IF** there is a noted dietary restriction with a documented doctor's note. It should be noted that these items brought in cannot be sugary items and must be healthy alternatives. Parents should be aware that if they choose to bring food items for each meal often, they will need to opt out of our meal program and completely supply their students' meals at the center. For ease for our kitchen staff, the program cannot adjust to a meal each day for just one child.

For families in our waddler and toddler room, we use Take and Toss cups to serve milk at breakfast and lunch. Families are allowed to bring in a different cup for their child if they do not like the Take and Toss cups. However, they must bring in 2 cups daily- one for breakfast and the other for lunch. These will not be washed at the center and will be sent back home daily after use.

We participate in a food program called Cape Fear. This is a CACPF program. As part of this program, we are required to have a whole wheat component at least once a day, as well as fruit

and vegetables at lunch. For snacks, we are required to serve a “two component meal,” for example goldfish AND raisins, or string cheese AND grapes. You will be required to fill out a form at the time of enrollment regarding this program and update it annually with program administration.

If bringing in food items for a child’s birthday or class party, ALL items must be store bought and nut free, in an unopened package.

Due to safety concerns, glass bottles are not permitted in the infant room. We appreciate your cooperation and apologize for any inconvenience.

Allergies:

Staff must be informed of any food allergies or other restrictions upon submitting the child’s information record. We try to accommodate all food allergies, but children can bring their own snacks home. If a child’s food allergy becomes a concern, parents/guardians may be asked to provide a snack for the child.

If a child requires medication to be kept onsite or administered at the center, please see program administration for necessary paperwork.

Illness Policies:

It is important for parents to understand that one child’s health affects the health of the other children in the program. Please remember that exclusion of a child for illness is critical to minimize the impact it may have on the child population.

Children who have these signs and symptoms of illness **will be sent home and should not return for 24 hours, which effectively means the next school day:**

- Fever at or over 100.4 degrees, taken axillary,
- After a case of vomiting,
- 2 loose stools, and
- Persistent discharge from the eyes.

If your child is sent home for the day, the 24-hour policy will apply regardless of the conditions.

Children may be sent home for the day if they are acting lethargic and cannot participate in class activities. If they are sent home for lethargy AND, there are no symptoms observed otherwise; the 24-hour rule does not apply.

If a child becomes sick during the program, Pilot Baptist Daycare Ministry staff will contact the parent/guardian to pick up the child from the center. **It is expected that the child be picked up within one hour of notification.** The child will be supervised in an isolated area until the parent/guardian arrives.

Do not send your child to the center if they exhibit any of the above symptoms. Consistently bringing a child to the center ill and/or not picking the child up immediately when called will result in termination of services.

Children will not be allowed to administer or store their own medication. Please give your child any medications he/she may need before coming to the center. If your child has been prescribed an antibiotic, the first dose must be given at home. Please allow at least two hours before bringing your child to the center to ensure that there are no adverse reactions.

For prescription medication to be given while in the program, a **signed medication form is required**. A note from the child's doctor must be provided.

Children who have been under anesthesia for a medical procedure **MUST** remain out of care for 24 hours from the time of administration.

During the course of an identified outbreak of any reportable illness at the program, a child or staff member should be excluded if the local health department official or primary health care provider suspects that the child or staff member is contributing to transmission of the illness, is not adequately immunized when there is an outbreak of a vaccine-preventable disease, or the circulating pathogen poses an increased risk to the individual. The child or staff member should be readmitted when the health department official or primary health care provider who made the initial determination decides that the risk of transmission is no longer present by submitting a written note. Parents/guardians should be notified of any determination.

Please see RSV and Hand Foot and Mouth Disease specific policies.

Accident and Emergency Medical Procedures:

All program staff are trained in First Aid and CPR. Classrooms are equipped with the required First Aid materials. In case of injury/accident the following emergency procedures will be followed:

1. Staff will assess the child and his/her injury, and the necessary first aid will be given.
2. Parent will be notified of injury/accident.
3. If it is a serious accident or there is doubt of severity, 911 will be called immediately.
4. An incident report will be filled out with information pertaining to the accident and procedures taken.
5. If a child must be taken to a hospital or medical facility, a Pilot Baptist Daycare Ministry staff member will accompany the child if a parent cannot make it to the site. A parent will be notified as to where the child is transferred.

Drill Policies:

Our center routinely follows drill procedures throughout the year. Evacuation plans are posted in each classroom. The following drills are conducted:

- Monthly Fire Drill
- Quarterly Lockdown
- Quarterly Shelter in Place

The center has compiled an Emergency Response Plan in case of a severe emergency. Staff are informed of the policy and trained on what to do in the event of an emergency. If this occurs, the

program administration will get in contact with families to let them know the situation, the evacuation site, and to pick their child up within the hour. The designated evacuation sites for the center are as follows:

- Option 1: Pilot Baptist Church Building
- Option 2: Legacy Dance Productions Building
- Option 3: Bunn Baptist Church Site

Insurance:

Pilot Baptist Daycare Ministry does not provide medical or accident insurance for children in the program. The facility does carry general liability insurance.

Behavior Expectations:

Pilot Baptist Daycare Ministry has rules that are reviewed every day with the participants. These rules communicate the expectation that every participant strives to be Caring, Respectful and Responsible. This includes acts such as biting, kicking, hitting, punching, etc.

Pilot Baptist Daycare Ministry staff reserves the right to suspend and/or dismiss any child who cannot adhere to the rules. When rules are broken, it is essential to provide some form of consequence and understanding to prevent future problems. The overall safety and well-being of all participants is always our highest priority.

The following process will be used to resolve conflicts as they arrive:

- Warning/reasoning/redirection
- Time out from activity
- Child/supervisor conference
- Parent/supervisor conference
- Removal from the program

Any participant who vandalizes, damages, or destroys the facility, equipment and/or supplies **WILL BE HELD RESPONSIBLE** for making the appropriate repairs and amends.

Chronic behavior problems will lead to dismissal from the program at the parent/guardian's expense. These behaviors include, but are not limited to:

- Destroying or taking property of other children, staff, or the facility.
- Rudeness or discourteous behavior to other children or staff; or
- Causing physical and/or emotional harm to other children or staff.

Please see our Guidance and Discipline Policy for more information on behavior.

Camera Policy:

Each classroom has a security camera to ensure children's safety throughout the day. The footage will only be viewed by administrators of the center; it will never be released to parents.

Only in the event of a legal case opened, footage will be released only to law enforcement. Footage is stored for 14 days.

Parent's Responsibilities:

Parents have the responsibility to:

- To keep their child's records up to date with changes in phone numbers, emails, and addresses.
- Pick up children on time; contact the program director if they are going to be late.
- Tell the staff if their child will not attend the program for the day.
- Be available to be reached by telephone in case of an emergency; be able to pick the child up or have someone pick the child up within 60 minutes of the call.
- To notify a staff member in writing when another authorized person is picking up their child.
- Notify staff of planned vacation and other absences in advance.
- Be available for parent-staff conferences in a reasonable amount of time, especially regarding behavioral problems.
- Listen to concerns that staff members have about their child's behavior, and to work through an agreeable solution to any problems that might occur.
- Replace any equipment that their child is responsible for misusing or damaging.

Summer Camp:

A summer camp is offered to school aged children during summer break. All activities are included in the weekly tuition. Field trips will be taken occasionally. A signed permission trip will be required before the child is able to attend the field trip. A member of Pilot Baptist Church or program administration will be responsible for driving the children to and from the field trip. Movies may be shown on occasion, with parental permission.