

**Pilot Baptist Daycare Ministry  
Parent Handbook**



## **Vision:**

**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:**

**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.**

Welcome to Pilot Baptist Daycare Ministry. We are excited to offer care for children ages six weeks and up!

Ensuring that your child's experience is a positive one 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.

Our program will be open Monday-Friday, from 6:30 am- 6:00 pm.

## CONTACTS

Pilot Baptist Daycare Ministry Director	Margaret Wood	Margaret@pilotbaptistdaycare.com
Pilot Baptist Daycare Ministry Assistant Director	Wendy Dean	Wendy@pilotbaptistdaycare.com
Pilot Baptist Church Pastor	Richard Price	Arprice3@gmail.com

## HOURS of OPERATION

Monday – Friday  
6:30 am – 6:00 pm

## AGE REQUIREMENTS:

Our facility offers care for children aged six weeks old through school aged children.

## 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 in First Aid and CPR. Staff have also received training in Blood Borne Pathogens, Child Abuse and Neglect and other programming areas. Seasonal hires may include public school system staff, college students and high school students. All paid staff are 16 years of age or older.

## INCLUDED ACTIVITIES:

**Indoor and outdoor activities and games are included daily.** Daily activities may also include:

- Classroom games including arts and crafts, indoor games and “brain games.”
- 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. This will be during classroom time and will include music and a bible story/lesson.
- Outdoor gym games include basketball, kickball, and pickle ball.
- Water days include water balloons and water tables.

### **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 had a new diaper before arriving at the center.
- Athletic shoes are preferred. Please refrain from sending your child in open toed shoes to prevent injury.
- Weather-appropriate clothing
- Sunscreen – Please apply a long-lasting sunscreen at home in the morning before arriving. Sunscreen permission slips will be available for you to complete so that your child can re-apply sunscreen while in our care.

### **WHAT TO BRING:**

- **LABEL ALL ITEMS with your child’s FIRST AND LAST NAME.** 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 bring 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 be dropped off without more diapers. Your child’s teacher will let you know when they are running low on diapers/wipes/cream.
- 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, wheeled shoes, 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. All nap materials will be sent home weekly and should be returned clean the following Monday.

**FOOD:**

We will provide a nutritious breakfast, lunch, and afternoon snack daily. If you want your child to be present for breakfast, please have them at the center by 8:00 am. Parents are not allowed to drop a student off with food (for example the child finishing their breakfast). If needed, the parents can bring in extra snacks that are allergy friendly to keep in their cubbies if they do not like the school lunch that is provided. We participate in a food program called Cape Fear. This is a CACPF program. You will be required to fill out a form at the time of enrollment regarding this program.

**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 snack from home. Children are not allowed to share food. If a child's food allergy becomes a concern, parents/guardians may be asked to provide a snack for the child.

We serve whole, low-fat and soy milk. If your child drinks a different kind of milk, you will be responsible for providing that. If you have a milk preference for your child, please let the center directors know immediately.

**CELL PHONES AND ELECTRONIC DEVICES:**

Cell phones and other electronic devices will not be allowed for any reason. On the first offense, participants will be asked to put the device away. If the item is brought out a second time, the item will be taken away by the teacher and given to the program director, who will then return it to the parent at time of pickup.

**LOST AND FOUND:**

We will collect lost and found items daily. It is the parent's responsibility to check the lost and found for misplaced items. Unclaimed lost and found items will be donated to a local charity at the end of the year. Pilot Baptist Church does not accept responsibility for any lost or stolen items.

**BRIGHTWHEEL:**

Pilot Baptist Daycare Ministry uses an application called Brightwheel. All families must have this app. This app 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 a photo of the child daily.

**CURRICULUM:**

Pilot Baptist Daycare Ministry uses a curriculum called the Experience Curriculum, through Brightwheel. This curriculum focuses on play as the foundation of learning for children. This curriculum goes through 35 research-based skills and 7 learning domains. It is aligned with North Carolina learning standards. It is also Aligned with NAEYC, Common Core, and Head Start. This curriculum has assessment built into the lesson plans, and assessment results will be able to you through your child's Brightwheel profile.

### **ENROLLMENT PROCEDURES:**

Registration packets can be picked up at the daycare office. 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. Payment can be made with a check, cash (exact cash preferred), Venmo or through Brightwheel. Payment is due at the time of registration. The registration fee will secure your entry to the center. If your requested start date is later than our available date, you will be required to pay half tuition until your desired start date.

Children will be admitted to Pilot Baptist Daycare Ministry only after registration is complete. The following forms **MUST BE RECEIVED PRIOR TO THE FIRST DAY OF CARE**

- Enrollment application
- Registration form
- Emergency contact form
- Emergency Medical Care Form

Enrollment is available on a first-come, first-served basis and 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.

### **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 or policies.
- 3 or more consecutive overdue payments

## 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. 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's fees the school incurs in collection of parents outstanding balance.

## COST:

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

Infant Room: \$255/weekly

Waddler and Toddler Room: \$250/weekly

Two's Room: \$245/weekly

Three's Room: \$240/weekly

Four's/Pre-K: \$235/weekly

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

A registration fee of \$100 per child is due at the time of enrollment.

An annual fee of \$75 is due by the end of January at the start of each year.

There will be **NO PRORATING, FEE REDUCTIONS OR MAKE-UP DAYS** for absences/illness/etc.

There are no refunds or credits offered for the center. Your registration cannot be transferred to another person. **REFUNDS OR CREDITS WILL NOT BE GIVEN FOR MISSED DAYS.**

Tuition is due Wednesday at 6PM based on your frequency of pay. For example, weekly payments are due Wednesday at 6PM, biweekly payments are due every other Wednesday at 6PM and monthly installments (at least the first half) are due by 6 PM on the 15<sup>th</sup> 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 for each week that payment is not current.

## 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 cash.

## **DROP OFF AND PICK UP POLICIES:**

**A legal parent/guardian must sign in to 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, 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 notified the center and got permission to drop off late from admin.

**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 someone 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 grounds for dismissal from the program.

## **CAMERA POLICY**

We have installed security cameras in each of our classrooms. The footage will only be viewed by administrators of the center. Only if there is a legal case opened will footage be released to law enforcement. It will never be released to parents. Cameras are used to ensure your child's safety throughout the day. Footage is stored for 14 days (2 weeks).

## **KEYPAD**

A four-digit code will be provided for you to use at the keypad at the front of the building. This code should **NEVER** be shared, only the parents of the child should know it, and can only work Monday-Friday between 6:30 AM - 6:00 PM. The code will not work during other times. If someone other than the parent of the child is picking up, they will need to ring the doorbell. They will not be given a code and should not be shared a code. This is strictly to ensure the safety of the children and staff in the program.

## **CUSTODY ARRANGEMENTS**

Our primary concern is for the well-being of all children in our care. If there are custody arrangement or pertinent court orders, Pilot Baptist Daycare Ministry must have copies of the documents. Pilot Baptist Daycare Ministry is not able to deny access to a parent



or guardian who is listed on the enrollment records without a court order or other legal documentation.

## **HOLIDAYS**

We will observe most federal holidays, this includes New Year's Day, Memorial Day, Independence Day, Good Friday, Labor Day, Veterans Day, Wednesday- Friday the week of Thanksgiving, and Christmas week. Tuition is not required during the week of Christmas. Tuition will NOT be discounted for any other holidays; full payment will still be due.

## **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.

- Be caring: Being caring means that you will be kind to others, be a good friend, and use supplies and other materials wisely.
- Respect Others: To show respect you must be kind and polite to others.
- Take Responsibility: Taking responsibility means that you do what you are supposed to do, when you are supposed to do it, the way you are supposed to do it, and if you do something wrong you try to make it right.

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 concern.

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.

## **TRANSPORTATION**

Transportation will be offered when we go on field trips. A signed transportation form will be required before the first day of attendance.

### **FIELD TRIPS (when applicable):**

When our program offers a field trip, a permission slip will be required.

### **VIDEOS/TELEVISION VIEWING:**

On occasion, we offer “G” or “PG” rated movies and educational videos. Children have the choice of watching a movie or doing an alternate activity. Television and movie viewing is limited and requires parent/guardian permission. You will indicate your preference on the child’s enrollment form. For children whose parents/guardians choose not to have their children watch videos, there will be alternate activities available.

### **INSURANCE:**

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

### **SICK CHILD/MEDICATION:**

All children become ill sometimes. It is important for parents to understand that one child’s health affects the health of the other children in the program. Children who have signs and symptoms of illness (swollen glands, head or stomachache, vomiting, productive cough, pink eye, etc.) or who have had **a fever in the last 24 hours should not attend**. Children who have two or more diarrheas instances that go outside of their diaper or are on the toilet, will need to be picked up and cannot return for 24 hours. Always call the center to let them know your child is ill. If the child is diagnosed with a communicable disease, please notify the program director as soon as possible.

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. The child cannot return for 24 hours if sent home by daycare staff.

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. 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. We are only allowed to administer prescribed medications that have the necessary forms filled out. A prescription medication must be brought to the site in the original container by the parent or guardian with a photocopy of the prescription. Medication must be given to the staff at the site for storage.

### **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 administered.
2. Parent will be notified of injury/accident.
3. If it is a serious accident or there is doubt to 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.

### **HEAT POLICY:**

Outdoor physical activity is limited when the heat index reaches 95 degrees F. Children are given frequent water breaks.

### **PARENT'S RIGHTS**

#### **Parents have the right to:**

- Know their children are in a safe environment where they are free to select a variety of activities.
- Know what types of programs and activities are being planned and to offer feedback on the kinds of activities children enjoy.
- Please share with staff any concerns you have regarding your child's safety.
- Know if their child is misbehaving and spend time talking with the staff concerning the matter.
- Be notified when their child has been injured however minor or severe the injury.

### **PARENT'S RESPONSIBILITIES:**

#### **Parents have the responsibility to:**

- Observe the rules of the program as set forth by Pilot Baptist Daycare Ministry.
- Pay fees on time.
- To keep their child's records up to date with changes in phone numbers, emails, and addresses.
- Pick up children on time; contact program director if they are going to be late.
- Let the staff know if their child will not be attending 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 30 minutes of the call.
- To notify a staff member in writing when another authorized person is picking up their child.
- Inform staff if their child has been exposed to a contagious illness or is experiencing any symptoms.
- Notify staff of planned vacation and other absences in advance.
- To share their concerns with staff members if the program is not meeting their child's needs.
- 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.
- Know about any change in program policy or procedure.
- Know the discipline procedure of the program.
- Replace any equipment that their child is responsible for misusing or damaging.

#### **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

#### **REPORTING OF SUSPECTED CHILD ABUSE AND/OR NEGLECT:**

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.