



PARENT HANDBOOK



Contact us!



(336) 279 8885



(336) 232 9363 Fax



abgproviderservices@gmail.com



2211 Jane Street Greensboro NC 27407



Your Child's Bright Future Starts Here.

Days and Hours Center Operates

Center opens on Monday-Friday at 6:30am - 6:00pm

ABG Provider Services childcare is a NC Licensed childcare center. Children who are on first shift must be in attendance before the end of breakfast which is at 9:00 am, if child is not at center by 9:00 am **CHILD CANNOT ATTEND UNTIL AFTER WHICH IS 2:00 PM** ; unless child has a doctor's note. Children are on routine at center and when child arrive late it causes distraction to other's who are on time.

NC Pre-Kindergarten operates Monday-Friday 7:45am-2:45pm with a Wrap Around schedule from 2:45pm-6:00pm.

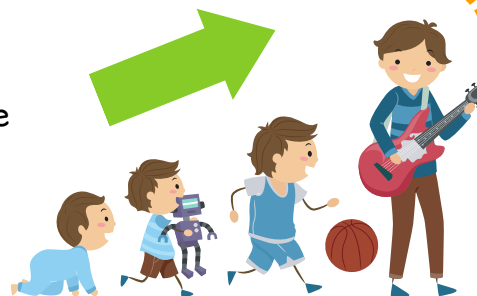


Age Range of Children Served

Children served are ages 6 weeks to 12 years of age

Admissions and Enrollment Requirements:

To enroll your child, the following forms must be completed by the enrollment date.



- | | |
|---|--|
| ☐ Application | ☐ State Law Regulations (Parents to Keep) |
| ☐ Emergency Form | ☐ Topical Ointment Form |
| ☐ Medical Form | ☐ Policy and Procedure Form |
| ☐ Immunization Form | ☐ Food Program Enrollment Form |
| ☐ SIDS-infant Sleep Policy (0-15 mos.) | ☐ Receipt of operational policies |
| ☐ Discipline Rules Form Signed | ☐ No Tobacco Use |
| ☐ Time Out Rules (Parents to Keep) | |

All forms need to be completed and signed.

Parents/guardian can visit the center at any time during hours of operation. Conferences with teacher or director are conducted by appointment only. Should emergency situations arise, please call or come by the office to speak with Director.



Arrival and Departure

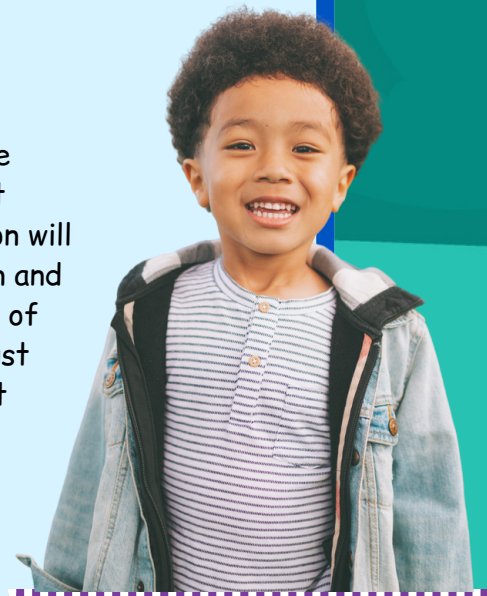
We ask that all parent/guardian escort your child in/out the center. An authorized person must sign your child in and out each day. In case of an emergency, if an unauthorized person will be picking up your child, please send a note with that person and call the Center to inform them of the name and information of the person that will be picking up your child. This person must come inside to inform the Staff of their arrival and present identification.

Admission and Discharge

Parents shall not feel threaten or have no fear of unwanted suspension or expulsion of services from the program. It is our responsibility to address unique behaviors, situations or circumstances to the parent/guardian/child. All efforts will be made to resolve any issues with the parent/guardian/child. Unresolved issues between parent/guardian, child and administration will lead to discharge of child from the program.

The following are some of the reasons for a child to be terminated:

- ✗ Unpaid fees
- ✗ Failure to complete required forms, including immunization records.
- ✗ Habitual tardiness when picking up your child
- ✗ Physical or verbal abuse of staff, your child or other children
- ✗ Failure of child to adjust after a reasonable period of time
- ✗ Uncontrollable tantrums/ angry outbursts
- ✗ Child conducting physical or verbal abuse to staff or other children
- ✗ Family choice(We ask that parent/guardian to give owner a two week notice prior to taking your child out of program.)



HOLIDAY CLOSING

New Year's Day

Martin Luther King
Jr. Day

Good Friday

Memorial Day

Juneteenth

July 4th (days vary)

Veterans Day

Labor Day

Thanksgiving Day (2-
3 days)

Christmas (Varies)

ABG Provider Services
Childcare Center will
notify you in advance of
all closings.



TUITION

Infant /Toddler/ Preschool Tuition Fees: (Weekly Rates) for 8.5 hours

ABG Provider Services Child Care Center DO NOT PRORATE WEEKLY FEES!!!!



Infant Age One:
\$180.00 per week



Two's and Three's:
\$160.00 per week



Four:
\$150.00 per week



Before & Afterschool:
\$75.00 per week



School Age Full Day:
\$110.00 per week

Tuition and Late Fees:

Upon enrolling, the first week is due and then after on a weekly basis fees will be due every Monday. If weekly fees are not received by Wednesday a \$15.00 dollar late fee will be applied daily until payment has been received. Monthly rates are due by the 25th of each month. If monthly fees are not received by the 27th there will be a \$15.00 dollar late fee applied daily until payment has been received. If any Payments are late over one week, we have the right to deny service to you and your family.



There are no tuition discounts for siblings.

Late fees:

Late Charges will be imposed when parents pick up their children or child past your normal scheduled pick-up time. This amount must be paid within 5 days after you receive the billing statement. The late fee is calculated a 2.00 dollar per minute per child.

Returned Check Fees are \$35.00 dollars payable in Cash!!!

We require a two-week written notice to withdraw your child. Parents are responsible for all fees although the child may be absent or enrolled in childcare elsewhere.



Health and Sick policy for attendance

We do not keep sick children. Children must be picked up immediately if they are sick with fever, diarrhea, vomiting, etc. Any child with a temperature of 101 degrees or higher, must stay home. If the child is in care the parents will be notified to pick up their child. No medications will be administered at no time here at the center. A child must be well enough for the everyday routine in order to attend. A child that becomes sick after arrival to the center will be kept away from the other children until parents arrive to pick them up.

Attendance Policy

When children miss 3 consecutive days parents are contacted through Brightwheel or by telephone and is documented in Family Contact Log.

Outside Play

In accordance with NC General Statutes, weather permitting, outside play is required as part of the daily activities in center. "Weather permitting" can be defined as anytime except adverse weather. Short periods of time outdoors must be provided even in hot or cold weather. All children must be able to participate in all daily activities. If a child is not well enough to go outside, the child is not well enough to be at the center.

Transportation Services provided

Transportation can be provided for 25.00 weekly if needed inform Center. Exclusion of NC Pre-Kindergarten Transportation is FREE OF CHARGE!!



Children's Need List:

Infants and toddlers are changed at least every 2 hours or as needed. All others (potty-training age and older) are taken to the restroom every 2 hours and allowed to go as needed.

Children that are not fully potty-trained will be required to wear disposable pull-ups. Parents may be required to bring pull-ups for a child that does not appear to be potty-trained or one having difficulties adjusting.

Infants and One Year Olds:

- Disposable diapers and Wipes (bring a week supply each Monday)
- Label bottles and caps with baby's name and current date.
- Three changes of clothing socks; please label them each.

2 Year Olds:

- Disposable pull-ups for potty training
- At least 3 changes of clothing including socks; please label each item

3-5 Year Olds:

- At least 2 changes of clothing At least 2 changes of clothing

Children are not allowed to bring items, such as toys, foods, or drinks into center unless authorized.



MEDICATION POLICY

ABG Childcare Center does not administer medication. Please inform us if your child is on any medication or under doctor's care for any reason. (* Exception is life or death medication can be given with proper documentation from physicians. Examples; Epipen, Asthma pump, breathing machine.)



CLEANING DUTIES:



Staff is responsible for cleaning the tables, changing tables, sinks counters tops, toys, sleeping mats or cribs and toilets on a daily basis. Also, they are required to vacuum, sweep and mop daily or on a needed basis daily.

The eating and changing areas are cleaned after each use during the day. Other duties such as cleaning windowsills and dusting are done on a weekly basis. Carpets are professionally shampooed every six months.

Helpful Hints on Hand Washing/When should children's hands be washed?

1. Upon arrival at the daycare.
2. After a diaper is changed or after a child uses the toilet.
3. Before and after meals and snacks.
4. if a child's hands are visibly soiled, especially with food, mucus or feces.
5. After a child wipes a runny nose or coughs or sneezes into the hands, even if tissue is used.
6. Before and after sand or water play.



INFANTS:

- ✓ Clean the infant's hands thoroughly with a damp paper towel moistened with liquid soap.
- ✓ Wipe hands from wrist to fingertips using a fresh paper towel moistened with clear water.
- ✓ Dry the child's hands with a fresh paper towel.
- ✓ Turn off the faucet with the paper towel and discard it.
- ✓ Wash your own hands.



TODDLERS TO OLDER CHILDREN (Ages 1-12)

- ✓ Have the child wet his or her hands. Make sure the water is not too hot.
- ✓ Squirt a drop of liquid soap onto the child's hands.
- ✓ Help the child wash his or her hands for 15 seconds.
- ✓ Rinse child's hands from wrist to fingertips in running water.
- ✓ Dry the child's hand with a fresh paper towel.
- ✓ Turn off the faucet with paper towel and discard it.
- ✓ Wash your own hands.



REPORTING SUSPECTED CHILD ABUSE AND NEGLECT:

Any childcare operator or staff member who suspects a child has been abused or neglected must notify the proper authorities. This requirement applies regardless of where the abuse may have occurred, be it at the child's home or the childcare center.

Reports can be made to any of the following:

County Department of
Social Services

Division of Child
Development

Local Law
Enforcement

If abuse or neglect is suspected to have occurred at childcare center, the Division of Child Development will initiate an investigation.



GUIDANCE/DISCIPLINE:

We believe that children learn positive behavior through education and redirection. An effective way of redirecting behavior is to reward positive actions so that your child will want to repeat them. We also focus on positive behavior by structuring the child's day to give ample opportunity for quiet and stimulating activities, outdoors play and down/rest time.

DISCIPLINE POLICY

"Praise and positive reinforcement are effective methods of behavior management of children. When children receive positive, non-violent, and understanding interactions from adults and others, they develop good self-concepts, problem solving abilities, and self discipline". Children at our center will not receive physical punishment. Children who have conflicts or problems with others while at our center will be encouraged to verbalize their feelings and concerns.

Our staff members view discipline as guidance, not punishment. We want children to value cooperation and teamwork. We help them to learn peaceful approaches as ways to get along. Our spaces are set up with preventative measures in mind. Multiples of toys are provided. Verbalizing feelings, redirection and explaining to children what they may do are some of the techniques we use.

Children who behavior endangers others will be supervised away from other children. The child will then process the problem with a staff member and any other concerned parties. ABG will use short supervised periods of "time out" for negative behavior if a child is emotionally out of control and needs private time to regain composure.



ABG Provider Services Child Care a Zero Tolerance for Bullying Policy (EXCLUSION OF NC PRE-K)

First Occurrence

1-day Suspension note or call
to Parent

Second Occurrence

3-day Suspension

Third Occurrence

Two Week Notice to find
another childcare facility



FAMILY INVOLVEMENT:

You are invited to participate in parent or guardian /teacher conferences. These conferences are designed to present the parent or guardian with our observations of your child's progress.

Our parent organizations include both the parents and staff. These organizations are designed to provide activities that benefit the child and family unit as a whole. Fund-raisers are included to allow parents the opportunity to plan and finance activities and purchase worthwhile materials for the center. Parents or guardians are encouraged to discuss their child's activities with staff. Open communication between parents or guardians and staff provides an optimum problem solving instances to ensure a smooth transition from home to daycare. Parents, remember that your child's artwork and projects are special. Please make a concerted effort to pick up your child's materials.

ABG'FAMILY INVOLVEMENT PLAN

The administration at ABG believes that the education of your child should be a cooperative effort between you and our center. We believe that parent(s)/guardian contribute significantly to the success of the child and increase the effectiveness of our program. Family Involvement means the participation of parent(s)/guardian in a regular, two-way meaningful form of communication involving the child's academic learning and other program activities.



Family Involvement Goals:



- ◆ To conduct and plan activities designed to encourage parent(s)/guardian participation.
- ◆ To ensure that parent(s)/guardian play an integral role in assisting in their child's learning.
- ◆ To ensure that parent(s)/guardian are encouraged to be actively involved in their child's education at our center.
- ◆ To ensure that parent(s)/guardian are full partners in their child's education and are included in the decision-making on our advisory committees to assist in the education of their child.

FAMILY INVOLVEMENT POLICIES AND PRACTICES:

1 Registering a child:

Thank you for choosing ABG. Our program is designed to provide a rich learning environment for children at home and at the center through the cooperative effect of parent(s)/guardian and teachers. We encourage you to help your child's transition from home to center by:

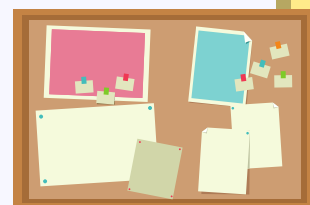
1. Attending open house with your child.
2. Bringing and staying with your child for a half day in the classroom.
3. Maintaining open communication between yourself and staff.
4. Reinforce practices from center at home so the transition will be easier for the child.
5. Maintaining updated and accurate emergency contacts and information.
6. Be involved in your child's learning experience- volunteer in the classroom.
7. Complete all necessary enrollment forms.
8. Discuss any special accommodation which the child may need.
9. Discuss any behavior patterns, medication or medical history.



[> REGISTER NOW](#)

2 Policies/Practices involving Communication Between Staff and Parent/Guardian

ABG Childcare has an open-door policy and encourages parents/Guardian to come in anytime and observe, volunteer in the classroom or discuss any concerns or issues with staff that is available will offer many ways for the families to communicate directly or indirectly with staff. Some of those ways are:



Bulletin Boards: Parent(s)/Guardian will be able to see what is going on in the classroom by the display of work shown on the board.

Newsletter: Monthly Newsletters will be sent home of things happening in the classroom, community events, family announcement, birthdays and much more.

Surveys: To be completed monthly by parent(s)/guardian to express their opinions, likes and dislikes of the program, workshops or activities they may want to attend, etc.

Suggestion box: An anonymous way for parent(s)/guardian to voice concerns and make suggestions to the staff.

Parent/Guardian-teacher conference: Parent(s)/Guardian shall arrange with the teacher to participate in three scheduled conferences throughout the year.

● **Transitional conference:** A conference at the center prior to the child's first day to have child meet his/her teacher and get additional items needed such as enrollment packet, change of clothes, blanket, etc.

● **After-90 days conference:** A conference at the center to talk about the child's progress, answer any questions from the parent(s)/guardian.

● **After-120 days conference:** A conference at the center to discuss the child's progress, answer any questions for the parent(s)/guardian and ask the parent/guardian their expectations for the next year(continued enrollment, More at Four, Head Start or Kindergarten).



3 Policies for Family Participation at the center:

While we recognize at ABG that the home is the child's first and most important environment, here at ABG the classroom and teachers also become just as important. That is why we encourage parent(s)/guardian to come and participate at the center so that the kids will understand that what is being taught at the center has the approval and input from the parent(s)/guardian. There are many opportunities for families to help in the school, outside the school and in the community on behalf of the school.

1. Classroom Volunteer
2. Parent Committee Member
3. Parent Mentoring
4. Field Trip Chaperone
5. School Greeter/Office Support
6. Translator for Parent(s)/Guardian
7. Fatherhood Development
8. Parent Board Organizer
9. Classroom Grandparent
10. Beautification of School
11. Lunch Buddies

4 Procedure for Complaint:

Open communication between parent(s)/guardian and staff is most effective way to resolve parent concerns. Here at ABG if there is concern then action will be taken to resolve it.

- ⚠ Concern and complaints should be discussed with the director first.
- ⚠ The director will investigate and respond within three days of receiving complaint.
- ⚠ In serious situations in which the safety or welfare of the child is in jeopardy the director will respond accordingly.



ACTIVITIES:

SOCIAL ACTIVITIES FOR THE FAMILY:

There will be opportunities at ABG for families to socialize with other families, children, staff and community members.

Open House
Parent Night Out

Fall Festival
Family Day at Wet and Wild



IMPLEMENTATION/ EVALUATION:

Strategies for Building Family- Teacher-Community Partnerships:

- 1 Offer a flexible number of meetings/ workshops/parent(s)/guardian conferences that will lead to improved child progress.
- 2 Involve parent(s)/guardian in an organized, ongoing, and timely way in the planning, review and improvement of the parent(s)/guardian involvement plan.
- 3 Provide parent(s)/guardian with timely information about the program, curriculum, assessment, and child's progress.
- 4 Proved opportunities for parent(s)/guardian to participate in their child's class and observe classroom activities.
- 5 Assist parent(s)/guardian to understand the State regulations in childcare and children's performance standards; and state and local assessments.
- 6 Communicate in a language the parent(s)/ guardian can understand.
- 7 Provide opportunities for participation in center activities for all parent(s)/guardian including parent(s)/guardian with disabilities and limited English.
- 8 Offer parent(s)/guardian-training workshops and other activities and provide opportunities for parent(s)/guardian feedback.
- 9 Provide opportunities for parent(s)/guardian to give feedback or suggestion for improvement of the center

Calendar of Involvement Activities: (Events are subject to change monthly)

JANUARY



- ★ Donation Drive
- ★ Spirit Week
- ★ End of the Month Birthday Celebrations

FEBRUARY



- ★ Field Trip to Civil Right Museum
- ★ End of the Month Birthday Celebrations

MARCH



- ★ National Nutrition Month
- ★ End of the Month Birthday Celebrations

APRIL



- ★ Candy Hunt
- ★ Parent Night Out
- ★ End of the Month Birthday Celebrations

MAY

- ★ Muffins for Mom/Guardian
- ★ End of the Month Birthday Celebrations

JUNE



- ★ Doughnuts for Dad/Guardian
- ★ End of the Month Birthday Celebrations

JULY

- ★ Annual Family Fieldtrip: Fun Splash Celebration
- ★ End of the Month Birthday Celebrations

AUGUST

- ★ Open House
- ★ End of the Month Birthday Celebrations



SEPTEMBER

- ★ Spirit Week
- ★ End of the Month Birthday Celebrations

OCTOBER



- ★ Fire Safety Awareness
- ★ Parent Night Out
- ★ End of the Month Birthday Celebrations

NOVEMBER

- ★ Family Appreciation Raffle
- ★ End of the Month Birthday Celebrations

DECEMBER



- ★ Flashback through the Year Newsletter
- ★ End of the Month Birthday Celebrations/Winter Festival



FIRE AND EVACUATION PROCEDURES POLICY

ABG Provider Services Childcare Center has developed a procedure to follow in the event of a fire within the premises or within close proximity of the premises, which is designed to ensure the safe evacuation of all the children, staff, families and visitors. The Fire Evacuation Procedure is displayed in the foyer, kitchen, staff room, staff toilets and in each of the classrooms.

- 🔥 The Centre has the required regulation number of fire hoses, extinguishers and fire blankets installed throughout the premises.
- 🔥 Staffs are regularly provided with fire training.
- 🔥 The fire evacuation procedure is practiced regularly throughout the year, in accordance with requirements specified in NC Childcare Services Standards.

Procedure:

UPON DISCOVERY or NOTIFICATION OF FIRE - Pull down fire alarm to alert all children, staff, visitors and parents of the emergency:

Qualified staff in each room with help from assistants shall:

- 💧 Immediately move all children from the building of the emergency to the external evacuation assembly point (see Evacuation map for assembly point), using evacuation cots for Nursery and Tiny Toddlers (Put evacuation cot outside before placing children in cot), taking attendance sheet folder.
- 💧 DO NOT collect children's belongings or put shoes on etc, our priority is to exit the building with the children safely.
- 💧 Staffs are to check all areas of the room are empty and close all windows and doors as your leave.
- 💧 Ensure that family members and visitors within your room follow your direction to evacuate with your group to the designated assembly point.
- 💧 Once assembled at the external evacuation assembly point, mark off each child in your care once you have accounted for them, on the attendance sheets, located in the Attendance sheet folder.
- 💧 Report numbers of children to Center Director.
- 💧 Ensure all staff is accounted for/ assist other rooms where possible.



FIELD TRIP POLICY

Reason this policy is important:

The child care facility is structured to provide a safe place for children to explore; however, other environments off-site aren't always as child-friendly, so it is important to make outings as safe as possible while allowing children to learn from their experiences in a variety of settings.

Procedure and Practices, including responsible person(s):

- ABG Provider Childcare Center will notify parents in advance of all field trips requiring transportation and any other special arrangements necessary.
- A parent or legal guardian will sign an informed consent form for all field trips requiring transportation and will be responsible for any fees. (Consent for Child Care Program Activities)
- A well-stocked first aid kit along with the children's emergency contact numbers will be taken on offsite activities
- At least one staff person with current First Aid and CPR certification must accompany children on offsite activities.
- Field trips will be planned as part of the overall curriculum and/or children's interests and will provide learning opportunities through hands on participation.
- Whenever possible the caregiver will visit the site ahead of time to determine the safety of the location, what experiences the children may gain along with age-appropriateness and to plan the route of transportation.
- Additional staffing may be needed to provide adequate supervision and will be scheduled ahead of time for these off-site activities
- Children will be counted before leaving the child care, during the field trip, and again at the time of departure for return to the child care to insure that all children are accounted for.
- At least one staff member will have a cell phone in case of emergency on all off-site activities.
- A specific caregiver will be assigned to each group of children. A staff member will always accompany children to a public restroom.
- All children will wear identifying information that gives the facility's name and phone number.
- While on walking trips the caregivers will model pedestrian safety and teach the children to only cross at the corner, when traffic signals indicate it is safe, and only after looking left, right and left again.
- Caregivers will keep younger children together on walking trips with the aid of a travel rope (a knotted rope) that the children hold onto which is stretched between 2 caregivers while they walk. Children may also hold the hand of an adult or use another means that keeps the child physically connected to an adult at all times.
- If a child has medication needs, _____ will be responsible to take and administer the medication as needed.



WHEN THE POLICY APPLIES:

This policy is in force anytime children are away from the property of the child care program.

COMMUNICATION PLAN FOR STAFF AND PARENTS:

- ABG Provider Services Childcare Center will cover policies, plans, and procedures with all new staff (paid and volunteer) during orientation training. They will sign that they have read, understand, and agree to abide by the content of the policies.
- During enrollment this policy will be reviewed by ABG with the parents and parents will sign the Consent for Child Care Program Activities. Parents will sign that they have read, understand, and agree to abide by the content of the policies.
- A copy of all policies will be available during all hours of operation to staff and parents in the policy handbook located ABG.
- Parents may receive an additional copy of the policy at anytime upon request. Parents and staff will receive written notification of any updates



STAFF DEVELOPMENT PLAN

A teacher wouldn't walk into a classroom without having an idea of what he/she wanted to accomplish. Professional learning should be no different. The purpose of a professional development plan is to identify specific learning goals and provide a structure for professional growth. Personal Professional Development plans provide tools necessary to guide educators through a continuous lifelong learning process. This process is based upon the individual educator's needs and the needs of the district. It is designed so that the life-long learning component is aligned to ultimately improve your child achievement. All staff has a Staff Development Plan at ABG Provider Services Childcare Center.



NUTRITION POLICIES

Due to food allergies, food brought into the Center must be approved by the Director and classroom staff in advance of the day it is to be served. The Center provides all food substitutions needed for food allergies and special diets. If you want to bring in food items to celebrate your child's birthday or some other occasion, it must be approved by the Director and classroom staff in enough time that required food substitutions can be purchased. Also, our goal is to provide children with foods that have a high nutritional level. The Director or Staff will be glad to help you find healthy alternatives. The ABG Provider Services Child Care Center participates in the Child and Adult Care Food Program (CACFP) through the Nutrition Services Branch of the North Carolina Department of Health and Human Services. Through our participation in this program, we are able to provide 3 nutritious meals and snacks that meet CACFP guidelines and are reimbursed for expenses related to food service. Parents of every child enrolled in the ABG Provider Services Child Care Center must complete a CACFP application and a participant enrollment form annually for the Center to participate in this program. In accordance with Federal law and U.S. Department of Agriculture policy, the ABG Provider Services Child Care Center is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability. For further information on the Child and Adult Care Food Program, contact the Center Director. ABG Provider Services Child Care do not charge for meals even if parents do not qualify for free or reduced meals.



RELIGIOUS ACTIVITIES

ABG Provider Services Child Care do not participate in ANY RELIGIOUS ACTIVITIES!!



I acknowledge that I have received a copy of the parent handbook of ABG Provider Services Childcare Center

Parent or Guardian Signature_____