

Bethesda Baptist Childcare Center

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4. A



Parent Handbook

Train up a child in the way he should go; even when he is old he will not depart from it.

(Proverbs 22:6)

Bethesda Baptist Childcare Center

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Dear Parents,

Thank you for your interest in Bethesda Baptist Childcare Center. This Ministry began years ago in hope that it would provide Christian Care and outreach to all that graced its doors.

The most important decision you will ever make is childcare. Where do I start? Do I want my child in a Christian atmosphere?

BCC is a center with a Christian based curriculum and Christian staff. We hire staff with a special "calling" to the ministry of children and families. Our staff is certified in CPR and first aid.

We believe that "children are the greatest in the Kingdom." As a matter of fact, Jesus used a little child as an example of who we should be like to see heaven.

That is why we at Bethesda count it all a joy and privilege to be a part of the teaching and nurturing of God's special gifts.

Thank you for the opportunity to minister to you and your family.

In His Service,
The Staff of BCC

Mission

Bethesda Childcare Center (BCC) is a ministry of Bethesda Baptist Church that aims to assist families by providing Christian childcare and Pre-school education to “train up a child in the way he should go” (Proverbs 22:6). BCC desires to give quality Christian childcare and a Pre-school education that meets children’s spiritual, mental and physical needs all while partnering with their parents in leading them to a saving knowledge of Jesus Christ at an early age. Through this partnership we desire to begin a foundation for a strong Christian walk and life for all our students.

Vision

The vision of our center is to personally educate each child through the use of a Christian curriculum, which prepares them for the developmental stages moving toward the elementary level. It is stated in 1 Corinthians 13, “Love is patient, kind, it does not envy, it does not boast, it is not proud, it is not rude, it is not self-seeking, not easily angered, it keeps no records of wrongs. Love does not delight in evil, but rejoices in truth.” This center will be considered an extension of a Godly and Christian home and therefore we will work with the parents to meet the good and proper goals they have for their children. It is also to be an arm of the church, leading families into its fellowship. BCC is to be an ever-burning light for Jesus Christ, sharing his love with all who come in contact with us.

Philosophy

This center offers an enriched program, meeting the highest standard of early childhood education. This program is geared to the individual needs of each child, which we believe to be the following:

1. The need to be loved and accepted unconditionally.
2. The need to feel secure by being accepted as a member of a group.
3. The need to develop a positive self-image by getting to know one’s self.
4. The need to gain approval and receive praise from peers as well as adults.
5. The need to develop independence by assuming responsibilities and making choices.
6. The need to be creative.
7. The need to express ideas and emotions in a constructive way.
8. The need to develop in all areas: social, emotional, physical, spiritual, and intellectual at one’s own pace.

Statement of Faith (Doctrinal Position)

THE SCRIPTURES

We believe

1. the Bible, in its entirety, to be the Word of God.
2. that it is the infallible rule of faith and conduct.
3. that it is the supreme and final authority on all matters on which it speaks.

THE GODHEAD

We believe that

1. the Godhead exists in three persons: Father, Son, and Holy Spirit.
2. these three Persons are one God, having precisely the same nature, attributes, and perfections.

THE LORD, JESUS CHRIST

We believe in

1. His eternal existence as God.
2. His Incarnation and Virgin Birth.
3. His death on the cross, as the substitutionary atonement for sin.
4. His literal, bodily resurrection from the dead.
5. His present ministry of intercession in Heaven.
6. His personal, future return to earth.

THE HOLY SPIRIT

We believe that the Holy Spirit, the Third Person of the Godhead

1. convicts men of sin, and - with salvation - regenerates, baptizes, indwells, seals, and bestows spiritual gifts
2. empowers believers day by day.
3. is the teacher of the Word of God, and the guide for daily living.

MAN

We believe that

1. man was originally created in the image of God.
2. Adam fell through the sin of disobedience, and therefore...
3. all mankind needs redemption.

SALVATION

We believe that

1. salvation is by grace, a free gift from God apart from any work of man.
2. salvation requires repentance, a turning from one's own way to God's way.
3. salvation is through personal faith in the Lord, Jesus Christ.
4. all who receive Jesus Christ are regenerated by the Holy Spirit, and become the children of God.
5. true salvation will be manifested by a changed life.

FUTURE THINGS

We believe in

1. a personal, visible, bodily return of Jesus Christ to earth.
2. the bodily resurrection of the just to an eternal abode in the presence of God.
3. the bodily resurrection of the unjust to judgment and everlasting punishment.

This Statement of Faith does not exhaust the extent of our faith. As a ministry of Bethesda Baptist Church, Bethesda Childcare Center abides by and upholds the Constitution and Bylaws of Bethesda Baptist Church.

Core Values

1. Biblical Scripture is recognized, in its entirety, to be the infallible rule of faith and conduct.
2. BCC strives to partner with families to lead children to a saving knowledge of Jesus Christ at an early age.
3. Students should be trained in a manner that promotes a natural choice towards scriptural behavior.
5. BCC strives to provide an appropriate atmosphere and environment which will inspire students to grow to their full potential spiritually, intellectually, physically and socially.
6. The teaching of the Bible is essential to the academic curriculum.
7. The BCC staff will strive to impart Christian values to each student by speech and example.
8. BCC will promote the student's self-image by providing age appropriate activities.
9. BCC will encourage respect toward and pride in our Christian and American heritage.
10. BCC will introduce various styles of activities such as physical education, art, music and reading to decrease wait time during transitions.
11. BCC provides instruction in the skills necessary for social skills, problem solving, and reasoning.

Expected Student Outcomes

It is our desire, at Bethesda Childcare Center, to have our students grow as Christ grew in: Wisdom (Academically), Statue (Physically), and in Favor with God (Spiritually) and in Favor with Man (Socially).

Wisdom/Academics

Students will have a solid foundation in core subject areas such as pre-math, pre-literacy, and science.

Statue/Physically

Students will develop fine and gross motor skills throughout their preschool years.

Favor with God/Spiritually

Students will begin to understand about a personal and saving relationship with God the Father through faith in the Lord Jesus Christ.

Favor with man/Socially

Students will learn to develop Christ-like attitudes and actions towards themselves, family members, teachers, friends/classmates, and others.

Enrollment

All families wishing to enroll are required to submit an application, medical history, immunization record, travel and activity form, and discipline statement (signed by parent). These items are state mandated. On each application, we require that you submit all phone numbers where you may possibly be reached in case of emergency. We should be able to reach you at any time of the day. Call the office if your work number changes, if you will be at another number for the day or your address changes.

Prior to your child's start date, we ask that you bring your child and spend some time with him/her in order that they might feel more comfortable on their actual first day.

Items to Bring on Your First Day: full-sized backpack, change of clothes, blanket, and pull-ups (if necessary).

Tuition & Fees

Bethesda Childcare Center requires the annual enrollment fee and the first week's tuition upon enrollment. These fees are non-refundable. Tuition is paid in advance and is due on Monday each week. If tuition is not received by close of business that Monday, a \$10 late fee will be assessed. If tuition is not received by Friday of that same week, your child will not be able to return to the center until your account is current. Non-payment of tuition is grounds for immediate dismissal from our center. Re-enrollment will depend upon ongoing availability.

Enrollment fee is Seventy-five dollars (\$75.00). This fee is due annually on the first of September of each year. If your child begins after April 1st, you will not be required to pay another annual fee for the upcoming school year.

Tuition payments are processed with our Automated Credit Card system. This is the only form of payment that will be accepted. The auto-draft form is in the registration packet. If you need to change the credit card on this form, you can do that by completing a new form, which can be found at the BCC front desk.

You are required to pay tuition 51 weeks per year. A free vacation week is given during the Christmas holiday. 100% of the tuition is due even in situations that include but are not limited to vacations, sickness, holidays, closings due to emergencies, and inclement weather (except as discussed in the inclement weather section).

Returned Check Fees

If for any reason BCC accepts checks for field trips or other events and your check does not clear, a twenty-five-dollar (\$25.00) charge will be added to your account. If an account has three returned checks the only acceptable form of payment will be a credit card. No cash will be received at the center.

Additional Fees to Expect

- Cap and gown fee (for the four-year-old “graduating class”). These are yours to keep after graduation.
- Field Trips
- Sunscreen/Bug spray
- Spring/Fall pictures (optional)

Weekly Rates

Two’s Class.....	\$180.00
Three’s Class	\$170.00
Four’s/Five’s Class	\$170.00
*Part Time (2 yo).....	\$145.00/\$100
*Part time (3/4/5 yo).....	\$135.00/\$90

*Part Time: 3 full days M, W, F
2 full days T, Th (upon availability)*

Age Groups

Bethesda Childcare Center serves children ages 2 through 5. Our policy for each age group is as follows:
Age 2 – Your child needs to be 2 years old at time of enrollment. If your child does not turn 3 on or before August 31st, he/she will remain in the 2-year-old program for the next school year.
Age 3 – If your child turns 3 on or before August 31st, he/she will be in the 3-year-old program for the next school year.
Age 4 – If your child turns 4 on or before August 31st, he/she will be in the 4-year-old program for the next school year.
Our school year ends in June, when we have a “Promotion Week” and your child will move to the next age group (if applicable).

Durham Public School’s cutoff birth date for Kindergarten is August 31st.

Bethesda Christian Academy's cutoff birth date for Kindergarten is October 15th.

Discounts

- Active Bethesda Baptist Church Members receive a 10% discount.
- Multiple children discount is 5% off each student.

Hours of Operation

The hours of operation are from 7:30 am until 6:00 pm, Monday through Friday. All children are expected to be at the center by 9:00 am if they are going to attend that day. Please call if your child is not going to be in school before 9:00 am.

The start time is critical so the children can be involved in their daily activities and to start their curriculum time. This consistency helps them to adjust to the routine of the school schedule. We will allow late arrivals for doctor's appointments, dentist appointments, etc., if notified in advance. However, in the previously mentioned rare circumstances your child needs to arrive at school before noon. We will not be able to accept your child after 12:00pm.

Lunch

If your child comes in after 11:00 you must make arrangements for his/her lunch. There will be no one to sit with your child after 11:00 so their lunch would need to be off campus.

Drop-off and Pick-up

Please enter and exit only through our front door. To assure the safety of our students, parents are required to sign their child in and out each day. Parents must accompany children into the center and leave them with the teacher in charge. At pick-up, parents must make sure the teacher sees them pick their child up.

Only those people indicated on the application will be permitted to pick up a child. The person must provide a photo ID at the front office before taking a child from the classroom or leaving the playground. This identification may be shown more than once if the teacher also requests to see it. Please do not allow older children to enter the building or classroom alone.

Your child must be picked up at the gate of their playground. They will not be allowed to leave the fenced area and travel across the parking lot to a parent.

Difficulty with drop-off time is normal for children, especially during their first weeks of attendance. Our teachers are glad to assist you and your child at drop-off time. If your child is upset when you leave, please know that children usually calm down and are participating in classroom activities before a parent reaches the parking lot. Please feel free to call at any time to check on your child.

Late Pick Ups

Picking up your child after 6:01 will result in a late fee of \$1.00 per minute per child. The fee will be processed the next business day with the card that you have on file. Continuous late pickups may result in dismissal from the center. No children can remain in the center longer than 10 hours a day.

Daily Admission/Dismissal

Bethesda Childcare Center reserves the right to refuse admission or dismiss any child or parent at any time with or without cause.

Possible reasons for the refusal of admission or dismissal include but are not limited to:

- Staff deems the child too ill to attend;
- Domestic Situations that present safety risks to the child, staff or other children enrolled at the center;
- Parent's failure to maintain accurate, up to date records/documentation or failure to pay tuition;
- Parent's failure to comply with any part of this manual.

Parents will not be reimbursed tuition for days when their child is refused admission to the program.

Outside Play

We go outside every day, weather permitting. These are state regulations. If, for some reason, you do not want your child to go out, you must keep them home or make other arrangements for his/her care.

Closings

New Year's Day
Martin Luther King, Jr
Good Friday
Easter Monday
Memorial Day
Independence Day
Labor Day
Thanksgiving
Christmas Week
Select Teacher Workdays

Inclement Weather

Our closing and/or delay schedule will be communicated in a variety of modalities. The announcement will be aired on Channel 11 WTVD, Channel 5 WRAL, BCC's Facebook, mass phone call, BCC's website and by a mass

parental email. If you do not see our closings listed in these places, we will be open on regular schedule. We do not always abide by the closings of Durham Public Schools or Bethesda Christian Academy. We will issue a refund **one** (1) time per calendar year, if we are closed three or more days in the same week (even if the above scenario happens more than one time). The charges will be 50% of the regular rate for that week. In the event of an early closing, the same rules will apply as late pick up. For example, if we close at 3:00, you will have until 3:01 to pick up your child before late pick up fees start to accrue (\$1.00 per minute). If our center opens for business, normal tuition will be applied.

Children Served

The center will serve children 2 through 5 years.

The center is not staffed or equipped to serve children with serious special needs. Children with minor special needs will be considered on an individual basis.

If you withdraw your child for any reason, we require a 2-week written notice.

If, for any reason, we cannot keep your child at our center, we will, in most cases, give you a 2 week notice to enable you to find childcare elsewhere.

Parking Area

Please do not park in front of the door when picking up or dropping off your child. Do not leave the engine running or a younger sibling in the vehicle at arrival or departure. The entrance is very busy and can be very dangerous. Please use caution when entering and exiting the center. **Please refrain from fast driving through the parking lot and please do not enter through the exit driveway.**

Sickness

For the well-being and health consideration of all our students and staff, parents are asked to keep home any student with fevers and contagious illnesses. It is a policy that a student must stay home or will be sent home with signs of illness which include but are not limited to:

- Fever – a temperature 100°F or higher (Students should be **fever-free for at least 24 hours without the use of a fever reducing medicine** before returning to school.)
- Vomiting – no matter the frequency (Students should not return to school for **24 hours after** the last vomiting incident.)
- Flu symptoms
- Diarrhea (Students should be diarrhea free for **24 hours** after the last incident)
- Colored nasal discharge
- Rash
- Roseola

- Persistent cough
- Strep throat (Students should not return to school until they have been on 24 hours of antibiotics.)
- Pinkeye (Students should not return to school until they have been on 24 hours of antibiotic eye drops.)
- Head lice (all lice and eggs removed)
- Ringworm (treatment for 24 hours; cover with bandage while at school)
- Other contagious conditions (for example, chicken pox, impetigo, etc.)

If you are called to come pick up your sick child, you (or an alternate emergency contact) are required to come within 30 minutes of being contacted.

Children with illnesses that are not contagious may attend the center with a written doctor's note and if the child can participate in all activities. Parents must notify the center of any communicable disease their child has or has been exposed to.

Medication Policy

No medications will be permitted into the center without the appropriate form. Medications include, but are not limited to:

- Topical ointments (triple antibiotic)
- Cough medicine
- Diaper cream
- Sunscreen
- Prescription medication (inhaler, breathing treatments, epi pen, antibiotic, etc)

Parents must sign a Permission to Administer Medication form (found in the front office) for any prescription or over-the-counter medication to be administered by center's staff. The child's name, the date, time, amount, and type of medication given must be denoted. All medications must be in their original container, with the child's name, date of the prescription and expiration date. The child will only be given the recommended dosage for his/her weight/age as indicated on the medication. If there is no dosage for your child's age, we must have a doctor's note for the dosage to be given.

In the case of severe allergic reactions or chronic illnesses, it is the parent's responsibility to provide the center with an emergency action plan (we recommend updating yearly).

AIDS/Blood Borne Pathogens Policy

Parents must inform the school if their child is infected with a virus such as HIV, Hepatitis B, or other blood borne pathogenic diseases. BCC will not exclude your child from enrollment or restrict him/her from school services or facilities unless medically-based judgements on a case-by-case basis establish that such exclusions or restrictions are necessary to preserve the health and/or welfare of the students or other persons in the BCC community.

A committee made of board members, administrators and physicians will make recommendations and decisions pertaining to individuals with blood borne pathogenic diseases on a case-by-case basis.

Injuries

A staff person will handle slight injuries occurring at the center in this manner: fill out an incident report, let administration know immediately that an injury has occurred, and apply first aid. Parents will be called at the Director's discretion. The incident report will be presented to parent/guardian at pick up and will need a signature. A copy will then be sent home with parent/guardian.

In the event of a serious injury, parents will be notified and necessary steps taken to obtain medical attention. In the case of an emergency, the following will be notified in this order: 911, parents, and/or emergency contact indicated on the application form and physician.

For this reason, the center asks parents to update all records annually.

Please let the center know if you will not be at your work number on any given day and where you may be contacted.

Prevention of Shaken Baby Syndrome and Abusive Head Trauma

We, Bethesda Childcare Center, believe that preventing, recognizing, responding to, and reporting shaken baby syndrome and abusive head trauma (SBS/AHT) is an important function of keeping children safe, protecting their healthy development, providing quality childcare, and educating families. This policy applies to children up to five years of age and their families, operators, early educators, substitute providers, and uncompensated providers.

Background

SBS/AHT is the name given to a form of physical child abuse that occurs when an infant or small child is violently shaken and/or there is trauma to the head. Shaking may last only a few seconds but can result in severe injury or even death. According to the North Carolina Child Care Rule (10A NCAC 09.0608), each child care facility licensed to care for children up to five years of age shall develop and adopt a policy to prevent SBS/AHT.

Procedure/Practice

Recognizing: Children are observed for signs of abusive head trauma including irritability and/or high pitched crying, difficulty staying awake/lethargy or loss of consciousness, difficulty breathing, inability to lift the head, seizures, lack of appetite, vomiting, bruises, poor feeding/sucking, no smiling or vocalization, inability of the eyes to track and/or decreased muscle tone. Bruises may be found on the upper arms, rib cage, or head resulting from gripping or from hitting the head.

Responding to: IF SBS/ABT is suspected, staff will,

- Call 911 immediately upon suspecting SBS/AHT and inform the director.
- Call parent/guardians.
- If the child stops breathing, trained staff will begin pediatric CPR.

Reporting:

- Instances of suspected child maltreatment in childcare are reported to Division of Child Development and Early Education (DCDEE) by calling 1-800-859-0829 or by emailing webmasterdcd@dhhs.nc.gov.
- Instances of suspected child maltreatment in the home are reported to the count Department of Social Services (919-560-8000)

Prevention strategies to assist staff in coping with a crying, fussing, or distraught child

Staff first determine if the child has any physical needs such as being hungry, tired, sick, or in need of a diaper change.

If no physical need is identified, staff will attempt one or more of the following strategies

- Rock the child, hold the child close, or walk with the child.
- Stand up, hold the child close, or and repeatedly bend knees.
- Sing or talk to the child in a soothing voice.
- Gently rub or stroke the child's back, chest, or tummy.
- Offer a pacifier or toy to distract the child.
- Take the child for a walk.
- Turn on music.

In addition, the facility:

- Allows for staff who feel they may lose control to have a short, but relatively immediate break away from the children.
- Provide support when parents/guardians are trying to calm a crying child and encourage parents to take a calming break if needed.

Prohibited behaviors

Behaviors that are prohibited include (but are not limited to):

- Shaking or jerking a child

- Tossing a child into the air or into a crib, chair, or car seat
- Pushing a child into walls, doors, or furniture

Strategies to assist staff members to understand how to care for infants

Staff reviews and discusses:

The ProSolutions online training: Brain Development: Amazing Brains, Amazing Babies – Physical Well-Being, Stress and Trauma.

Parent web resources

- The American Academy of Pediatrics: www.healthychildren.org/English/saftey-prevention/at-home/Pages/Abusive-Head-Trauma-Shaken-Baby-Syndrome.aspx
- The National Center on Shaken Baby Syndrome: <http://dontshake.org/family-resources>

Facility web resources

- Caring for Our Children, Standard 3.4.4.3 Preventing and Identifying Shaken Baby Syndrome/Abusive Head Trauma, <http://cfoc.nrckids.org/StandardView.cfm?StdMi=3.4.4.3>
- Early Development & Well-Being, Zero to Three, www.zerotothree.org/early-development

Discipline Policy

Bethesda Childcare Center is an extension of the home and we wish to work with the parents in training their children in the way of the Lord. The following discipline policy will be used in each classroom. The teacher has the authority in the classroom to administer discipline per the policy. Children must obey their teachers. If a student is disobedient, we elect to implement a Positive Behavior Support “Color” System (PBS). Our PBS system operates as follows:

At the end of each day, this will directly correspond to the student’s daily communication log. Consistency is vital in the success of this program!

Purple = 1* = “Very Good* – The student has consistently gone above and beyond the call of duty for that day.

Green = 1= “Very Good” – Students will start on green each day. By following directions and making good choices, students may remain on green all day.

Yellow = 2 = “Satisfactory” – After a verbal warning and a replacement behavior has been taught, students will have their color changed to yellow.

Red = 3 = “Needs Improvements” – After another verbal warning and the acceptable replacement behavior is retaught, the teacher will change the student’s color to red. At this point, a formal write up for challenging behavior will be completed. Parents will be notified.

Physical aggression from a student toward a teacher or another student may result in possible dismissal at the discretion of the directors (this includes hitting, kicking, spitting, cursing).

Weapons of any kind will result in automatic dismissal.

Curriculum

All teachers are required to teach their curriculum daily. This will be ABEKA curriculum for all ages. We will supplement ABEKA with outside sources. We integrate a supplemental curriculum in our classrooms. This curriculum is a teacher engineered and kid friendly resource designed to line up with the various learning styles of young children. In addition, to supplement and enhance our Bible instructions, we will use The Gospel Project curriculum (Lifeway).

Nutrition

For a young child, eating a well-balanced diet is very important. For this reason, the center provides two meals and one snack daily. Breakfast is served from 7:30 to 8:00 am daily. You must sit with your child for this meal. Lunch and snack consists of one or more of the following: milk, meat, bread, fruit or juice, and a vegetable. Teachers eat lunch and snack with the children to provide a positive role model for good eating habits. A menu is posted on the bulletin board outside the office/classroom and online so you may know what is being served. Our menus are approved by the state.

Parents are required to provide notification in the form of a doctor's note of any allergies or dietary restrictions. If your child has special dietary requirements, it is your responsibility to provide an alternate meal.

Please note we make all attempts to be a "nut" Free facility (peanuts, tree nuts – which include, but are not limited to, walnuts, almonds, pecans, macadamia nuts, hazelnuts, cashews, pistachios, and Brazil nuts). This includes foods that have been processed in a facility that also processes nut products. Any food that is brought in must be store bought with a complete nutrition label and approved by our kitchen staff. Teachers are not allowed to accept ANY foods into the classroom without a signature from the kitchen staff.

Abuse and Neglect

We are required by law to report all signs of abuse and neglect. All reports are made through the Department of Social Services Protective Service Unit.

Parent Involvement

Parents are an important part of the center. You are always welcome and encouraged to visit at any time. Parents are invited to make suggestions and share their talents with the center. You may schedule a conference with your child's teacher at any time.

We want and encourage you to celebrate your child's birthday at the center. Please DO NOT bring balloons as these are prohibited in child care centers per state regulations. We ask that you keep it as simple as possible. Make all arrangements through your child's teacher and/or directors in advance.

Any person visiting the center between the hours of 9:00 am and 3:00 pm will be required to sign in at the front desk.

Custody Orders

Until custody has been established by court action, one parent may not limit the other from picking up a child from our center. The center must be notified immediately of any changes in the custody order. Certified custody orders must be given to the center directors.

Bethesda Childcare Center will not be a mediator in any way. This includes, but is not limited to: drop off or pick up exchanges between parents, relaying messages to either party and/or passing belongings back and forth.

Clothing/Personal Belongings and Supplies

1. Children should wear loose and comfortable clothing that can be washed.
2. Clothing must be marked with the child's name. We cannot be responsible for lost clothing.
3. Each child must bring an extra change of clothes (appropriate size) to be left at the center. This includes underwear, socks, pants, and shirt. Two sets will be needed if your child is in the process of potty training. It is the parent's responsibility to replace change of clothes seasonally.
4. Each child may bring a blanket to be used only at nap time. Be sure your child's name is on everything you bring to the center. We do not encourage stuffed animals, as they tend to cause problems with the other children.
5. Pull-ups are to be provided by the parents for those not yet potty trained. Wipes are supplied by the center.
6. Jackets of different weights for the spring and fall are essential.
7. No backless shoes/sandals.
8. Please do not send toys to school with your child. This creates problems for the other children, the teacher and the child.

Parent Code of Conduct

BCC requires the parents of enrolled children at all times to behave in a manner consistent with decency, courtesy, and respect. One of the goals of BCC is to provide the most appropriate environment in which a child can grow, learn, and develop. Achieving this ideal environment is not only the responsibility of the employees of BCC, but is the responsibility of each parent or adult who enters the school. Parents are required to behave in a manner that fosters a Christ-like attitude and assist in creating this ideal environment.

While it is understood that parents will not always agree with the employees of BCC or the parents of the other children, it is expected that all disagreements be handled in a calm and respectful manner. Confrontational interactions are not an appropriate means by which to communicate a point.

Steps for problem solving:

1. Approach the teacher or parent with the one-on-one approach to begin the resolution process.
2. If nothing is solved with the one-on-one approach, then consult the director/s. The director/s will respond in writing within five (5) working days. Documentation for the event will be recorded and an action plan will be launched.
3. If the alleged offender is one of the directors, the offended party shall seek council with The Board of Directors @ boardofdirectors@bethesdachildcare.com. The board's chair will respond via email within five (5) working days.

Center Happenings

Parents can stay updated about center happenings by checking the following:

- Website (bethesdachildcare.com)
- Facebook (Bethesda Baptist Childcare Center)
- Newsletters
- Center Calendars
- Bulletin boards
- Automated phone system (as needed)
- Parent E-mails (sent weekly)
- TV Monitors (located in front hallway and fellowship hall)
- Your child's communication folder

We ask that parents bring their child's book bag and communication folder DAILY to keep communication lines open with the school.

Emergency Preparedness and Response Plan

Bethesda Childcare Center has made many preparations to deal effectively with emergency situations that could occur in or around the school during the school day. This plan is referred to as the emergency preparedness and response (EPR) plan. While we hope that a natural disaster or other serious incident never occurs, our goal is to be prepared for any potential emergency. At all times, our first priority is to protect all students, staff members, and other visitors from harm. In order for our emergency response plans to be effective, we depend on the cooperation and assistance of many people, such as the police and the fire department. We also depend on you, as parents and guardians, to support our disaster preparation and

response efforts. Your cooperation is vital to helping us protect the safety and welfare of all children and school employees. Parents and other adults must stay calm and focused in an emergency, mindful that their actions and comments will be the example that, to a great extent, determines the children's response. Therefore, we ask parents to observe the following procedures in the event of a school emergency.

1. We understand and respect your concern, but it is essential that the telephone system is available for emergency communications. The most effective form of communication will be via email.

2. Make sure that we have updated emergency contact information for each of your children at all times. We **must** be able to contact you or your designated representative in an emergency.

3. Tune your television to [WTVD 11 and/or WRAL 5] or view their websites for emergency announcements and status reports. You will also receive instructions on where you should go and how/when you may be able to pick up your children.

Our school's emergency plan includes evacuation procedures with several alternative destinations. When appropriate and safe, students may be released to their parents/guardians from these shelter locations. Under those circumstances, we will be prepared to implement procedures for confirming the identity of individuals who arrive to pick up each child. When arriving to pick up your children, please make sure you have a government-issued photo ID. Do not come to the school or alternate destination until instructed to do so. The evacuation locations are listed below;

- Bethesda Baptist Church's office building (directly across the street at 2004 S. Miami Blvd, Durham, NC 27703). Contact: Kelly Johnson (office assistant) 919.596.2158
- Fellowship Baptist Church (515 Southerland Street Durham, NC 27703). Contact: Rick Finley (Pastor) 919.596.9331
- Living Word Baptist Church (1155 Green Road, Creedmoor, NC 27522). Contact: Mike Vaughan (Pastor) 919.698.7095.

Changes in Policies

The fees, procedures and policies stated in this handbook are subject to be changed at the discretion of the center directors and/or the board of directors.