



# A World of Hope Christian Childcare Center

“Quality Childcare and A Christian Education”



## *Parental Handbook of Child-Related Policies and Procedures*

**Address:** 671 E. Robinson Avenue, Grovetown, GA 30813

**Office phone:** 706-868-8955

**Office Fax:** 706-868-0668

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**Web Site:** [www.awohccc.org](http://www.awohccc.org)

**Facebook:** A World of Hope CCC



**A World of Hope Christian Childcare Center**  
*Center Hours Monday-Friday; 5:00am-6:00pm*  
Main Phone: 706-868-8955      Fax: 706-868-0668  
Website: [www.awohccc.org](http://www.awohccc.org)      Main Email: awohccc@gmail.com

**Registration:** Due upon enrollment - Non-Refundable \$75.00

**Tuition:** Due on Friday for upcoming week  
Sibling Discount: 10% for every additional child  
Church Member Discount: 20% per child

Nursery	\$150.00
Toddler One	\$145.00
Preschool Two	\$140.00
Preschool Three	\$135.00
Pre-K4 & K-5	\$135.00

**Daily Drop-In-Rate:**

Infant- Toddler One	\$40.00
Preschool Two	\$40.00
Preschool Three	\$40.00
No Drop - In available for Pre-K4 & K-5	

***Non -Registered Children Only.*** (Drop in is available in the Infant - Preschool 3 programs. Based on availability only; fees are due upon arrival no exceptions)

**Before/After School Program:**

(Elementary school age children with paid registration only).

A.M. Program	\$55.00
P.M. Program only	\$65.00
A.M & P.M Program	\$80.00

***Before / After School Program-Special Reminders:*** Care is not guaranteed on days when a school is out; Care is based on availability only.

**Method of Payment:**

Money Order, Master or Visa Credit/Debit (Checks are not accepted)



*Dear Family,*

*At A World of Hope (AWOH), our mission is to instill education and God's Word in every child that enrolls in our center. AWOH was created to provide families with an exceptional child care that meets the needs of today's children.*

*Providing the best childcare experience is what motivates us to serve our local community. Some of the methods we use to keep communications open are emails, newsletters, weekly reminders, web site, Facebook, and encouraging parent involvement.*

*AWOH is a weapon, drug, and smoke free zone. Our classrooms are spacious and equipped with the instruments and tools needed for your child to advance. The skills that are introduced are skills that your child can take with them as they continue their educational journey. Artwork is displayed on the walls and comfy corners are available for reading and quiet time. Our goal at AWOH is to create an early education model that meets all developmental needs of our children.*

*Thank you so much for your interest in A World of Hope Christian Childcare Center. We look forward to serving you and your family soon.*

*Welcome to our family.*

*Sincerely,*

*Rashuna Belton  
Director,  
A World of Hope Christian Childcare Center*



# *Child Policies & Procedures*

## ***CERTIFICATION***

A World of Hope (AWOH) Christian Childcare Center is licensed by Bright from the Start Georgia Department of Early Care and Learning. AWOH is an active member of the Georgia Child Care Association and a “Two Star” Quality Rated Center.

## ***HOURS OF OPERATION***

AWOH is open year-round from 5:00am to 6:00pm Monday through Friday; AWOH operates 12 months a year.

## ***HOLIDAYS***

AWOH is closed to observe the following holidays: New Year’s Day, Martin Luther King Jr. Day, Memorial Day, Fourth of July, Labor Day, Columbus Day or Veterans Day (Based on Columbia Co. Board of Education), Thanksgiving Day and the following day, Christmas Eve, Christmas Day. We are also closed for inclement weather days, and Staff Development days.

## ***CENTER GOALS***

For every child enrolled in our program, we would like them:

- For each child to be introduced to Jesus Christ is.
- To be competent and confident in their abilities.
- To be self-directed in a constructive and creative manner.
- To be successful in future educational experiences.
- To feel good about who they are.
- To learn to interact with other children, as well as adults.
- To reach their full potential in emotional, intellectual, physical, and social development.

## ***NON-DISCRIMINATION***

A World of Hope welcomes all families into our program. AWOH is in accordance with Federal and State law. We do not discriminate on basis of race, color, national origin, religion, sex, gender identity, pregnancy, physical or mental disability, medical condition (cancer related or genetic characteristics), ancestry, marital status, age, sexual orientation, citizenship, or service in the uniformed services. AWOH prohibits sexual harassment. This nondiscrimination policy covers admission, access, and care within our center and activities. Though we are not an “All Inclusive Center” we welcome the enrollment of families and children with disabilities, however, we may not be able to accommodate all children needs.

## ***INCLUSION***

AWOH does not discriminate based on race, color, national origin, sex, age or disability. We strive to support full inclusion of all children. If your child needs therapy sessions, we will also work with your child’s therapist so your child receives services in their regular classroom setting. We will do our best to meet your child’s needs based on the center’s competencies at the time of your child’s enrollment.



### ***CONFIDENTIALITY***

Confidentiality applies to all verbal and written information about potential, enrolling, and previously enrolled children and their families. All staff are briefed on the need for confidentiality and is expected to respect the protection of privacy. This excludes the responsibility held by early childhood educators as mandated reporters of suspected child abuse and neglect as outlined in Georgia law or when information is subpoenaed by the court.

Unless we receive your written consent, information regarding your child will not be released, with the exception of that required by our regulatory and partnering agencies. All records concerning children at AWOH are confidential.

### ***CURRICULA & LEARNING ENVIRONMENT***

AWOH provides a rich Christian learning environment that is combined with ABEKA, The Creative Curriculum, and Georgia Early Learning and Development Standards (GELDS). AWOH curriculums are developmentally appropriate to the specific ages in each classroom. We have a flexible daily routine that allows children to advance at their own pace. Learning, exploring, and hands-on are facilitated through interest areas. Our program is designed to enhance your child's development in the following areas: creativity, self-expression, decision-making, problem-solving, responsibility, independence, and reasoning. We encourage the ability to work and play with others.

\* **ABEKA** – is the premier Christian textbook publisher, weaving Christian schools for over 30 years with over 1,000 educational products. Christian schools across the nation use the ABEKA book curriculum. AWOH has used this curriculum for the past ten years. We stand by this curriculum and adhere to all educational strategies and guidelines. We have much success in academics when it comes to students testing on and above their current grade level. We encourage all parents to visit [www.abeka.com](http://www.abeka.com) to read and research this program.

\* ***Creative Curriculum*** - is based on the research of Early Childhood Education (ECE) theorists and is culturally, linguistically, and developmentally appropriate. This curriculum builds on prior learning and experiences and allows the children to extend their understanding of new concepts. Teachers choose activities based on age and each child's developmental level. The teachers use GELDS standards and resources to determine if the activities are appropriate for the children in the group and align the curriculum with GELDS. Lesson plans include GELDS standards and adaptations are written for each child. Free play occurs for much of the day and is child directed. A variety of materials in learning centers are provided to actively engage the children and support development across all five learning domains (physical development and motor skills, social and emotional development, approaches to play and learning, language and literacy, and cognitive development).

\* **GELDS** – for over two decades, the K-12 educational system has embraced standards-based learning as an integral part of ensuring student success. Recognizing the importance of standards-based learning, Georgia has served as a pioneer in generating thoughtful and appropriate standards for children of all age levels. GELDS and Pre-K Content Standards were developed to improve children outcomes in early care and learning programs and to promote



high-quality early education programming for all children. Copies of daily lesson plans are posted in each classroom. Pets are only used for learning experiences, if appropriate, vaccinations are on file.

### ***CARE SERVICES***

AWOH provides care for the following:

#### *Nursery – 6 weeks to Walking*

- The beginning of wonderful pre-school memories starts in our infant room. At a low student to teacher ratio, our babies are cared for by friendly, enthusiastic, and responsive caregivers in a calm, soothing, happy, and intimate environment. Our caregivers respond by interacting with all babies during diaper changes, feedings, rest time, and playtime. Babies are assessed on a quarterly schedule, assessments are based on all domains of learning: cognitive, physical, language, social, and emotional. There is plenty of cuddle time and babies are given plenty of individualized attention. We use two methods of communications with our infant parents: Teacher-to-Parent Verbal Session and our Daily Sheet. Our Daily Sheet reports feeding times/amounts, diaper changes, nap times, and activities that occurred. The staff is responsive to each parent's concerns, suggestions, and your baby's achievements. Your baby's happiness and comfort is our priority as we provide you with a safe and secure program.

#### *Toddler One – 12 months to 24 months*

- Our Toddler One Program is full of fun times and learning. In this program, children are introduced to a class schedule, curriculum, and hands on learning. The routine is flexible and is adjusted to meet the needs of the toddlers. In this program, our toddler will learn a daily routine. Bible starts daily at 9:00am, followed by circle time which is full of colors, numbers, shapes, and letters. This program incorporates GELDS learning approach with weekly lessons. In our Toddler One Program children are assessed at the beginning of care and 6-8 months after the first day of care; this process is used to track a child's development.

#### *Preschool Two – 24 months to 36 months*

- Our Preschool Two Program uses ABEKA and GELDS; both are a creative approach to learning centered on our curriculum ABEKA. There are weekly Bible verses, topics, and themes. In this program, children will learn independence through child centered and teacher directed activities throughout the day. Self-help skills such as eating, potty training, hand washing, and independently cleaning up are among the skills taught in this classroom. Each child has a Daily Sheet that explains diaper/toilet schedules for the day. The Preschool Two Program begins each day with pledges, prayers, and Bible. During circle time students engage in activities including calendar, weather, counting, story time, and songs. The age appropriate activities in this classroom promote taking turns, cooperating, sharing, and expressing feelings in appropriate manner. In our Preschool Two Program children are assessed at the beginning of care and 6-8 months after the first day of care; this process is used to track a child's development.



### Preschool Three – 36 months to 48 months (Potty Trained)

- A child's feeling of independence and social interaction with others is what our preschool 3 program is all about. In addition to learning self-habits, all children are encouraged to learn through exploration. This program uses ABEKA and GELDS; both are a creative approach to learning. This program starts each day with pledges, prayers, and Bible. During the course of the day, children are encouraged to make choices for themselves, cooperate with others as well as listen and follow directions. During the course of the program the classroom teachers lead the children in small and large group activities, such as movement, read-a-loud stories, circle time and art activities. Children are encouraged to make friends, share and communicate with their classmates. Children are also prompted to use the bathroom on their own, although assistance is given if necessary. In preparation for the Pre-K4 Program, the Preschool 3 Program work on their fine and gross motor skills, colors, shapes and numbers in their notebook. This also gives each teacher the opportunity to work one-on-one with each student.

### Pre-K4 & K5 – 48 months to 60 months

- What makes a child want to learn? It's Our Pre-K4 and K-5 Program. Our safe and enriching program focuses on all aspects of learning. This program uses ABEKA and GELDS; both are a creative approach to learning. This program starts each day with pledges, prayers, and Bible. Academic learning is very important in this program; children will be introduced to cursive writing, arithmetic, social studies, and science. Positive discipline methods are used so the children do not feel singled out or embarrassed. Preparing these young minds for their future academic career is a primary goal of the teachers as they encourage verbal skills, teach self-help skills and promote self-assurance. Class begins daily at 9:00am, all students are expected to be present by this time. Any child who arrives after 9:00am, will have remain with their parents outside the classroom, until bible is over. Bible is the most precious time we have, we encourage parents to make sure their children are present by 9:00am. Class is over at 3:00pm daily.

### Before and After School Care (6 years – Elementary Age)

- All children enrolled in the before and after care program will be given care during Columbia County fiscal school year, hours of 5:00am – 8:30am **and** 4:00pm – 6:00pm. Any additional care will result in a fee being applied to your account. Please see AWOH rate chart for all program related fees. Care is not guaranteed when school is out; AWOH space is limited. Van riders need to be at AWOH no later than 7:45. If your child is eating breakfast, your child needs to be at AWOH no later than 7:15am. All van riders are expected to ride daily. **In the event your child will not be riding the van, you are required to notify AWOH administrative staff. A notification fee of \$10.00 will be applied to your account for each occurrence for lack of notification.** Teachers are not considered administrative staff.

### Summer Camp (PreK4 to 5<sup>th</sup> Grade)

- This program is for all school Aged Children who are from the grades Pre-K4 to Fifth Grade. It includes eight to nine weeks of the summer where children are introduced to themed learning adventures. Themes for this program may vary from year to year.





### Drop-In Care (Infants -Three Year Old's Only)

- This is a program that provides families who are not enrolled in the center to bring their children. To participate in this program a parent must complete the initial “Walk-in” Process; complete a registration packet and provide a copy of parent ID’s.

### ***SERVICE DESCRIPTION***

In addition to providing care for your child, we are committed to helping all children in their areas of development. We do not consider our center to be a center that “babysits”; we nurture, teach, and provide a safe environment.

### ***GETTING STARTED***

A tour will provide you with the opportunity to meet AWOH Director and your child’s teacher(s). At that time you will share information about your child, ask questions, take a tour of our center, and learn about AWOH programs and policies.

### ***ORIENTATION***

Orientation will be conducted after the potential family has completed a tour, filled out the application, and paid for registration. AWOH management will discuss AWOH policies and procedures AND answer any questions with the parent/guardian. Orientation must be completed prior to care given.

### ***ADMISSION & ENROLLMENT***

AWOH admits children ages six weeks through elementary age. The process for admission consideration is as follows: The parent will be invited to have a tour of our center. Parents will see all learning environments and a curriculum presentation will be given. Class placement and review of forms and procedures will be discussed with the parent. Items needed for enrollment are found in the enrollment packet. A photo copy of parent’s ID, current immunization records (GA Form 3231) of the student enrolling, and all forms in the enrollment packet must be completely filled out. Children four and older must also present their GA Form 3300 with the application.

In order to secure a spot, registration fees and one week’s tuition must be paid. In the event there is a waiting list, families will only be required to pay the registration fee to secure the next available spot. **Please note that registration fees are non-refundable.**

At the time of enrollment, families will be asked for a start date. Once we have received a start date, it is officially logged on the child’s record. Student accounts are billed on the confirmed start date.

Please be mindful that **registration fees are non-refundable**. If there is a need for a tuition refund, it will be approved only at the discretion of the Director. In the event a family decides they no longer need childcare; a proper written notice must be provided for potential refund. For a full refund, a notice of 30 days, prior to the confirmed start date, is required. For a 50% refund, a notice of 15 days, prior to the confirmed start date, is required. All notifications of 14 days or less will result in NO refund.





If your child has an identified special need, AWOH will work with you and outside programs to provide the necessary care within our capabilities; no discrimination will be practiced. However, if AWOH cannot meet the needs of your child and family, other suggestions will be given or programs that can provide quality care for your child's special need. AWOH is not equipped to provide one-on-one care.

**We need the following information at enrollment:**

- Enrollment form with Copies of Photo ID
- Parental Handbook Acknowledgement (Signed)
- Center Policies
- Cell Phone Provider
- Pick-up Authorization
- Discipline Policy
- Transportation Authorization
- Medical Information and Consent to Medical Care
- Immunization Form (GA Form 3231 for all ages)
- GA Form 3300 (ages four and older)
- Center Release Form
- Vehicle Emergency Medical Information
- Allergy Form
- Food Allergy Action Plan
- Infant Safe Sleeping Form

***TUITION & FEES***

First week's tuition shall be paid at the time of enrollment. Tuition payments are non-refundable unless otherwise decided upon by the discretion of the Director and owner. Tuition payment is due the Friday before the actual week of attendance and is automatically billed to your account. If tuition is not paid by Friday close of business, a late fee of \$20.00 will be applied to your account. If your account is not cleared by the close of business on Monday, your child will not be allowed to return until their account is clear.

***LATE PICK-UP***

A late pick-up fee of \$5.00 per minute per child, will automatically be applied to your child's account. Late fees for any children picked up after 6:00pm, must be paid at pickup.

***VACATION***

To better accommodate family vacations and holidays, each child will receive two weeks at half price off tuition (beginning August 1<sup>st</sup> to July 31<sup>st</sup>) and they do not accrue. A vacation is considered any week where the child is not in attendance AWOH. No additional rates or discounts will be given. Parents are to fill out the vacation slip and submit to AWOH administrative staff at least one week before the vacation week starts. Parents who fail to notify AWOH administrative staff in the appropriate time will be billed for the full tuition amount. Any additional vacation weeks will be the full price of your child's tuition rate. Vacation cannot be used until your child has been enrolled for 90 days. Teachers are not considered administrative staff.



### ***ACCESS BADGES***

When enrolled at AWOH, each family will be issued access badges. Access badges are for security and the safety of your child(ren). The access badges are used to give parents access into AWOH during the hours of operation. In the event an access badge is lost, stolen, or broken, a fee of \$25.00 will be applied to your child's account. Access fobs/ badge are required to be turned in at least three days prior to your child's last day.

#### ***Mandatory for Daily Entrance***

**This badge is mandatory for daily entrance into AWOH.** Access badges are to be used each time your child is dropped off and picked up. If management suspects you have lost your badge by continuously needing access to AWOH, your account will be charged \$25.00 and you will be issued another badge. Your old badge will be deactivated. Once you find your old badge and you return it to an administrative staff in good condition, your account will be credited \$25.00.

At the time of withdrawal your badge must be returned. The replacement fee will be applied if no badge is returned.

### ***BUILDING ACCESS AND SECURITY***

All visitors and guests must check-in with AWOH administrative staff or Director before entering the classroom. Teachers are not considered administrative staff. Unless directed by an admin, parents are authorized to open the entrance door for another person entering the building.

### ***DAILY DROP OFF & PICK UP***

All parents must check their child(ren) in and out daily. Once checked in, take your child to the restroom, help your children put their belongings into their cubby, and wash their hands. It is very important that you wait until a teacher greets your child before you leave.

If your child has an appointment, please notify AWOH administrative staff before 9:00am daily. The proper documentation, i.e. doctor note, is required before your child can be dropped off for the day. Teachers are not considered administrative staff.

Failure to check your child in and out daily may result in the withdrawal of our child from our program. It is mandatory by Bright From the Start that each child is properly checked in and out daily by authorized personnel. Failure to do so will result in the withdrawal of your child. Your child must be inside the center, when you check them in.

### ***TARDY POLICY***

Your child is expected to arrive at AWOH no later than 9:00am daily. A child is considered tardy at 9:01am. When a child is tardy, a late fee of \$10.00 will automatically be charged to your child's account. This fee will be applied each day your child is tardy.

Families that arrive late will be asked to leave their child in the lobby with front desk administration. We consider it to be a distraction to the other children and staff when parents ask questions or conversant after 9:00am.



At that time, an administrative staff will walk your child to their classroom. During this time, a series of questions will be asked to ensure the transition from the parent to the classroom is as smooth as possible.

No child will be allowed care after 9:30am, unless AWOH administrative staff has been notified a day in advance of an appointment and proper documentation is submitted upon arrival to AWOH. Children, who are picked up for an appointment, must return to AWOH before 2:00pm. Teachers are not considered administrative staff.

Any child arriving late without any notification will be refused care for that day. **Abuse of this policy will result in administrative withdrawal of your child. All tardiness will be documented and logged.**

### ***EMERGENCY PICK UP***

If you or someone on your child's emergency list is unable to pick up your child, protocol is for you to call AWOH and speak to any administrative staff. Teachers are not considered administrative staff; teachers cannot give authorization. You will need to provide a description of the person and the person must bring photo identification. This **ONLY** applies to emergency pick up.

### ***CHILD DRESS CODE***

Children are involved in sensory activities every day, often involving water, cooking ingredients, paint, and other art materials. All children should arrive at AWOH clean and dry. Please send your child in comfortable, washable play clothes suitable for active and messy play. Play clothes that are easy to manage encourage independence and self-help skills. No beads are allowed in the hair; hair beads are a choking hazard. Many toilet accidents can be prevented if children can unbutton pants and unbuckle belts without a struggle. When the weather is cool and unpredictable, be sure your child has a sweater or jacket kept at AWOH. In addition, each child must have one complete set of clothes (socks, underwear, pants, shirt, or dress) kept in his/her cubby. We recommend that your child wears sturdy, closed-toe shoes to school. These types of shoes protect their feet during walks and other outdoor activities. We recommend that young girls have shorts under their dresses and wear a t-shirt under any spaghetti strap top. **Please label ALL clothes with your child's name.**

### ***TRANSITION***

Your child's transition at AWOH should be a positive and an exciting learning experience. We will work with you and your child to ensure a smooth and positive and transition as new routines and new people are introduced.

*Transition from home to AWOH.* Prior to your child's first day, you will have an opportunity to tour AWOH, meet your child's teacher, and peers. At this time, you can address any anticipated concerns and/or suggestions. We encourage parents to bring their child with them during the first interview.



*Transition between learning programs.* Children are transitioned to the next program based on age developmental readiness, state licensing requirements, and space availability. During the transition, current, and future teachers will meet with you to propose a plan to introduce your child into the new program.

*Transition to elementary school.* (For parents of Pre-K children) At the end of the year, we plan a parent’s information night where we will provide you with information on local schools, what to expect, and ideas on how to talk to your child about going to elementary school. In the classroom, we prepare the children by planning activities on the lesson plans (such as reading books about going to kindergarten) so the children will become acquainted with the changes that they will encounter at school. Transcripts are only released to students that do not have a current balance with the center.

***CHILD TO STAFF RATIOS***

Children are always supervised. All caregivers receive scheduled breaks to reduce fatigue and to help ensure alertness.

AWOH, at a minimum, will maintain the State of Georgia’s standards of ratio.

<b>Age</b>	<b>AWOH Child to Staff</b>	<b>State of Georgia Ratio</b>	<b>Maximum Group Size</b>
Birth to 12 months	4:1	6:1	12
12-24 months	6:1	8:1	11
24-36 months	8:1	10:1	20
Three years old	10:1	15:1	28
Four/Five years old	15:1	10:1	28
After School	15:1	1:19	31

***STAFF QUALIFICATIONS***

Our staff is hired in compliance with the state requirements and qualifications as a base minimum. Typical staff certifications are as follows:

<b><i>Position</i></b>	<b><i>Education/Certification</i></b>	<b><i>Experience</i></b>
Lead Teacher	HS Diploma/GED, Associate Degree in Early Childhood Education, or ECE/CDA Certificate	2 years & working on CDA
Teacher Assistance	HS Diploma/GED	



## ***VOLUNTEERS***

AWOH volunteers are not paid staff and not counted in the child: staff ratio. Volunteers are highly recommended and welcomed to come into our classrooms. However, volunteers are required to have a background check. Please see AWOH Director.

## ***CENTER ADMINISTRATIVE STAFF***

The administrative staff, is available to assist you with confidential issues concerning your child, your family, or issues that may arise in the classroom or AWOH. Making an appointment to discuss confidential issues is recommended to ensure enough time to discuss your concern.

## ***GRIEVANCE PROCEDURE***

If an issue cannot be resolved within the classroom, parents should contact AWOH Director. Every effort will be made at that level to resolve the issue. However, if the issue remains, parents will be directed to speak to AWOH Oversight Liaison Administrator. In the event a complaint is filled with Bright From the Start Department of Early Care & Learning, we will temporarily withdraw your child until the investigation is completed.

## ***GUIDANCE***

### ***General Procedure***

Thoughtful direction and planning are used to prevent problems and encourage appropriate behavior. Communicating consistent, clear rules, and involving children in problem solving helps children develop their ability to become self-disciplined. AWOH encourages children to be fair, to be respectful of others, of property, and to learn to understand the consequences of their actions.

### ***Act of Aggression and Fighting***

- (1) Children are guided to treat each other and adults with self-control and kindness. When a child becomes physically aggressive, we intervene immediately to protect all of our children.
- (2) Our usual approach to helping child challenging behaviors is to show them how to solve problems using appropriate interactions. When discipline is necessary, it is clear, consistent, and understandable to the child.
- (3) Physical restraint is not used or permitted for discipline. There are rare instances when we need to ensure a child's safety or that of others. We may restrain a child by gently holding him/her only for as long as necessary for control of the situation. During such behavior, parents may be called to pick up their child for the day.

### ***Notification of Behavioral Issues to Families***

If a child's behavior circumstance is of concern, communications will begin with the parents as the first step to understanding the child's individual needs and challenges. AWOH will work together with the parents to evaluate these needs in the context of our program.

On rare occasions, a child's behavior may warrant the need to find a more suitable setting for care. Examples of such instances include:

- A child appears to be a danger to others.



- Continued care could be harmful to or not in the best interest of the child as determined by a medical, psychological, or social service personnel.
- Undue burden on AWOH resources for the child's accommodation for success and participation.

## **BITING**

Although biting is normal for children ages 0-18 months, we do consider biting a concerning stage. When a child bites another child, an incident report will be generated. If a child is bitten and needs medical attention, parents will be notified immediately. Any child that bites on a third occurrence will require Parent Conference before returning or remaining in care. It is during the parent conference, we will speak with parents about the child's needs and rule out any type of disability or special need. Any child that displays the behavior of biting and does not have a known disability will be withdrawn on the fourth incident.

## ***WHEN MORE IS NEEDED***

Occasionally, a child's behavior is excessively disruptive or harmful to individual children or the class. If the teacher and Director concur that they need additional support and expertise to best meet a child's needs, some or all the following steps will be required of the family:

- Scheduled Adjustment – AWOH Director and teachers may determine that an adjusted schedule (for example, shortened hours or different arrival time) is in the best interest of the child.
- Families may be requested to come to AWOH to speak directly to their child about expectations for behavior at school, or may be asked to take their child home for the remainder of the day. Typically, these are interim measures until there is a resolution of the issues.
- Child Care Services is committed to seeking solutions for difficult situations with children and families.

## **HEALTH**

### ***Illness and Medication***

(1) AWOH does not administer any type of oral medication; this includes prescribed and over the counter medicine. If your child(ren) are ill, please do not bring them to school. Please don't send any medications with your child or in his/her belongings. If your child contacts a communicable disease, please alert the staff; this allows us to inform parents of other children who may have been exposed.

(2) Prior to returning your child to school, ensure your physician has provided a written statement that your child is no longer contagious and can return to school. If it is in our best interest, we will request a **written doctor's note** approving your child's return to school. **We have the right to send any child home that seems to be ill.** Please make sure your emergency contact personnel are local and able to pick up your child, if needed. Also make sure your emergency contact personnel are aware they are on your list. In the event we are unable to contact either parent, we will contact your child's emergency contacts. We call each number twice and give a 30-minute response time for each call. Please choose your emergency contact information carefully.





### Emergency Medication

In the event your child has an allergy that may require emergency based medication, AWOH administration staff is authorized to administer emergency based medicine. Emergency medicine must remain at AWOH always when your child is present. Medication forms are to be completed and kept current. A medication form expires every two weeks and is required to be resubmitted bi-weekly by the child's parent/guardian.

### Developmental Assessments

Developmental screening tools are used annually, with family permission, to provide early detection of health-related issues and developmental delays to support early intervention. Tools will be shared with the families and questionnaires will be handed out. The results are shared at conferences and referrals are provided as needed.

### Health Form 3300

The center must be provided with a current Form 3300 (Certificate of Ear, Eye, Nutrition and Dental Examinations) completed by a physician for each child aged four and above at the time of enrollment or when they turn four years old. This form is due for 4-year-olds within 90 days of enrollment or the child's fourth birthday, if currently enrolled.

## **CHILDREN HEALTH**

(1) Exclusion of Sick Children. A child shall not be allowed to remain at AWOH if the child has the equivalent of one hundred one (101) degrees Fahrenheit or higher oral temperature and another contagion symptom, such as but not limited to rash, diarrhea, or sore throat. When a child shows symptoms of illness during the day, the child shall be moved to a quiet area away from other children where the child shall be supervised and provided the necessary care until when the child leaves AWOH or is able to return to the child's group.

(2) Parental Notification. Parent Notification of a child's illness or injury is as follows:

Notification	When
Immediately notify parents and obtain specific instructions until the child can be picked up or returned to the group.	When Professional medical attention is required or When the child experience symptoms of moderate discomfort such as elevated temperature, vomiting, or diarrhea.
Notify parents by the end of the day.	When professional medical attention is not required or When the child experience symptoms of less than moderate discomfort or When the child experience an adverse reaction to prescribed medication which does not constitute moderate discomfort.

(3) Communicable Diseases. The Department's current communicable disease chart is located at [www.decal.ga.gov](http://www.decal.ga.gov) of recommendations for exclusion of sick children from the center and their readmission shall be followed. Parents of all children enrolled shall be notified in writing



of the occurrence of any of the illnesses on the communicable disease chart, as provided by the Department within twenty-four (24) hours after the center becomes aware of the illness or the next working day.

(4) Medical Emergencies. AWOH shall have a written plan which outlines how emergency medical services will be obtained; including places(s) the child will be taken for emergency care. When a medical emergency arises involving a child, the center staff shall seek prompt emergency medical treatment and provide any certified or licensed emergency medical persons with immediate access to the child.

### ***ALL CHILDREN'S HEALTH PROTECTED***

To protect children who are well and to prevent sick children from developing secondary infections, AWOH adheres to the following:

(1) Children must be excluded from AWOH with these symptoms:

<b>Symptoms</b>	<b>Child May Not Return to School Until</b>
Fever of 101 or above	The temperature has returned to normal for at least 24 hours.
Cold/flu Symptoms	Thick yellow or green mucus discharge is no longer raining from nose for at least 24 hours
Diarrhea/Vomiting	Loose stools and vomiting have subsided for at least 24 hours and your child has returned to normal eating with no upset stomach.
Earache/Sore Throat	A doctor has written a release for your child to return to school, or has been on antibiotics for 24 hours, or symptoms subside.
Red/Discharging Eyes	Eyes are clear or your child has been on antibiotics for 24 hours.
Rash	Spreading, itching and/or discomfort have disappeared or have been diagnosed by a doctor as non-communicable.
Head Lice	The child has been treated with lice shampoo and <i>all nits have been removed from hair.</i>

(2) In addition, children may be excluded from AWOH if they do not feel well enough to participate in the program (including outside play).

- Please notify AWOH immediately if your child has a contagious disease. Strep throat, pinworms, impetigo, conjunctivitis, measles, mumps, chicken pox, head lice, and others categorized as highly contagious.
- AWOH will notify all parents if children have been exposed to a contagious disease while at our center. Emails will be sent and flyers will be posted inside AWOH.
- In most situations, a written note from the doctor will be required for a child with a contagious disease to return to AWOH.

(3) Strategies for Keeping Your Child Healthy.

- Pay close attention to your child's health. Take the initiative in getting your child to the doctor as soon as you suspect that your child may have an infection. You can avoid losing time at work or school by identifying illness early.



- Let your child's doctor know that your child is in group care. Communicating this information to your doctor will enable him/her to work with you to help keep your child as well as possible.
- Pay attention to your child's sleep and diet. Fatigue increases susceptibility to illness. It is very important to your child's health as well as cognitive and physical development that your child is eating a balanced-nutritious diet, and getting the proper amount of sleep.
- Dress your child appropriately for the weather. Over-dressing and under-dressing contribute to poor temperature regulation which may lead to illness. Please keep a sweater/jacket in your child's cubby. We can always undress a child if the weather turns warm. AWOH cannot always find extra sweaters if the weather turns cool.
- Be prepared for your child's illnesses. Develop a back-up network of people who can care for your child in an emergency. Children, whether they are in or out of group, care have an average of six colds per year, usually occurring during the fall, winter, and spring months. You may lose work/school time during your child's first year of group care.
- The American Academy of Pediatrics states that young children should not be put to bed with a bottle. This can cause ear infections and tooth decay. Your children's Eustachian tubes can become congested and infected from drinking bottles while laying on a flat surface. Milk or juice in bottles can also cause a condition called bottle mouth in which children damage or lose their baby teeth. This can seriously affect their permanent teeth, and it painful, and expensive to correct.
- For the health and safety of children, personal pets and animals are not allowed in AWOH without prior authorization ONLY by the Director.

### ***INCIDENTS & ACCIDENTS***

Whenever a child has an accident or is involved in an incident, a report will be generated for center records and to notify parents. When a child is injured and needs medical attention, parents will receive a phone call within twenty (20) minutes of the incident. If the child is hurt and does not need medical attention, the parent will be notified at the time of pick up. Parents will be asked to sign all reports and will be given a copy of the report.

### ***INJURIES***

If your child is seriously injured at AWOH, our procedure is to notify you immediately. We will call parents first as listed on the emergency form. If we are unable to reach you, we will call the emergency persons listed on the emergency form. **It is important you always update your child's file with all most recent contact numbers.** If your child is in medical crisis, we will call 911 first and then call you at the number listed on your child's medical records. If your child has a minor injury, we will send home and incident report with your child. The report will state the time, date, injury, treatment given, and by whom.

### ***CAMERA VIEWING***

According to the State of Georgia confidentiality policy of Bright From the Start: ***Rule 591-1-1-.08. Children's Records (4) Confidentiality.*** Information pertaining to the children enrolled at a Center is considered confidential and may not be released by Center Staff without first obtaining written permission signed by the Parent(s). However, relevant information relating to the children's family situations, medical status and behavioral characteristics on the children



enrolled at the Center at any time shall be shared among Center Staff, with members of the Department or with other persons authorized by these rules or the law to receive such information, or with other persons in an emergency involving the child. Parents can review camera footage if no other child is involved in an incident with their child.

### ***MANDATORY STATE ACCESS***

The Department of Social Services of the State of Georgia has the following rights:

- To interview children or staff.
- To inspect and audit child or facility records without facility consent.
- To observe the physical condition of the child including conditions that could indicate abuse, neglect, or inappropriate placement.

### ***PLAYGROUND SAFETY***

AWOH has developed a policy for playground safety to ensure full compliance with Bright From the Start. This policy has been developed not only to provide a safe outdoor environment, but also to ensure the safety of all children on the playground.

#### ***Playground Supervision Statement***

(1) Before leaving the classroom, all children will be counted by the primary caregiver. Once the caregiver has physically counted all children, they will record the accurate number of children on the Playground Log Sheet. The caregiver will then take the roll sheet, safety backpack, and children outside.

(2) Inside the safety backpack is: accident/incident forms, a two-way radio, a clock, and first aid kit. In the event of an emergency, accident, or incident, the caregiver will follow the proper Accident/Incident procedures.

(3) While outside, all children will be monitored to ensure they are playing in an appropriate and safe manner. Playground supervision is not to be compromised for any reason and appropriate ratios will be maintained always. All caregivers are not allowed to use their cellphones while supervising children. Caregivers are strategic placed on the playground; this allows full vision of all children. No child can be behind a staff member. All staff will stand where all children are in sight.

#### ***Outdoor Schedules***

Daily outdoor schedules are listed on the main classroom schedules that are posted on the class Parent Board. The classroom schedules will give parents an accurate time for when their child's class is scheduled to be on the playground.

#### ***Maintenance and Repairs***

AWOH Director will be responsible to ensure that all repairs are carried out as quickly as possible. All repairs and renovations will be recorded and stored in AWOH playground log book. The Director must contact and seek approval from the Oversight Committee prior to work commencing.



### Staff Training and Policy

All new staff are trained on AWOH Playground Safety Policy prior to commencing employment with AWOH. Once an employee has completed this training, they sign a record indicating they have received training on this policy. This record is kept in the employee's individual files. All staff members will receive annual training on the Playground Safety Policy.

## **COMMUNICATIONS & FAMILY RELATIONS**

### Boundaries

We strive to have a close, yet **professional** relationship with the families we serve. Please respect the personal boundaries of AWOH Director and entire staff by not asking to "friend" or follow them on social media sites or by not asking for their personal cell phone or home numbers. AWOH employees are bound by legal confidentiality limitations.

### Communications

Daily notes from AWOH staff will keep you informed about your child's activities and experiences. Please check your child's cubby daily. Information may be placed there pertaining to your child or AWOH news.

### Bulletin Boards

Bulletin Boards are located throughout AWOH. They provide AWOH news, upcoming events, faculty changes, holiday closing dates, announcements, etc.

### Newsletters

Quarterly newsletters provide AWOH current and future news, events, announcements, etc. The newsletters are sent via email.

### Email

AWOH email address is [AWOHCCC@GMAIL.COM](mailto:AWOHCCC@GMAIL.COM). We require you provide a current and active email address you use regularly. AWOH uses this as one of our primary means of communicating with parents to provide updates, announcements, event invitations, and newsletters. Incorrect email address can cause you to miss critical information that may pertain to your child.

### Website

AWOH website address is [AWOHCCC.org](http://AWOHCCC.org) On our website you will gain access to current center related information, tuition Express, and My Procure.

### Facebook

AWOH Facebook site is A World of Hope [CCC@AWOHCCC](https://www.facebook.com/AWOHCCC)

### Parent Resource Area

A parent resource area is available to parents in the main lobby. Please pick up information that may assist you and /or your child.



### Family Visits

Family involvement is encouraged, the program Lead Teacher will coordinate with parents on days where parent help is needed. It could be helping with special days, volunteering, or eat a meal with your child. **All parents that visit or volunteer more than three times in a quarter, must provide a LiveScan fingerprint background.**

### Family Engagement Activities

You are invited to participate in many parent-staff activities throughout the year.

- Parent teacher conferences and parent meetings (2 per year)
- Family fun days (2 per year).
- Parent helping trees are in every classroom, which allows parents the opportunity to donate items the children in their class can learn and play with. This is a huge help to the center and a large way extra help can be given.
- Daily notes from center staff will keep you informed about your child's activities and experiences at the center. Notes will be placed into your child's cubby at the end of the day.
- Located throughout the center, bulletin boards provide center news, upcoming events, staff changes, holiday closing dates, announcements, etc.
- Quarterly newsletters provide center news, events, announcements, etc. These newsletters are available at the front desk for your taking.
- We encourage you to provide an email address that you use regularly so that we may send you announcements, event invitations, newsletters and general updates.
- We provide parents with information concerning events and activities taking place in our community. We believe that parent involvement in the community and in the program, are beneficial to our families.

### Instructional Assessments

Twice per year, each child, ages 0-5, will have instructional assessments conducted in the areas of language, social/emotional, cognitive, approaches to learning, and physical development. These assessment tools show the progression of the children's skills in these developmental areas. These on-going assessments are used so the teachers can write intentional weekly lesson plans and use particular instructional techniques to meet the needs of the individual children.

In addition, teachers keep individual portfolios for the children, where they keep written daily anecdotal notes, the children's work samples, photos of the children's work, and photos of the children during play throughout the year as a record of individual progress and a measurement of child outcomes. All of these assessment tools inform planning and instruction.

### Parent and Teacher Conferences

Parent and Teacher conferences will occur at least twice a year. During these conferences, discussions will be on your child's strengths, likes, and dislikes, and style of learning. Teachers will review the child's developmental screening checklist, portfolio, and instructional assessment to discuss the identified strengths and areas of challenge. Together, we will work to set goals for your child's growth and development. You may request additional conferences regarding your child's progress at any time. AWOH encourages you to communicate about any concerns to your child's teacher and/or administrative staff.





### Publicity

Unless the family indicates that they want their child to participate, we will not use pictures and names of children for publicity.

## ***NURTITION***

### Breakfast

AWOH will serve breakfast from 7:00am-7:45am. Your child will receive a well-balanced meal, approved by USDA. If you would like you're your child to eat breakfast, we ask that your child is present no later than 7:45am. If you would like to provide your child with a supplemental meal, it must be communicated with the teacher and nutritionist. All supplemental meals are to be served during the allotted meal time. No child is allowed to come to class after 8:00am eating or with food. After 8:00am, parents will be asked to sit with their child in the lobby or breakroom until their child is finished with breakfast.

### AM - Snack

A small snack will be provided to all children present by 9:30am. This small snack is purposed to make sure children are not hungry between the serving of breakfast and lunch meals.

### Lunch

If your child stays for lunch (11:00-12:00), please help us encourage good nutrition by not sending candy or junk foods. **Lunch is at 11:00am for toddlers, 11:15am for preschool, and 11:45am for Pre-Kindergarten and Kindergarten.** AWOH is a peanut free school. Menus will be emailed each Friday. If you do not receive an email, please contact our administrative staff. If there is anything on the menu your child can not consume, we ask that you provide a supplemental meal for that day.

### PM - Snack

Snack is served between 2:00pm-3:00pm, depending on your child's class schedule. If you choose to bring a snack, please make sure it is a healthy snack. All snacks provided by parents must be store purchased and peanut free.

*Nutrition Notification:* Parents are encouraged to speak with their child's Lead Teacher regarding supplemental meals. If there is no current meal plan, no outside food will be allowed. All food allergies must be on valid documentation. If your child has any food allergies you must submit the allergy action plan that is completed by your child's primary physician.

## ***FOOD ALLERGIES***

It is the responsibility of the parent to notify AWOH of a child's known allergy. Parents are required to fill out the allergy form in the enrollment packet. If your child has a food allergy to the center menu, you can provide a supplementary meal.

## ***CELEBRATIONS***

AWOH holiday policy encourages an enhanced understating of and respect for different cultures and beliefs of children, families, staff, and community. We acknowledge cultural holidays. A child's birthday is a day of celebration and we will be happy to help with this special event. Parents are invited to have special activities planned. However, we will not be able to serve food



provided by the parent to children other than their child. On the first Friday of every month, each classroom will celebrate all children who have a birthday for that month. **Arrangements should be made with your child's teacher ahead of time for appropriate timing.**

### ***REST TIME***

(1) Infants sleep according to their own schedule and are put to sleep on their backs. No blanket is placed in infant's crib; only a fitted sheet is permitted. Caregivers are trained on infant sleep safety requirements and on Sudden Infant Death Syndrome (SIDS). "Back to Sleep" pattern is used for all infants who cannot turn themselves. Due to SIDS, parents are encouraged to do the same at home.

(2) After lunch, all other children are encouraged to participate in a quiet or rest time. Children are not required to sleep and may be given quiet activities. AWOH provides napping materials in accordance with state policy. This includes mats/cots and fitted sheets.

(3) Children may bring a small blanket from home. The blanket is required to be taken home with your child each Friday for cleaning and can be brought back to AWOH on Monday.

### ***TOILET TRAINING & DIAPER CHANGING***

The most important factor in making the toilet learning experience successful and as low-stress as possible is a family/teacher partnership that supports your child. Most positive toilet training occurs only after children show signs of physical control or awareness of their bodily functions and when they demonstrate an interest or curiosity in the process. AWOH is committed to working with you to help make sure toilet learning is consistent with your child's physical and emotional abilities and your family's concern. AWOH will work with parents to help your child complete toilet training prior to the age of three.

Infants to 24 months, diapers are checked and changed, if needed, every two hours. Parents are to provide AWOH with diapers and wipes as needed (at least 5-6 per day). A documented time and result of the change is completed on a daily log sheet that is kept at AWOH and sent home. Only trained caregivers can change your child's diapers. Diaper changing procedures are placed above the changing table along with proper hand washing procedures.

### ***OUTING & FIELD TRIPS***

All fieldtrips will announce at least 60 days in advance. For your child to attend, you must submit a vehicle emergency form, sign transportation form, and signed permission slip. The end of the year fieldtrip all parents must attend for your child to attend.

### ***TELEVISION TIME***

Our normal daily routine does not include watching television. Pre-recorded programs may be used as a teaching aid. Television consumption will not be longer than twenty minutes and the program will be screened prior to viewing. The program **MUST** be approved by the Director.

### ***ELECTRONIC MEDIA***

Electronic media are limited to thirty minutes per week per child.



### ***CELL PHONE***

When inside AWOH, we are requesting that you DO NOT use your cell phone. Doing so interferes with AWOH operations and the safety of your child and others.

### ***INCLEMENT WEATHER***

In the event we experience inclement weather, our center will notify all parents as soon as the decision to close is confirmed. We will post information using local news broadcast stations, web site, Facebook, email, text, and phone calls. Please be mindful that we may be incapable of using all communication systems based on the severity of the weather.

### ***WITHDRAWAL***

Two weeks written notice is required of the parent to withdraw a child from AWOH. Tuition will be required during the notice period. Re-enrollment or schedule changes will depend upon space available when the request is made. We also reserve the right to withdraw you child due to no-paid tuition.

A written notice is required, and given to the Director, to remove your child temporarily from AWOH for vacation. If a written notice is not received by AWOH Director, tuition will be at regular price for the week your child is absent. If the child is taken out for two weeks or longer and tuition has not been paid during the child's absence, the child's spot becomes available to the next child on the waiting list. A registration fee will be applied if you choose to re-enroll you child.

Withdrawal discounts will be provided, please see the administration office for details, this option is based on the participation of the withdrawing family. If tuition is not paid in a timely manner, it will jeopardize the child's enrollment status and withdrawal may be required.

*Once an official withdrawal notice is submitted, your families' access badges will be checked. In the event an access job is not checked in, a replacement fee of \$25.00 per badge will be applied to your student account.*

### ***TERMINATION POLICY***

Should a child become dangerous or violent, jeopardizing the safety of themselves or others, immediate removal may be necessary. AWOH Director will have a conference with the parent and it will be the Director's decision as to whether the child can safely return. AWOH reserves the right to dismiss any student we feel cannot adequately participate. AWOH also reserve the right to withdraw a child because of non-paid tuition, see tuition section.

***If you have any questions regarding enrollment, please see administration.***

***Thank you for choosing A World of Hope Christian Childcare as your childcare provider.***



# A World of Hope Christian Childcare Center

671E Robinson Avenue, Grovetown, GA 30813

## **Parent Handbook Acknowledgement**

Please sign this acknowledgement, detach it from the handbook, and return to AWOH management as part of your child's enrollment documentation.

I have received A World of Hope Christian Childcare Parent Handbook. I have reviewed this handbook and discussed it with a member of AWOH management. It is my responsibility to understand and familiarize myself with this handbook and to ask AWOH management any questions I have regarding this policy, procedures, or information contained in AWOH Parent Handbook.

## **Photo Permission**

By signing below, I (PRINT) \_\_\_\_\_, give permission to A World of Hope Christian Childcare Center to take pictures of my child while engaged in school activities. I understand that these photos can only be used in decoration of the classroom.

I also understand if my child is injured, AWOH may take a picture of the injury as it will be kept in my child's student file. I further understand that this photo will be considered CONFIDENTIAL and will only be released, to the Childcare governing agencies (i.e., Bright from the Start, DFACS, or police department).

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Parent Signature

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Date

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Administration Signature

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Date