



Parent Handbook

**1414 Cliffwood Dr.
Greensboro NC, 27406
(336)370-1222**

Table of Contents

SECTION I

Welcome Letter	3
Mission Statement	4
Non-Discrimination Policy	4
Purpose and Goals	4
Times of Operation	4
Enrollment Procedures	5
Information Updates	5
Enrollment Types	5-6
Enrollment Grouping & Age Classifications	6
Arrival & Departure Policy	6
Safety Tips During Arrival & Departure	7
Sick Policy	7
Medication Policy	8
Nutrition Policy	8
Daily Rest Period	8
Personal Belongings	9
Medical Policy	9
Items Needed to Ensure Quality Care & Instruction	9
Discipline & Behavior Management Policy	10-11
Reporting Child Abuse & Neglect	11
Inclement Weather	11
Field Trips	11
Holiday Closings	12
Photos/Videos	12
Security Policy	12
Parent-Teacher Conferences	12

SECTION II

Financial Agreement	13,14
---------------------------	-------

SECTION III

Agreement Page (Parent/Guardian Signature required)	15
---	----

Welcome!

We are excited that you have chosen to enroll your child in our program! Our commitment is to provide a safe, loving, Christian environment and a quality program for you and your child.

This handbook is given to all parents at the time of enrollment and is designed to familiarize you with our policies and procedures. Victory Learning Center (VLC) is licensed by the state of North Carolina and abides by the Division of Child Development rules and regulations, in addition to our own policies and procedures.

Involving families helps build a partnership and helps children make the connection between home and Victory Learning Center. We encourage parents to visit and participate in school activities. Our open-door policy allows parents to come and visit anytime throughout the day if visitors are listed on the application.

Please make sure to read this handbook thoroughly as it contains important information that will ensure a successful relationship between your family and Victory Learning Center.

We look forward to partnering with you.

Thank you for choosing Victory Learning Center!

Section I.

Victory Learning Center Mission Statement:

The mission statement of the VLC is to nurture the “whole child” in areas of physical, intellectual, emotional, social, and spiritual development. This will be achieved through providing a variety of activities that are developmentally appropriate and recognizes the individual needs and differences of children. Through Christian principles and teacher-assisted and directed activities, children are encouraged to be independent thinkers and life-long learners.

Nondiscrimination Policy

In accordance with Federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating based on race, color, religion, political party, national origin, sex, age, or disability.

Purpose and Goals

The Victory Learning Center has a tri-fold purpose. The first purpose is to provide a ministry to the families of World Victory International Christian Center and to the families in the community. The Center seeks to provide a spiritual environment with Christian leadership to help children grow and develop into mature Christian individuals.

Secondly, the Center seeks to provide an environment where parents can feel comfortable and secure leaving their children, knowing they will receive excellent care in their home away from home.

Thirdly, the Center seeks to provide opportunities for children to grow and develop through exploration and experimentation with various learning materials and activities; activities that are stimulating, age appropriate, and enhance spiritual, social-emotional, physical, and intellectual development.

Times of Operation

Operating hours are Monday through Friday from 7:00am through 6:00pm

Enrollment Procedures

- A. Parents may secure childcare applications from the Center during regular office hours. Regular office hours are 9:00am to 5:00pm For your convenience you may also find a copy on our website at www.wvicc.org on the “Forms” tab.
- B. In addition to the application for admission parents are required to have a pre-enrollment conference with the Director of Victory Learning Center. Parents should bring their child to the pre-enrollment conference. This will give the child an opportunity to meet the teachers and other children and spend some time in his/her class before the first full day of attendance. During the pre-enrollment conference, parents are encouraged to share information about their child, voice their expectations of the program, and ask questions.
- C. Upon confirmation of enrollment into the program, the Director will schedule a time to meet with the parents to review all forms, expectations, and requirements. Parents/Guardians are required to present a birth certificate for the child before the first day of attendance of the program.
- D. An initial visit, for a period of **two (2)** hours max, is offered to each family. This visit to the Center is offered for free. The intent is that it will assist with the child in becoming acclimated to the Center, the staff and other children. If additional time is needed prior to the official enrollment start date, **a fee of \$10.00/hourly (a maximum of 2 hours)** will be assessed.
- E. The **non-refundable \$50.00** registration fee and the first week’s tuition are due **BEFORE** the child’s first enrollment day.
- F. Parents must submit a medical examination report and a current immunization report for their child no later than the first day of attendance. By law children cannot enter a childcare program without this information. (See Medical Policy on page 8)

Information Updates

It is the responsibility of the parent to report to the Center any changes of address, telephone numbers (cell, home or work), employment, emergency contact person(s) medical information and any court ordered directives. Otherwise, staff will govern their actions based upon the information on file.

Enrollment Types: (Please refer to the Fee Schedule for rates on page 13)

1. Daycare: Full Time Only
2. Afterschool (See Fee Schedule)
 - the start of after school care is 2:30pm.
3. Summer Camp (see Fee Schedule)

Enrollment Groupings & Age Classifications:

- Infants Class 0 to 2
- 3 years old (must be fully potty trained)
- Four/Five Class 4 to 5 years old

Attendance Policy

If your child will be absent, notify the Center by phone at 336-574-0202 or text to the Director's cell phone as soon as possible. It is the parent's responsibility to notify the office. Staff are not expected to convey messages about absences to the office. Should your child be absent for any reason note that regular tuition/fees will be charged for absences. This policy reflects the fact that costs for staff and programs remain the same when children are absent.

Vacations

There are no tuition adjustments due to absence or family vacations.

Arrival and Departure Policy

All parents must sign children in upon arrival and out upon departure. VLC staff will not receive students before 7:00a.m. nor will we receive children after 10:00a.m. unless prior arrangements have been made (such as a doctor's appointment or a family emergency). Pick up time is 6:00 p.m. sharp. If you pick your child up after 6:00 pm there will be a late fee of \$20.00 between 6:01 pm and 6:10 pm. After 6:10pm it will be an additional \$1.00 for every minute.

IF AN INDIVIDUAL OTHER THAN THE PARENT/GUARDIAN IS PICKING UP THE CHILD, THE PARENT MUST NOTIFY THE DIRECTOR AND THE CHILD'S TEACHER IN WRITING. THE INDIVIDUAL MUST SHOW IDENTIFICATION (SUCH AS DRIVER'S LICENSE) PRIOR TO RECEIVING THE CHILD - IF THE STAFF IS NOT FAMILIAR WITH THE INDIVIDUAL.

To prevent unnecessary accidents, parents are asked to take their child/children directly to their class upon entering the building. Students leaving the building must be accompanied by parents or guardians from the class to the vehicle.

DO NOT ALLOW your child/children the freedom to run or roam the building, classrooms, hallway, or parking lot. VLC will not be held liable for accidents, incidents, or injuries that may occur to children who are not legally under the care of VLC Staff. When children are released from the class to parents/guardians, they are no longer legally under the care of VLC staff.

If an injury happens while a child is at the Center, an incident report will be completed. The parents will be notified and given a copy. The parent and the Staff member who witnessed the incident must sign the report. The incident will be logged, and a copy of the report will be kept on file at the Center.

Safety Tips During Arrival and Departure

- Please turn your car off and take the keys out of the ignition before entering the Center in the morning and afternoon.
- Please turn off or turn down loud music.
- Please drive very slowly when approaching the building, driving in parking lot or driving under the drop-off shelter (Cliffwood Drive side)
- Please do not leave small children unattended. We know it is convenient not to have to bring in your small ones or infants while you take other child to class or pick them up at the end of the day. The following can happen:
 - The child or another child can jump into the driver's seat and change gears.
 - The child or baby can choke.
 - Someone can abduct your child.
 - The child can climb out of the car and get hit by a moving car or wander off.
 - The child can go into your purse and open medicine bottles.
 - Heat exhaustion or hypothermia may occur since your car should not be left running; therefore, the air conditioner or heat would not be on.
 - Heads, necks, and arms can get caught in power windows.
 - Children can sometimes lock parents out of the car or parents may accidentally lock themselves out of the car.

Sick Policy: Regulations Concerning Sick Children

According to the N.C. Dept. of Health & Human Services, Division of Child Development, we are unable to accept a child with a diagnosed communicable disease (measles, mumps, chickenpox, etc.) or obvious acute illness. Therefore, please do not send your child to the Center when he/she is sick or has signs of a possible contagious disease. If your child has a communicable disease, please keep him/her home until the symptoms have subsided and the child feels well enough to participate in Center activities. If a child has a temperature of 100 degrees or greater, diarrhea, contagious illness, or an injury occurs during the day, the parent or next of kin will be contacted immediately to come and pick up the child. The child will wait in the Director's office until the parent/guardian picks up the child. If there is a serious injury and/or medical problem, the parent and/or the local rescue squad may be contacted for assistance. *

No child may return to the Center until he/she has been free of fever and diarrhea for at least 24 hours.

To help prevent the spread of colds, illnesses, and disease please model handwashing to your child at home. Please know that we will always ask all children to wash hands upon arrival to the Center. Your assistance in reinforcing this practice is needed and requested.

**All staff members are First Aid and CPR certified.*

Medication Policy

We do not administer medication. The parent is always able to come to the Center to administer medications if it is necessary.

Nutrition Policy

The Center will provide food three times each day to each child. Breakfast, lunch, and an afternoon snack will be distributed to all children. All meals and snacks are prepared based on the USDA Child Care Food Program Guidelines. The Center participates in the Guilford County Schools Food & Nutrition Program.

The Center provides a balanced snack, which meets nutritional guidelines. Soft drinks are not allowed. Breakfast will be served between 7:45am and 8:30am. In the event that your child is going to be late for breakfast please call the Center by 8:00am. The Center will only be able to hold their breakfast for 1 hour.

If students are not here before 10:00am, they will not be included in the lunch count. Please call to inform us of late arrival before 10:00am. If you fail to call, please provide lunch for your child.

Lunch is served between 11:30am and 12:00pm; snacks are served from 2:30pm to 3:00pm. If your child is allergic to certain foods, the center will provide substitutes which meet the requirements of the USDA and CACFP guidelines.

Parents may opt-out of our prepared lunches by contacting the Director to sign the Nutrition Opt-out Form. You will be required to provide your child's breakfast, lunch, and snack.

Daily Rest Periods:

Each day, time is allocated for each child to rest. A minimum of 2 hours per day and maximum of 2 ½ hours rest time is scheduled in our daily curriculum programming. Please provide a small blanket and sheet to cover cots at naptime. The linen should be picked up every Friday afternoon to be laundered and brought back to the Center on Monday mornings. **Please label your child's linen and all personal items with his/her name or initials.**

Personal Belongings

- Toys and money should not be brought to the Center unless it is requested for a special occasion.
- All parents are asked to bring two (2) extra sets of seasonal clothing to be left in their child's cubby. The extra clothes should include socks and underclothes.
- Please put your child's name or initials on all items left at the Center.

Note: Please dress children in clothes in which to have fun. Children should not have to worry about getting clothes dirty while they are playing, learning, and having fun.

Medical Policy

Concerning Immunizations:

Immunization records and physicals must be kept current and reported to our office.

Allergies

If your child has allergies of any kind, it is the parent's responsibility to provide the Center with an epi-pen that has not expired. It is the responsibility of the parent to keep a record of the expiration date and provide a new epi-pen when needed.

Items Needed to Ensure Quality Care & Instruction

We want to ensure your child is properly cared for while in our Center. Parents are responsible for providing the following items:

- Medical Report/Physical
- Immunization Record
- Record of any allergies
- Medication Administration Forms (if applicable)
- Record or documentation of any known accommodations that may be needed.
- Blanket for nap time (blankets and sheets will be laundered here on Friday of each week. It is fine if you decide to take the blankets home to be washed.
- If your child has an **IEP** (individual education plan) we need a copy immediately and to discuss it.

Discipline & Behavior Management Policy

The guidelines for discipline at VLC are to foster and teach children to be independent self-monitors of their behavior and walk in Christian Love. This will be achieved through behavior guidelines provided by teachers and staff.

Children attending Victory Learning Center will not be subjected to any form of corporal punishment, by the Director or any other staff of the facility. The definition of “staff,” includes: any regular or substitute caregivers, volunteers, cooks, secretaries, janitors, vehicle drivers or any other individual who might encounter the children while providing services for VLC.

VLC instructors and other staff will provide Verbal Guidance by:

- Speaking kindly to children,
- Providing positive verbal praise when interacting with children,
- Giving clear instructions,
- Avoid making comparisons between children,
- Modeling Christian values, and
- Promoting positive self-esteem.

VLC instructors and staff will provide Behavioral Guidance by:

- Supervising children for all activities (indoor, outdoor, and field trips) - Planning developmentally appropriate classroom activities,
- Ensuring that children know the consequences for inappropriate behavior,
- Providing consistency in discipline practices,
- Ensuring that teachers and staff will be positive role models,
- Giving children choices,
- Knowing, understanding the mental and emotional needs of the children and by compassionately using “Time Out” immediately following physical aggression, hitting with objects, kicking, or biting. (a copy of the Disciplinary Policy is provided with the application packet).

If there are substantial behavioral issue/concerns, the child may be put on a behavioral action plan. Parents will be notified of the next steps in writing and by telephone. We want to ensure that we keep all children safe while in the care of VLC staff.

VLC complies with General Statutes of the State of North Carolina, which are:

- No child will be handled roughly in any way including shaking, pushing, shoving, pinching, slapping, biting, kicking, or spanking.
- No child shall ever be disciplined for not sleeping during rest period.
- No child shall be disciplined for toileting accidents or any other accidents.
- Foods shall not be withheld as a means of discipline.

Reporting Child Abuse and Neglect

We understand the importance of family unity, however if a time arrives where upon any symptoms of suspected child abuse or neglect by a staff member or parent/guardian are brought to our attention, we are required by law to report it to the Guilford County Department of Social Services. This Center will abide by this law.

Inclement Weather

VLC typically follows the Guilford County School (GCS) inclement weather closings and delays. If GCS is closed or opening late due to inclement weather, Victory Learning Center will follow the same schedule unless otherwise communicated. You should also check the center's website www.wvicc.org or watch for closing and late openings announcements on local television channels.

Field Trips

Please be advised that only ages (3) three and above are qualified by State law to be taken on field trips of any kind.

Field trips and nature walks will be taken periodically to nearby places and are considered an important part of the educational program. The same responsible adult supervision will be provided for those excursions as are available to the children while in attendance at the Center.

Parents will be notified in advance of all field trips away from the Center and a separate permission slip must be signed prior to the trip. In the event your child will not be attending a class field trip the child will be put into another classroom or allowed to stay with the director during the time of the planned field trip.

Students are strongly encouraged to wear sneakers on all field trips. Toys, electronic devices, games, and other such items should not be taken on trips unless special permission is given by staff. Victory Learning Center will not be held liable for any lost, damaged, or stolen items on field trips.

VLC 2023 Holiday Closings:

Please add these dates to your personal calendar as soon as possible.

Monday, January 16th	Martin Luther King Jr. Day
Friday, April 7th	Good Friday
Monday, May 29th	Memorial Day
Monday, June 19th	Juneteenth
Tuesday, July 4th	Independence Day
Monday, September 4th	Labor Day
Friday, November 10th	Veteran's Day
Thurs.& Fri. November 23rd & 24th	Thanksgiving
Wednesday, December 20th-26th	Christmas
Monday, January 1st	New Year's Day

Photos/Videos

We take pictures and videos of children on a regular basis as a way of documenting your child's learning process. These pictures are used in your child's portfolio and as materials for marketing and advertising the Center. Pictures are always used and shared with respect. By signing the last page of this handbook, you will be giving VLC permission to use your child's image whenever necessary. If you do not wish to have your child's pictures and/or videos used for these purposes, please note your exception on the same page.

Security Policy

Live streaming video keeps you connected With Victory Learning Center. You may open a window to your child's day wherever you are, with a live feed of their classroom to any device or computer. Each classroom at the Center is equipped with video cameras. This allows the parent to view the classroom and their children at any time remotely. This is both to protect the children and the Center. The access information is given to the parent the first day the child attends the Center.

Also, the parent(s) will receive a 6-digit code to be used for entry into the facility. This code and instructions for use will be given to the parent the first day the child attends the Center. The code is not to be shared with anyone without the express written consent of the Director of VLC.

Parent-Teacher Conferences

You can request a conference at any time if you have a concern:

Parent–Teacher Conferences give you a chance to:

- Share insights about your child.
- Ask for extra help for your child.
- Find out about your child's learning and progress.
- Discuss any challenges your child is having or any of your own concerns.
- Learn about special programs, supplemental services, or outside resources.

Teachers may also request a conference at any time if they feel it is needed.

‘
-

Section II

FINANCIAL AGREEMENT

Fee Schedule-Full Time

The \$50.00 **non-refundable** registration fee and the first week's tuition are due before the child's first day of enrollment. Weekly Tuition Rates are based on the categories as follows:

- Infants (ages 0 – 2 years old)
- Toddlers (ages – 3 years old)
- Preschool (ages 4 – 5 years old)
- After School (ages 5 - 12 years old)
- Summer Academy (ages 5 - 12 years old)

Financial Notifications:

1. Weekly invoices will be sent by email and due by the Friday preceding the week of attendance.
2. Weekly payments may be remitted via cash, check, or debit/credit card using the email link in the invoice. A valid email address must be provided at the time of enrollment to ensure receipt of invoices.
3. There will be no reduction in weekly tuition for absenteeism.
4. There will be no vacation weeks provided.
5. If an account is behind, a "late payment" fee of \$10 will be automatically assessed on Mondays. If accounts are two or more weeks delinquent, the Center has the right to discontinue services. All unpaid accounts may be turned over to collections.
6. Returned Check Fees: A \$30 service charge is automatically billed to the account for each returned check. When the Center receives three returned checks from a payor, we will no longer accept checks as a method of payment from the payor. Returned checks must be paid with a money order.
7. Late Pick-up Surcharge: If your child is not picked up by 6:00p.m., the fees are as follows:

6:01pm - 6:10pm	\$20.00
6:11pm - until	\$1.00 every minute until child is picked up.

*These fees will be added to the next billing cycle.

****In the event of three late pickups, VLC reserves the right to dismiss the child from our program. No fees or payments are refundable.**

8. Withdrawal Policy: A minimum of one month or thirty days' notice must be given in writing to the Director when withdrawing a child. If the required notice is not given, I understand I will be billed for the months' notice. All balances must be paid on full by the end of the enrollment. Any unpaid balances will be sent to collections.

By signing this form, I acknowledge that I have read, understand, and agree with the stated provisions. I accept full responsibility for my child's financial account. I also certify that I have received a copy of the financial agreement.

Parent or Guardian (Signature)

Date

Parent or Guardian (Print Name)

Date

Section III

AGREEMENTS DISCLOSURE

I have read and understand the Parent Handbook and agree to abide by the policies and procedures as stated. I have also participated in the parent conference with the Director.

Parent or Guardian (Signature)

Date

Authorization of Photo/Video Usage

I, _____, the parent of _____ (child):

____ Agree
____ Disagree

To have my child's photo/video taken while enrolled at Victory Learning Center.

Parent or Guardian (Signature)

Date

Certification of Disclosure

I have given the above parent an opportunity to ask questions and discuss the policies of Victory Learning Center and the N.C. Division of Child Development rules and regulations, and any other items of concern during the parent conference.

Director (Signature)

Date

A photocopy of this page must be placed in the child's official enrollment file.

Student's Name _____

Date of Enrollment _____