

# Cyber Ed Learning Centers!

Thank you for considering Cyber Ed Learning Centers program to enrich your Infant, Toddler, Pre-school or After-school needs. We have three five star centers located in Moore County. You are encouraged to visit any one of our centers with your child prior to their first day. Experiencing our facilities and meeting our professional staff will help to make the transition into our program easier for both you and your child.

This handbook should serve as a guide and help answer most basic questions you have regarding Cyber Ed. If we have not covered a specific question you may have, please feel free to ask your child's teacher or your Center Director.

**WELCOME! And thank you for considering Cyber Ed Learning Centers!**

# General Information

## ❖ OUR MISSION

Cyber Ed Learning Centers are award winning, state licensed, child care facilities providing Early Childhood Care for children with infant, pre-school and after-school settings. Our programs strive to recognize the uniqueness of each child and provide a positive and safe environment for each child's optimum growth experience.

## ❖ OUR VISION

Cyber Ed's vision is for all children, families and staff to be valued for their abilities, dreams, perspectives, curiosity, knowledge and traditions.

## ❖ CODE OF ETHICAL CONDUCT

Standards of ethical behavior in Early Childhood Education are based on commitment to core values that are deeply rooted in the history of our field. We have committed ourselves to:

- Appreciating childhood as a unique and valuable part of the human life cycle
- Basing our work with children on knowledge of child development
- Recognizing that children are best understood in the context of family, culture, and society
- Respecting the dignity, worth and uniqueness of each individual (child, family member and colleague)
- Helping children and adults achieve their full potential in the context of relationships that are based on trust, respect and positive regard

Ideals:

- To be familiar with the knowledge base of early childhood education and in-service training
- To base program practices upon current knowledge in the field of child development, related disciplines and upon particular knowledge of each child
- To recognize and respect the uniqueness and potential of each child
- To appreciate the special vulnerability of each child
- To create and maintain safe and healthy settings that foster a child's social, emotional, intellectual and physical development
- Above all, we shall not harm children. We shall not participate in practices that are disrespectful, degrading, dangerous, exploitative, intimidating, psychologically damaging, or physically harmful to children.

# THE CENTERS

## **CYBER ED LEARNING CENTER I - Southern Pines Elementary School**

**Serving:** Pre-school and School age children from 4 to 12 years of age.

**Program:** A preparatory program for pre-school and a activity based school age program. Both are consistent with the highest quality of early childhood education.

**School-age program is based on the year-round school calendar.**

**Hours of Operation:** Open Monday through Friday, year round (except for holidays listed) from 7:30am until 5:30pm.

## **CYBER ED LEARNING CENTER II - Seven Lakes/West End**

**Serving:** Infants, Toddlers, Pre-schoolers and School age children from 6 weeks to 12 years of age.

**Program:** Challenges children at all ages with developmentally appropriate programs based on skill level and the skills of typically developing children in each age group.

**School-age program is based on the traditional school calendar.**

**Hours of Operation:** Open Monday through Friday, year round (except for holidays listed) from 7am until 5:30pm.

## **CYBER ED LEARNING CENTER III - South Page Street, Southern Pines**

**Serving:** Infants, Toddlers and Pre-School ages 6-weeks to 4 years of age.

**Program:** Provides developmentally appropriate programs based on skill level and the skills of typically developing children.

**Hours of Operation:** Open Monday through Friday, year round, (except for holidays listed) from 7:30 am until 5:30pm.

# Program Objectives

## ❖ IS CYBER ED FOR YOU?

Cyber Ed Learning Centers strive for certain program objectives in every program we offer. It is our goal to provide a warm, nurturing environment that encourages the development of the "whole child". We provide an environment that is based on successful experiences, which encourages all children to develop a healthy self-concept and a positive self-esteem.

We offer an environment that encourages children to develop their capabilities and interests at their own pace and according to their individual needs. Our program recognizes the uniqueness of each child. We provide individually created curriculums incorporating specific milestones as well as positive encouragement for each child's continued growth and development.

In addition to providing an encouraging and creative environment for our children, we want to provide a warm, understanding environment for our parents as well. We feel it is very important to work closely with each parent to better understand the children. Each member of our staff is ready, willing and able to assist the parents with questions or concerns they may have regarding their children or our program. We are receptive to ideas or concerns for our program and ultimately will strive to provide an environment that both the children and parents love to participate in.

Below you will find descriptions of the programs that Cyber Ed Learning Centers offer.

### **Infant Program**

It is very important to us at Cyber Ed that your infant is in a happy, safe, warm, caring and nurturing environment. Our dedication to cleanliness and sanitation is a priority in maintaining a healthy environment for your child. Your child's primary caregiver will work to establish a bond that will be one of many positive relationships that they will foster as they grow within our program. We will share with you your child's day through daily communication both written and in person.

We have put meticulous planning into the room to promote and encourage milestones in infants' young lives. We put emphasis on providing activities and experiences that stimulate their Physical Development, Receptive/Expressive Language Skills, Socio-Emotional and Cognitive/Thinking Skills using age-appropriate materials, games and toys.

## **Toddler Program**

As your child progresses to our Toddler room we will continue to encourage their curiosity in exploring the world around them. We will provide age appropriate activities to foster budding language skills by offering books, puzzles, science activities, and manipulative play this will help promote Cognitive/Thinking Skills, Language and Fine Motor Development. We will provide , games and outdoor play to stimulate physical development. We consider your child's whole day a learning experience so even through the simplest of daily routines such as , toileting or clean up times we are promoting skill building whether it be language, physical, self help skills, or cognitive.

## **Pre-school Program**

We provide your child with a balanced program of interaction with friends in both teacher-directed and child-directed experiences. Our schedule includes time spent in our learning centers, group times for creative movement, music, storytelling, and dramatization, just to name a few.

With specific times for each activity your child will learn a structured schedule. Outside playtime, lunch, and wind down time add to a morning's worth of activities for your child. Each month we concentrate on specific objectives including shapes, numbers, colors, and letters. You will be able to see the week's lesson plans that are posted in each room as well as the product of the arts and crafts projects which will be sent home on a weekly basis. For those entering kindergarten, we also provide a pre-screening exam that determines their level and any areas upon which they may need extra focus. The environment we pursue for your child is geared towards helping children develop habits of observation, questioning and listening. It gives your child awareness of his/her own feelings and of one's right to express

those feelings, sometimes channeling them into more appropriate means of expression. Your child will learn that he/she is free to make choices for himself/herself as long as they stay within the limits of consideration for other people and things. Children are treasured for their uniqueness and individuality and are encouraged in self-expression. Such an open-minded program prepares children to use their intellectual and creative abilities for future learning tasks.

## **School-Age Program**

Our after-school program is also geared towards promoting a healthy atmosphere for interaction with friends in both teacher-directed and child-directed experiences. We begin with a homework period that allows children to complete their after-school work before they get home and may be too tired or unable to focus clearly on it. We feel that immediately after school is a crucial time for children to focus on their homework while their classes are still fresh in their minds and before they begin any activities. We allow 45-minutes of supervised time for homework. During this period our teachers work closely with the children to help them with any homework problems or questions they may have. We do not complete the homework for your child and we expect them to work quietly and constructively during this period. If your child does not have any homework, they are allowed free, quiet playtime or reading until the homework period is over.

Another aspect of our after-school program is outside playtime. Children sometimes need to vent off the day's extra energy in a safe and supervised environment. Outside playtime is an ideal situation for them to do so as well as a constructive way for them to continue developing their gross motor skills. We do not take the children out in inclement weather including rain or snow, but we do take them out anytime the temperature is fair. The children also have ample free time to decide whether they'd like to use the computer, video games, board games, crafts, or various play-act toys available to them. This non-rigid activity time allows them to make decision for themselves based on their feelings and moods for that particular day.

## Special Needs Children

Note: None of our Centers are staffed or equipped to serve children with serious special needs. Children with minor special needs will be considered on an individual assessment basis working with you the parent and several resource and referral services in our community.

# Enrollment

## ❖ ENROLLMENT

An enrollment package, complete with vaccination & recent medical report, must be submitted for each child prior to their first day of attendance, in order to comply with State regulations.

## ❖ TUITION

Tuition Invoices are sent out each monthly. Your monthly invoice includes weekly charges for the number of weeks during a month (number of weeks equals the number of Mondays during a month). A rate schedule for your center will be supplied to you.

Invoices are e-mailed out to parents at the beginning each month. If parents do not have e-mail, invoices can be left in child's cubbie.

**Weekly payments** are due each Friday before care. This payment should be received by the Friday prior to care. If your payment is not in the payment box by that Monday morning a late fee of \$5.00 will be incurred. On Wednesday if payment has not been received your child will not be allowed to attend, until your account is current.

**Monthly payments** are due by the 1<sup>st</sup> of each month. This payment should be received by the fifth or the first Friday of that month. If not received by that Friday a \$10.00 late fee will be incurred.

**\*\*Discounts are available for those that pre-pay  $\frac{1}{2}$  year or a full year.\*\***

Payments are accepted in the form of:

- Check** - placed in Payment Box at each center or mailed to Business Office.
- Cash** - given to teacher/director who places it in payment box and writes receipt

- **Credit Card** - Charge slip placed in payment box or card kept on file with Business Office to be automatically charged monthly on the 5<sup>th</sup>
- **Bill Pay** - mailed to Business Office, 11832 B US Hwy 15-501, Aberdeen, NC 28315
- **Bank Transfer** (see your bank for details)

All changes and cancellations that will affect your billing (including withdrawal notices) should be forwarded to the business office directly and will be forwarded to the appropriate center (and teacher) from there.

#### ❖ **RETURNED CHECKS/DENIED CREDIT CARD CHARGE**

A service fee of \$30 is charged upon the return of all payments. Repeated offenses require payments by cashier's check, money order or cash.

#### ❖ **TRIAL PERIOD AND DISCHARGE POLICY**

Your child's adjustment is important to us all. It is, therefore, important that a two week trial period exist before arrangements for continued care becomes final. At the end of this period, if there are any questions as to whether your child will adjust satisfactorily to the program he/she is enrolled in, we will hold a discussion to determine if it will be in your child's best interest to continue enrollment in our program.

#### ❖ **ABSENCE & VACATION POLICY**

We operate as a full-time program. Your paid tuition holds your spot through absences and vacations.

If your child must miss an excess of one week during any month for reasons other than vacation, notification must be given. Extended absences (more than two weeks) without making prior arrangements with the Director can result in your child being dropped from the program and his/her position being filled. In this event, your child can only be re-enrolled if a vacancy occurs. A registration fee will be charged for re-enrollment.

After your 1st year your family is allowed 1-week of vacation per year, during which you will not be charged and your child's spot will be reserved.

#### **WITHDRAWING YOUR CHILD - TWO WEEK NOTICE**

To withdraw your child, submit to the Business Office a written two-week notice (letter or e-mail) (REQUIRED). Tuition fees are expected to be paid during this period. If a two-week notice is not submitted, you will be billed

for tuition for a period of two weeks after your child's last day of attendance.

### **TERMINATING ENROLLMENT: TWO WEEK POLICY**

If enrollment is terminated by us, arrangements will be made for your child to continue child care for a period of two weeks after termination to allow you to make alternate child care arrangements.

During this extension period, tuition fees are expected to be paid for the time your child continues under our care.

We reserve the right to cancel the enrollment of a child for the following reasons:

- ◆ Non payment of or excessive late payment of tuition fees
- ◆ Not observing the rules of the center as outlined in the parent agreement or throughout this handbook
- ◆ If your child has special needs that we cannot adequately meet with our current staffing patterns
- ◆ Physical and/or verbal abuse of staff or other children by child/parent

### **❖ HOLIDAYS**

Cyber Ed Learning Centers will generally keep the following holiday schedule. A center specific Holiday Closing list will be given to parents each year outlining days closed and days open with special programs available for school age children. Full tuition is charged for the months that these holidays fall in:

New Year's Eve - close early	New Year's Day - closed
Martin Luther King Day - closed	Good Friday - close early
Memorial Day - closed	Fourth of July - closed
Labor Day - closed	Thanksgiving Day (closed Thurs & Fri)
Christmas (close early on 24 <sup>th</sup> , closed 25 <sup>th</sup> & 26 <sup>th</sup> )	

### **❖ ARRIVAL PROCEDURES**

Please have your child at the center by 9am. This allows for sufficient time to put away belongings/hang up coats and for you and their teacher to discuss any issues. Structured activities begin each day at 9am and being ready to participate will ensure that your child will be able to make the adjustment and not miss any activities. Please notify the school (by phone)

if you will be arriving late.

❖ **DEPARTURE: Late Fees and Authorized Pick-up**

We close each afternoon at 5:30pm. Parents are expected to pick their children up promptly. A \$1 per minute charge will be incurred for each minute you are after 5:30pm picking up your child. This charge will be added to your monthly invoice.

Pick-up by someone other than the authorized persons listed on your enrollment application must be arranged in advance by submitting signed authorization to your child's teacher.

❖ **SCHOOL CLOSINGS/INCLEMENT WEATHER POLICIES**

Cyber Ed Learning Center will adhere to Moore County School's decisions for school closings/delays due to inclement weather - for the FIRST day.

Additional closings and delays will be determined as needed. You will be notified promptly and accordingly.

All notifications will be made through WRAL.com, WRAL-TV and through Cyber Ed's phone messaging service which will call one 'key' number listed with each family. Please make sure your numbers are up to date.

**School's Teacher Workdays/Special Programs**

Special Full Day Programs are offered for school age children during school teacher workdays. In order to maintain adequate staffing, we require that you sign your child up for attendance at least 2-weeks in advance. Sign-up sheets are available at the center.

❖ **CANCELLATIONS**

Cancellation of your child's registration from intercession or summer care must be made at least 24-hours prior to day of care. This can be done in writing (e-mail) or by phone. If no cancellation is received you will be billed for the days that you indicated on the sign-up form.

All changes and cancellations that will affect your billing should be forwarded to the management office directly and will be forwarded to the appropriate center (and teacher) from there.

## ❖ DISCIPLINE

The ultimate goal for all children is that they learn to discipline themselves. All Cyber Ed Centers have rules that must be followed for safety and health reasons. All classrooms have limits within which the children may make choices. We help children learn that behavior which hurts or is unfair to others or dangerous to themselves, is not acceptable.

We have found, in most cases, the best method of discipline is redirection. Every effort is made to channel a child's inappropriate behavior to a more appropriate activity before using disciplinary measures. If redirection methods are not effective, the child is required to sit apart from the class for a short period of time.

Constructive Time-out is the removal of a child for a short period of time (3 to 5 minutes) from a situation in which the child is misbehaving and has not responded to other discipline techniques. The time-out space usually is located away from the classroom activity but within a teacher's sight. During time-out the child has a chance to think about the misbehavior that led to his/her removal from the group. After a period of no more than 5 minutes, the teacher discusses the incident and appropriate behavior with the child. When the child returns to the group, the incident is over and the child is treated with the same affection and respect shown to the other children. The time-out technique is used based on the age of the child. It is not appropriate for children ages 2 and under.

If this constructive time-out action is not successful, a conference with the teachers, Director and parents will be arranged to discuss positive methods that can be used at home and school to promote more appropriate behavior.

**Pre-School** follows a stop light discipline policy. Your child will be given verbal warning first to correct any negative behavior and redirected. If the behavior continues the child will be placed on yellow\*. If the behavior escalates, the child will be placed on red\*\* and you will be called to discuss their behavior.

- Green Light - Good Day
- Yellow Light - One redirection + one time out session
- Red Light - Multiple redirections + time outs.

In extreme cases where our efforts do not prove effective in ensuring the appropriate behavior for positive interactions at the center, we may, for the child's best interest, require that a child be removed from the program.

Use of corporal punishment, including spanking, hand slapping, etc., is prohibited in all of our centers. We use a positive approach where appropriate behavior is praised and modeled.

The following are the policies our teachers follow:

- A child may be removed from the group but will remain within open view of the teacher.
- Children will not be subjected to punishment of a psychological nature such as humiliation by derogatory/sarcastic remarks, harsh/profane language, actual/implied threats of physical punishments, etc.
- Appropriate behavior is to be modeled in both verbal and non-verbal body language.
- Limits are to be set that reflect realistic expectations for the age and the development of the child.
- Use of physical force as a discipline measure is prohibited and may result in loss of employment for staff members. This includes spanking, slapping, pinching, shaking, pulling hair or arms, jerking, etc.
- Lesson plans will be created to reflect a positive and safe environment in which social, intellectual, and physical competencies can be developed, in which there is minimal opportunity for unacceptable behavior.
- If unacceptable behavior continues and has been documented more than five times for the same behavior - we have the right to ask you as the parent to remove your child from the center.

#### ❖ **CHILD CUSTODY**

If a child is to be withheld from a parent, the parent having custody of the child must furnish the center with a certified copy of the official custody papers for the child's file. If only one parent has custody of the child, and the other is not authorized to pick up the child, the parent must advise the center and provide the Director with a certified court order showing that the parent does not have visitation rights. A certified copy of the order showing any changes in custody must be given to the Director to be placed in the child's file.

### ❖ CHILD ABUSE AND NEGLECT

Under North Carolina law, caregivers are required to report any suspected case of child abuse or neglect. Once a case is reported to the Center's Director, the Protective Services Unit of the Department of Social Services (DSS) will be notified if necessary. A written record will be kept of all information provided to DSS, including the date and the time of the report and the name of the person to whom it was made.

Once an incident is reported to DSS, the Center cannot discuss the case and must allow DSS to investigate the matter. If a physical injury requiring medical treatment is noticed, the center will:

- ◆ Seek medical treatment
- ◆ Include this information in the report to DSS
- ◆ Follow the DSS directions regarding parental notification

Center personnel cooperate fully with any investigation by DSS and with any investigation by the Abuse and Neglect Unit of the Child Day Care Section.

# Daily Operations

## Things to provide from home:

1. Blanket - Infants Toddlers and Pre-schoolers (sent home each Friday for laundering)
2. Extra set of clothes - Infant Toddlers and Pre-Schoolers (2 sets)
3. Training Pants - Toddlers
4. Pacifiers if used - Infants - toddlers nap only
5. Small sleep toy/pillow - Toddlers, Pre-Schoolers
6. Bottles/Formula - Infants only
7. Diapers & Wipes - Infants, Toddlers

ALL items that your child brings to the program should be clearly labeled with their name. This will help the teachers determine ownership should there be a discrepancy. It is also important in helping a child learn to take care of his/her belongings.

## ❖ MEALS AND SNACKS - specifics

All children at the Seven Lakes Center will be provided a nutritious morning snack, lunch and an afternoon snack.

Infants & Toddlers, at all other centers, should be provided with any additional foods, soy milk, etc. that they require.

Pre-school children, at all other centers, should be provided a nutritious lunch packed from home. Please include ice packs in their lunch box if you plan to send any perishable foods such as milk or yogurt. Please pack lunch in thermos if it needs to stay warm. Reheating food at the center is prohibited.

School-age children, at all other centers, attending all day (intercession, summer programs) should be provided a nutritious lunch packed from home. Nutritious afternoon snacks will be provided on a regular basis.

**Food Allergies** - Please state all known allergies and resulting symptoms on your enrollment form as well as any remedies that may help your child during an allergic reaction.

**Special Diet** - A statement is required from the child's physician describing the type of diet needed. The necessary arrangements will be made to accommodate their needs.

❖ **CLOTHING: What to Wear**

- Appropriate seasonal play clothes that are washable & sturdy  
(all clearly labeled with name)
- Comfortable shoes (such as tennis shoes - cowboy boots, flip-flops, etc. should be avoided as they could injure your child while playing)

❖ **CUBBIES**

A cubby marked with each child's name is provided. Please check your child's cubby each day for communications (including invoices and account notifications) and personal items. Please check the counter for any paperwork we may be sending home for your review.

❖ **BIRTHDAYS**

Children are invited to celebrate their birthdays at school. You are welcome to bring decorations, games, or treats to help celebrate as long as there is enough for everyone. Arrangements can be discussed with your child's teacher in advance. Parents are always welcome to attend their child's birthday celebration. Pre-school parties will be during the afternoon snack time ONLY.

If a birthday is to be celebrated away from school and the entire class is not invited, please mail the invitations (a mailing list can be provided to you). If the entire class is invited, please feel free to bring the invitations to school and we will pass them out.

This prevents hurt feelings for both the children and the parents.

Parents often donate books, puzzles, or games to classroom in their child's name to celebrate their birthday. This helps teach them that giving is just as important as receiving and gives them something to look forward to each year. If you wish to donate an item, your child's teacher can give you ideas on what the class would enjoy.

## ❖ TREASURES AND POSSESSIONS

Please check your child's cubby each day to take home items that need not remain at school. If your pre-schooler needs to bring a special item to school to use as a bridge between home and school, please discuss arrangements with your child's teacher. Toys from home can create sharing problems, however, so with this in mind, we generally encourage you to have your child leave these items at home. School age children are required to keep up with any personal items brought to Cyber Ed.

For all students who attend Cyber Ed Learning Center we restrict the following items from being brought to our classrooms:

- Guns or weapons (toy or otherwise)
- Candy (unless enough for everyone)
- Gum
- Money
- Aggressive behavior toys

## ❖ HEALTH

Medical and emergency information forms must be completed and on file before your child can enter our programs. All immunizations must be current and a record on file as well.

Due to our concern about the health of every child in our centers we ask you to keep children at home if there are any signs of the following:

- Fever (101 degrees or more)
- Pain
- Frequent coughing
- Signs of conjunctivitis
- Un-explained rash
- Diarrhea
- Excessive nasal discharge

If a child exhibits any of these symptoms at school we will call you to pick the child up. When called, you (or an alternate emergency person) must come to pick your child up immediately. There are no exceptions to this rule. This is to protect the health of your child and his/her classmates. We appreciate your cooperation in this matter.

**Contagious diseases must be reported to the school as soon as the illness has been diagnosed. All parents will then be notified of the exposure.**

When a potentially contagious illness occurs, notes will be sent home to the parents of children who may have been exposed. We would also like to know if your child is going to be absent for several days as a result of illness. We ask that you provide a release note from a doctor to return.

After your child has been ill, it is important to adhere to the following guidelines when determining whether or not your child is ready to return to school:

- ◆ Mood, appetite, behavior and activity are again normal
- ◆ No fever for 24 hours or more
- ◆ Antibiotics (if prescribed) have been used for a full 24 hours or 48 hours in the case of strep
- ◆ Vomiting and diarrhea have subsided for a period of 24 hours or more
- ◆ Frequent coughing and excessive nasal discharge have cleared
- ◆ Pain (earache, cramps, headache, etc.) have resolved

We will treat minor injuries with soap, water, ice, and band-aids. Should there be a serious accident, parents or other persons listed on emergency form will be contacted. If no one can be reached, we will call the physician you have listed.

#### ❖ **MEDICATION**

If your child is sick, and on medication, they generally need to remain at home. However, non-prescription medication can be given (such as: Tylenol, cough medicine, nose drops, etc.) as long as a written, signed, and dated authorization from the child's parent is provided (to include name of medication, dosage and instructions for administration). The medication must be in its original container, with the child's name written on it.

**No medication, vitamins, or special diets will be administered unless instructions to administer such items are written, signed and dated by a licensed physician and are prescribed for that child.** This applies to over-the-counter pain relievers as well as prescription medicines.

Prescription medication must also be in its' original container, labeled with the child's name, name of medication, dosage, and directions for administration, date and physician's name.

## ❖ EMERGENCY PROCEDURES

We have regular fire and disaster drills to train the children what to do in case of an emergency. We urge each family to plan what you will do if disaster strikes during the day when you are separated at work, school, etc. You will find helpful disaster planning information in your phone book.

The children are taught to listen to the teacher's directions. In the event of an actual emergency we will assemble, count everyone and give aid and comfort as needed. We will stay with your children until you or someone of your choosing arrives.

We have stored flashlights, radios, first-aid supplies, food and water. Teachers are trained each year in first-aid and CPR. Our buildings at both locations meet strict fire and building codes.

## ❖ Communication

Open communication between parents and Cyber Ed is essential. Your child will benefit from parent/teacher communication. Avenues of communication which are provided by the center include:

1. **Newsletter:** A monthly report of center news, important dates, activities, reminders, and more will be e-mailed. Please always check your e-mail for the newsletter. Extra copies will be available at the check-in desk.
2. **Phone and written communications:** The staff notifies parents via phone, e-mail or written note whenever a situation arises that we feel you should be aware of including: daily/weekly report and account notifications as well as emergency communications regarding weather or sick child.
3. **Accident Report:** If an injury occurs, a form will be filled out for parents to read and sign. This procedure is used so that you can have a full account of the incident.

## ❖ CHANGES TO PARENT HANDBOOK

Cyber Ed Learning Center reserves the right to update handbook annually. Enrolled parents will be notified of any handbook or child care fee changes.