

Welcome to Cyber Ed Learning Centers!

We are glad you chose this program to enrich your Infant, Toddler, Pre-school needs. You are encouraged to visit either one of our centers with your child prior to their first day, to give our staff and your child an opportunity to meet. This helps to make the transition into our program easier for both you and your child.

This handbook should answer most questions you have regarding Cyber Ed. If we have not covered everything, please feel free to contact your child's teacher or the Director with any additional questions you may have.

This handbook should also serve as a guide to our program and is also available online at ecybered.com for your convenience.

Again, welcome to our program!

760 South Bennett Street
Southern Pines, NC 28387
28387
(910) 246-2211

*serving children 2 ½ yrs-5yrs
3yrs*

1135 Seven Lakes Dr. North
West End, NC 27376
(910) 673-2273

serving children 1 ½ yrs - 5yrs

645 South Page St.
Southern Pines, NC
(910) 692-5261

serving children 6wks-

Cyber Ed Learning Centers

Program Objectives

Cyber Ed Learning Center strives 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 strive to 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 and provides positive encouragement for the child's continued growth.

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 the Cyber Ed Learning Centers offer. In addition to these programs, we offer various special programs throughout the year and will notify you of the schedule and fees of these programs.

Infant/Toddler 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, Visual Skills, Receptive/Expressive Language Skills, Socio-Emotional and Cognitive/Thinking Skills using age-appropriate materials, games and toys.

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 such as songs, story time, felt board activities, and general conversations. We will provide music and movement activities, games and outdoor play to stimulate physical development. By offering books, puzzles, science activities, and manipulative play we can help promote Cognitive/Thinking Skills, Language and Fine Motor Development. We consider your child's whole day a learning experience so even through the simplest of daily routines such as hand washing, toileting or clean up times we are promoting skill building whether it be language, physical, self help skills, or cognitive.

Things to provide from home:

1. Blanket (sent home each Friday for laundering).
2. An extra set of clothing (Infant room please provide 2)
3. Pacifier if used
4. Special sleep toy
5. Bottles/ formula
6. Diapers and Wipes
7. Sippy Cups

Pre-school Program

Cyber Ed Learning Center introduces your child to a balanced program of interaction with friends in both teacher-directed and child-directed experiences. Our schedule includes free choice of time spent in our learning centers, group times for creative movement, music, storytelling, and dramatization, just to name a few. Field trips to the local parks are also an important part of your child's experience at Cyber Ed.

This program is structured with specific times for each activity that your child participates in. Outside playtime (weather permitting), 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. We do lots of arts and crafts and send home your child's work on a weekly basis. For children that will be entering kindergarten, we also provide a pre-screening exam that helps you understand their level and any areas they may need extra work on before entering kindergarten.

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.

Cyber Ed Learning Centers

General Information

❖ IS CYBER ED FOR YOU?

Parents and children are strongly encouraged to visit Cyber Ed and see the program in action before enrollment. As a parent, you will have the opportunity to see the environment your child will be in, meet the staff, and receive the necessary enrollment information.

❖ 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

We ask that you please be prompt with your tuition payments. Payments that are not made promptly will be subject to late fees. In addition to late fees to your account, we reserve the right to not allow your child to attend the program until all charges are brought current.

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.

Please see separate rate sheets for each age-group and for each center.

❖ VACATION & ABSENCE POLICY

We generally operate as a full-time program. Your paid tuition holds your spot through absences and vacations. After your first year your family is allowed one week of vacation time per year, during which your child's position will be reserved. If your child must miss an excess of one week during any month for reasons other than vacation, notification must be given. We will then discuss a reduced rate on a case by case basis. If your child is absent for more than two weeks without making prior arrangements with the Director, your child will be dropped from the program and his/her position may be filled. If a vacancy occurs, your child can be re-enrolled by paying a new Registration Fee.

❖ **NON-SUFFICIENT FUNDS**

We will charge a handling fee of \$30.00 for the process of any check returned to us due to insufficient funds. Upon receipt of the second NSF check, future child care tuition must be paid 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.

OUR TWO WEEK NOTICE POLICY: If enrollment is terminated by either party, we will make arrangements 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 either the child or the parent

YOUR TWO WEEK NOTICE POLICY: A two-week written notice (by letter or e-mail) is required to cancel your child's enrollment. Tuition will be required during a two-week notice 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.

❖ **CANCELLATIONS**

Cancellation of your child's registration from a care program (school holiday care for afterschoolers, intercession, summer program, etc.) 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 registration 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.

❖ HOURS OF OPERATION

Cyber Ed Learning Center - Elementary School Southern Pines Campus is open Monday through Friday, year round, except for holidays (see below) from 7:30am until 5:30pm.

Cyber Ed Learning Center - Seven Lakes Campus is open Monday through Friday, year round, except for holidays (see below) from 7am until 5:30pm.

Cyber Ed Learning Center - South Page St, Southern Pines Campus is open Monday through Friday, year round, except for holidays (see below) from 7:30 am until 5:30pm.

School Closings

All centers follow the Moore County School District Schedule for holidays, and delays due to inclement weather. If we need to close our centers due to inclement weather we will be listed on WRAL's child care closing list, or on WRAL.com.

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 during these Special Program offerings, we require that you sign your child up for attendance at least 2-weeks in advance. A sign-up sheet is available at the center.

❖ CHILDREN SERVED

Cyber Ed Learning Center in Southern Pines Elementary School serves pre-school and school age children from 3 to 12 years of age. The purpose of the Southern Pines Center is to provide a program of care for pre-school and school age children that is consistent with the highest quality of early childhood education and is based on a year-round school calendar.

Cyber Ed Learning Center in Seven Lakes/West End serves infants, toddlers and children from 3 months to 12 years of age. The purpose of the center is to challenge children at all ages - from infants to preschool to school age - with developmentally appropriate programs based on skill level and the skills of typically developing children in each age group and is based on the traditional school calendar.

Cyber Ed Learning Center, South Page St. Southern Pines serves infants, toddlers ages 6-weeks to 5 years of age. The purpose of the center is to provide developmentally appropriate programs based on skill level and the skills of typically developing children.

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.

❖ ARRIVAL

As we open each weekday, upon drop off, structured activities begin at 9:00 a.m. We ask that you have your child arrive with sufficient time to put away their belongings, hang up their coats and discuss any issues with the teacher. It is important to have your child here and ready to participate by 9:00 a.m. as it can be very difficult for your child to make the adjustment after missing some of the activities. Furthermore, if your child arrives late, we will need to stop the class to help him/her get involved in the activities at hand. Please notify the school (by phone) if your child will be arriving after 9:00 a.m. so we do not delay the start of class waiting for your child.

❖ DEPARTURE

We close each afternoon at 5:30 p.m. Parent are expected to pick their children up promptly. We charge a fee of \$1.00 per minute, that you are late in picking your child up.

Pick-up: If someone other than the authorized persons listed on your enrollment application is to pick up your child, a written, signed note **MUST** be given to your child's teacher in advance or when your child arrives at the facility.

❖ 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 (31st-close early only, 1st-closed)
- Martin Luther King Day
- Good Friday-close early only
- Memorial Day
- Fourth of July
- Labor Day
- Thanksgiving (Wed-close early only, Thur & Fri-closed)
- Christmas (24th-close early only, 25th-closed)

❖ SCHOOL CLOSINGS/INCLEMENT WEATHER POLICIES

Cyber Ed Learning Center will follow the Moore County School District's announcements for ALL school closings & delays due to inclement weather. The Director will determine when the school will be closed and if it closes on a different schedule than the Moore County School District, you will be notified promptly and accordingly. If we need to close our centers due to inclement weather we will be listed on WRAL's child care closing list, or on WRAL.com.

❖ OUTDOOR PLAY

The children are expected to play outdoors daily, weather permitting and based on the Director's judgment. We will not force any child to participate in outdoor activity against their will. Please supply your children with appropriate seasonal clothing each day and be certain to label your child's clothing for identification.

❖ MEALS AND SNACKS

Pre-school children 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 as we sometimes do not have enough room in our refrigerator during Summer and Intercession programs.

Infants & Toddlers at the Seven Lakes Center will be provided a nutritious breakfast, lunch and one snack.

Southern Pines Infants & Toddlers - The parent is responsible to supply any additional foods, soy milk, etc. for their infants.

After-school programs provide nutritious afternoon snacks along with milk or juice for the children to have if they want. We encourage all the children to have an afternoon snack to help them maintain their energy levels, however, we feel that school age children are old enough to decide if they want one or not and we will not force them to eat.

If your child has any food allergies, please state this on your enrollment form along with symptoms that may result from eating those foods and any remedies that may help your child during an allergic reaction.

If your child needs a special diet, the center must receive a statement from the child's physician describing the type of diet needed. We will then make the necessary arrangements with the school dietary department to accommodate their needs.

❖ CLOTHING

Pre-school: Please dress your child in washable, sturdy, play clothes. Messy art and creative activities are planned every day and your child will want to participate in them. We try to mix detergent into all of our paints to help you with laundering them.

Please leave an extra set of clothing in your child's designated cubby for unexpected problems that will require fresh clothes. Lost clothing is a problem that most of us cannot afford. Please help prevent such problems by clearly labeling your child's jackets, sweaters, and change of clothing.

Toddlers: If your toddler is still in the potty training stage, please be sure to supply us with extra training pants. If your child still wears diapers during the daytime, chances are that he or she is not ready for the pre-school experience yet. We expect wet pants occasionally and will treat any "accidents" very matter of factually and help your child change into dry clothes. If your child has an accident and does not have a change of clothes, you will be called to come pick your child up immediately as accidents can be very humiliating and uncomfortable for your child.

What to Wear: Your child will enjoy outside playtime each day - time outside will depend according to age. Please dress them appropriately. Comfortable shoes such as tennis shoes are the best bet for your child to play in; they clean up well and reduce the risk of injuries such as twisted ankles. Cowboy boots, flip-flops, etc. should not be worn as they are unsuitable for active play and could injure your child. If you are concerned about your child ruining their school clothes, please feel free to send them with a change of clothes they will be more comfortable in.

❖ LABELING OF OTHER ITEMS

Any items that your child brings to the program should be clearly labeled with their name. This includes any articles of clothing that are removable such as jackets, sweaters or sweatshirts. Please also label your child's toys, books, bottles, sippy cups, diapering supplies, food, etc. 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.

❖ CUBBIES

A cubby is provided for each pre-school child. They are marked with the child's name. Please check your child's cubby each day for personal items. Please check the counter for any paperwork we may be sending home for your review. All paperwork will be labeled with your child's name on it.

❖ 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

Pre-school: Each child has a specially marked "cubby" for jackets, extra clothes, art work and any "treasured" item they may have brought with them to school. Please check your child's cubby each day to take home items that need not remain at school. Sometimes, our pre-school children need to bring special items to school to use as a bridge between home and school. If this is the case, please discuss arrangements with your child's teacher and we will work with your child to make it a positive sharing experience for him or her. Past experiences have shown us that toys from home create sharing problems at school. With this in mind, we encourage you to have your child leave his or her treasured items, or any item they may have trouble sharing, at home.

After-school: We feel that children this age should have a handle on sharing treasured items with one another. Children are welcome to bring toys or special items to school as long as they are willing to share them with all of the other students. If any problems arise with sharing items brought from home, they will have to turn the item over to the teacher until they leave and they will not be allowed to bring the item back to school. School age children are also 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

Play guns, weapons and other toys that encourage aggressive play are never welcome in our classrooms. We are trying to build cooperation and concern for one another in our school; these items promote aggression, competition and hostile feelings. Please have your children leave them at home.

❖ 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.

We are always concerned about the health of every child in our centers. To keep all children as healthy as possible, we ask you to keep children at home if there are any signs of the following:

- ◆Fever (100 degrees or more) (101 in infants due to teething)
- ◆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.

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.

❖ **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.

If a staff member is suspected, the center will follow the direction of DSS regarding parental notification. In some cases the Director may suspend the staff member pending investigation.

❖ **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

We, at Cyber Ed Learning Centers, are committed to supporting children's development by cherishing individual differences, by helping them to learn to live and work cooperatively and by promoting their self-esteem. Our paramount responsibility is to provide a safe, healthy, nurturing and responsive setting for all children.

Ideas:

- ◆ 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 and 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.

❖ **PARENTAL INVOLVEMENT**

Parents are encouraged to visit our program anytime of the day.

Cyber Ed believes that the way a child grows and develops depends greatly upon the help and understanding received from parents. How much a child can gain from our program depends on how much the family believes in and is involved in the learning process. No one knows your child better than you. We need you to get involved in the learning process as a partner with Cyber Ed Learning Centers.

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

1. **Newsletter:** A calendar of events, special activities, reminders, and program focuses will be e-mailed to you each month. Many important notices will be communicated via the newsletter. Please always check your e-mail for the newsletter. If you do not have an e-mail address, copies of the newsletter will be available at the check-in desk.
2. **Phone and written communications:** The staff will make every attempt to notify parents via phone or by written note whenever a situation arises that we feel you should be aware of. We request that parents keep the staff informed of your needs, concerns, and feelings.
3. **Accident Report:** If an injury occurs at school, 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.
4. **Parent's Bulletin:** Both parents and staff may post general parent information, neighborhood and community events, adult education and special school notices on this board.
5. **Lost and Found:** A lost and found box is kept at school. Please let us know immediately when your child has lost an item at school. If items are not claimed within a few months, we give them away to various charitable organizations. We encourage the children to be responsible for their own belongings. We encourage you to support us in this effort.
6. **Behavior Policy: 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.

❖ TIME OUT

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 may not be appropriate for children ages 2 and under.

❖ **DISCIPLINE**

The ultimate goal for all children is that they learn to discipline themselves. Both 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 them 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. If this 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.

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 as well as on the Southern Pines Elementary School Campus. 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 within open view of the teacher.
- ◆ Children will not be subjected to punishment of a psychological nature such as humiliation by derogatory or sarcastic remarks, harsh or profane language, and actual or implied threats of physical punishments.
- ◆ Teachers are to model appropriate behavior, which includes both verbal and non-verbal body language.

- ◆ Teachers are to set limits that reflect realistic expectations for the age and the development of the child.
- ◆ The 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.
- ◆ Teachers are to plan with children for a positive and safe environment in which social, intellectual, and physical competencies can be developed and where there is a minimal opportunity for unacceptable behavior.
- ◆ If the 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.

❖ **CHANGES TO PARENT HANDBOOK**

Cyber Ed Learning Center reserves the right to review this handbook annually and make necessary changes. Parents will be notified in writing at least two weeks in advance of any changes in the handbook or of any increases in child care fees.