

Operational Policies and Procedures



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Table of Contents

Operation.....	2
Enrollment procedures.....	3
Parent Code of Conduct.....	3
Custody Situations.....	4
Parental Visitation.....	4
Procedures for Release of Children.....	4
Payment	
Information.....	5
Illness and Exclusion.....	6
Illness	6
Exclusion	6
Incidents & Accidents.....	7
Discipline and Guidance.....	7
Suspension and Expulsion.....	7
Safe Sleep for Infants under 12 months.....	8
Diaper Changing and Potty Training.....	8
Diaper Changing	8
Potty Training.....	8
Meals and Food Service Practices	9
Meals	9
Food Service and Preparation.....	9
Dispensing and Handling Medication.....	9
Dispensing	9
Handling.....	9
Medical Emergencies.....	10
Parental Notifications	10
Immunization Requirements.....	11
Vaccine-preventable diseases for caregivers.....	12
Transportation and Field Trips	12
Water Activities	12
Insect Repellent & Sunscreen.....	12

Hours of Operation

Little Cubs is open 6 days a week for drop-in childcare.

Our normal hours are as follows:

Monday – Friday 7:45am to 6pm

Saturday's 4pm-9pm

10am-9pm Summer Hours (June, July, August, September)

If there are no children checked-in, Little Cubs reserves the right to close one hour before the posted closing time. Little Cubs will always be closed on Thanksgiving & Christmas Day. Other holiday hours will be posted in advance.

Enrollment procedures

To enroll children at Little Cubs, parents can either complete the Registration Form online at www.littlecubsnewbern.com or at the center. Upon their first visit, parents will also need to complete Admission Forms. In addition, parents will be required to sign stating they have read and agree to the Operational Policies and Procedures as well as authorization to obtain emergency medical care.

Parent Code of Conduct

Please understand young children are present in our building. Some adult language is not appropriate for young children. Little Cubs prohibits swearing or cursing in our facility.

Threatening staff, children, or other parents will not be tolerated as specified by the NC Department of Family and Protective Services. Little Cubs has the right to terminate care in the event of disruptive behavior from a parent or guardian.

In the event that a parent is dissatisfied with any situation at Little Cubs, parents are to maintain composure and handle issues professionally with the manager on duty. Conversations that take place at Little Cubs must be developmentally appropriate for the children who are observing and must not be aggressive in tone. Any behavior that places a child at risk will lead to immediate dismissal from Little Cubs.

Little Cubs will not get involved in situations where parents have different expectations regarding their child's care including but not limited to: diet, sleep, clothing and potty training. Parental decisions about the child's care, health and well-being are to be decided at home.

Custody Situations

Little Cubs prefers NOT to get involved with custody disputes. Little Cubs will follow a court order exactly as written. If your family has a court order on file, please provide us with the most recent copy. PLEASE NOTE: PER STATE LAW, IN THE ABSENCE OF A COURT ORDER, BOTH PARENTS HAVE EQUAL RIGHTS. In the event that a custody dispute takes place on our property, the New Bern Police Department will be called and asked to handle the dispute. Our staff will not be placed in the middle of such disputes. If a custody issue creates a risk for our facility or staff, Little Cubs has the right to terminate care.

Procedures for Release of Children

Little Cubs uses a childcare software called StayTrak to check the children in and out.

Any adult that is listed as an authorized pick-up for the child will be required to provide a valid government issued photo identification before the child will be released. If parents or other emergency contacts cannot be reached after one hour past closing, the New Bern Police Department will be contacted. If at any time Little Cubs staff feels uncomfortable releasing a child to an individual, the New Bern Police Department will be called.

Payment Information

Little Cubs accepts cash, venmo, credit/debit cards. We do not accept checks. Payment is due upon pick-up based on the current hourly rate. \$12 an hour for the first child, \$6 an hour for siblings. There is a one-time \$25 registration fee per family. Parents may purchase a lunchable, yogurt and juice box (\$4). Pizza on Saturday nights is also (\$4). There is a fee of \$1 per diaper if Little Cubs diapers are used. If a child or children are picked up past Little Cubs normal closing times, a late fee of \$1 per minute will be charged in addition to the normal childcare rate. If a child is picked up late multiple times, a \$5 per minute late fee will be charged on the third offense. After three times being picked up late – parents will no longer be allowed to drop-off.

Illness and Exclusion

Due to the health and well-being of each child at Little Cubs, we will strictly adhere to the following illness and exclusion criteria:

A Fever as measured by a temperature of 100 degrees or higher

Vomiting (two or more episodes in 24 hours)

Swelling/redness of the throat

Constant cough

Extreme fatigue/lethargy

Head lice

Reddened/draining eyes

Skin rash

Bumps on hands, feet and/or throat

Uncontrollable diarrhea

Mouth sores

If a child is suspected of having a contagious condition, a parent or authorized pick-up person must arrive at the childcare center as soon as possible, but not to exceed 30 minutes after being called. A child must be fever free and symptom free without the use of fever relieving or other medications for a period of 24 hours before they will be allowed to return to the center. If a child is diagnosed as having a contagious condition, parents should notify Little Cubs as soon as possible so we can alert other families.

Confidentiality will be upheld. Exclusion The exclusion of a child from care is determined by: Whether or not the child can participate in the activities planned for the day in his/her age group including outdoor play. Whether or not the child requires more care than the staff can provide without compromising the care needs of the other children at the center. Whether keeping the child in care will pose an increased risk to other children and adults at the center. **Little Cubs reserves the right to exclude any family and/or child from the facility based on their sole discretion.**

Incidents & Accidents

At Little Cubs, precautions will be made to minimize accidents and ensure the safety of the children. We cannot be responsible for injuries that are out of our control which includes, but is not limited to:

Incidents by one child due to the actions of another child like biting, hitting, pushing, and throwing objects.

Incidents by contact with furniture or objects.

Incidents to fingers from doors and containers.

Accidents while playing indoors and/or in the outdoor play area.

If an injury occurs, after tending to the child, the parent will be contacted depending on the severity of the injury. Parents will need to sign an incident report for all injuries that leave a mark, no matter the severity, when the child is picked up. If an incident occurs by one child due to the actions of another child, we cannot give parents information about who injured whom for confidentiality purposes, but a report will need to be signed by both sets of parents.

Discipline and Guidance

Little Cubs uses positive methods of discipline and guidance.

Discipline will be individualized and consistent for each child, appropriate to the child's level of understanding, and directed toward teaching the child acceptable behavior and self-control.

A caregiver will use positive methods of discipline and guidance that encourage self-esteem, self-control, and self-direction, including the following:

Using praise and encouragement of good behavior instead of focusing only upon unacceptable behavior,
Reminding a child of behavior expectations daily by using clear, positive statements, Redirecting behavior using positive statements

Using brief supervised separation or time out from the group, when appropriate for the child's age and development, which is limited to no more than one minute per year of the child's age. A time out sheet will be giving to parents a pick up, explaining what happen.

Little Cubs will not use harsh, cruel, or unusual treatment of any child.

Suspension and Expulsion

At Little Cubs the safety of the children and staff are of the utmost importance to us. We adhere to a three strike policy. A strike may be given for a variety of reasons, including but not limited to aggressive or disrespectful behavior towards other children or staff and behavioral issues. Parents will have to sign an incident report when a strike is issued. After 3 strikes, a child will be suspended for 3 months. After a child has been suspended for 3 months and returns, the strike policy is reinstated. If the child receives 3 more strikes, they will be permanently suspended from the facility. Little Cubs reserves the right to bypass this process and suspend or expel a child immediately if the situation merits such action.

Safe Sleep for Infants under 12 months

Little Cubs follows Infant Sleep Safety Guidelines as outlined in the Minimum Standards for Child-Care Centers and as outlined by the Consumer Product Safety Commission. All cribs at Little Cubs meet the CPSC safety guidelines. Infants not yet able to turn over on their own must be placed in a face-up sleeping position in the infant's own crib. To avoid suffocation, nothing is allowed in the crib with the infant, including blankets, bottles, and stuffed animals. Sleep positioning devices are prohibited. Pacifiers are allowed, however straps that are attached to the child's clothing and pacifiers with stuffed animals attached are prohibited. Amber necklaces are also prohibited as they pose a choking hazard.

Diaper Changing and Potty Training

Little Cubs changes all diapers (both disposable and cloth) regularly while the children are in our care. Parents must provide diapers/changing supplies for their child. If cloth diapers are being used, we ask parents to bring a bag that closes to store soiled diapers. Caregivers will document diaper changes that take place while children are in our care. The time and caregivers name will be wrote on the diaper. Potty Training Parents should let Little Cubs know when their child is potty training so we can assist by taking the child to the restroom regularly. We ask parents of children who are potty training to bring extra clothes and materials.

Meals and Food Service

Meals at Little Cubs, parents will have the option to provide their children's food or purchase our lunch, and/or dinner. Snacks are scheduled to be served once in the morning, afternoon and evening and are included in the price of service if our meal is purchased. Little Cubs is a NUT FREE facility, as such it will not provide any nut products and will also inform parents not to provide nut products for their children's meals and snacks. However some products served at Little Cubs are produced in facilities that may also produce nut products. Parents always have the option to request that only food from home is given to their children.

Food Service and Preparation

All food and drinks will be of safe quality and will be stored, prepared, distributed, and served under sanitary and safe conditions.

Dispensing and Handling Medication

Little Cubs is not authorized to administer any medication.

Medical Emergencies

For an illness or injury that requires the immediate attention of a health care professional Little Cubs will: 1. Contact emergency medical services if needed (or take the child to the nearest emergency room after we have ensured the supervision of other children in the group)

2. Give the child first-aid treatment or CPR when needed.

3. Contact the child's parent Parental Notifications Complies with Section 746.307 of the Minimum Standards for Child-Care Centers In accordance with daycare licensing standards, parents will be notified in the following situations.

Parents will be notified of less serious injuries when the parent picks the child up from the child-care center. Less serious injuries include, but are not limited to, minor cuts, scratches, and bites from other children requiring first-aid treatment by employees.

For more serious situations, parents will be notified after ensuring the safety of the child.

Immunization Requirements

Little Cubs is not required to obtain a copy of the child's immunization record.

Vaccine-preventable diseases for caregivers

At Little Cubs, caregivers are encouraged, but not required to obtain vaccinations for vaccine-preventable diseases. Employees do wear gloves while changing diapers or dealing with any bodily fluid and wash their hands to prevent the spread of diseases.

Transportation and Field Trips

Parents are required to fill out a transportation form if they wish for their children to participate in any of the following optional activities:

After School Pick-up from participating schools and daycares.

Field trips.

Water Activities

Little Cubs may offer optional water days in which children play in the sprinklers outside on the playground. Parents who wish for their children to participate will need to sign a permission form that includes their sunscreen preference.

Insect Repellent & Sunscreen

Due to the number of children and wide array of desires from parents, Little Cubs will apply insect repellent and sunscreen to the children that bring it.