

...Unimaginable... Heights



SmithHiTek

Operational Policies



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1. Executive Summary

Unimaginable Heights Learning Center, LLC is a progressive educational facility located at 217 Cedar Creek Road in Fayetteville, North Carolina in the county of Cumberland. Unimaginable Heights Learning Center, LLC's primary focus will be the health, safety, and the social, emotional, physical, and intellectual advancement of all children. The educators at Unimaginable Heights Learning Center view embracing of cultural diversity as one of the key components in Unimaginable Heights Learning Center's Developmental Plan for our children and family's success in society. We believe that every child has untapped potential regardless of their place of residence and the educators at Unimaginable Heights Learning Center will provide the social, emotional, physical, and intellectual tools to aid each child to reach their potential. A second key component leading to our children success is aiding children and their families with financial assistance by making available to them Community, Local, and State resources which we believe will lead them on a path toward personal financial stability and becoming successful contributors economically in society. The third key component is providing and implementing educational tools that will challenge the minds of our children. The educators at Unimaginable Heights Learning Center will implement the teachings of great educators such as the great educator and visionary W.E.B. DuBois who viewed education and work as the levers to uplift a people and education must not simply teach work, it must also teach life. We will teach STEM education to prepare our children to be effective in the 21st century and beyond. We at Unimaginable Heights Learning Center believe that every child has exceptional abilities regardless of their social or economic backgrounds and we are here to support every child and their family in nurturing those exceptional abilities in Reaching UnImaginable Heights.

2. Administrative Policies and Procedures

The Administrator/Program Director and the Board of Directors of Unimaginable Heights Learning Center have set forth various policies and procedures. Copies of these documents will be given to you with this Employee Manual. Children and parent policies and procedures shall be reviewed by reviewing the Parent Handbook that is given to each parent utilizing the services of Unimaginable Heights Learning Center. These policies and procedures are essential to the safe operation of Unimaginable Heights Learning Center and shall be read carefully and kept for future reference. Unimaginable Heights Learning Center complies with all State Licensing codes.

As a matter of policy, Unimaginable Heights Learning Center does not enter into written or oral contract or agreements guarantying employment or compensation for any period with any individual employees. No employee is authorized to make guaranties of employment or compensation. Employment with Unimaginable Heights Learning Center is at-will: that is, employment may be terminated with or without cause at any time by the employee or by Unimaginable Heights Learning Center. Nothing in the Employee Handbook or any other document or statement shall limit the right to terminate employment at-will. No express or implied agreement to the contrary may be made unless it is made by the authority of the Board of Directors of Unimaginable Heights Learning Center, and only if the Board of Directors does so in a formal written document that is signed by a designated person on behalf of the Board of Directors and the employee.

3. Personnel Practices and Policies

3.1. Confidentiality

All information concerning employees shall be considered confidential. All information concerning children and/or families available to employees of Unimaginable Heights Learning Center shall be considered confidential. Any breach of the confidentiality of any information is grounds for disciplinary action up to and including termination.

3.2. Employment Policies

Unimaginable Heights Learning Center expects all employees to work together in harmony for the good of the families that we serve. This employee handbook is given to you to outline your responsibilities, your benefits, and enhance your employment. Written personnel policies are made available to all center staff upon hire and are available to all staff while at the center.

3.3. Employment Practices

Unimaginable Heights Learning Center retains the right to recruit, select, and hire employees and to determine the necessary qualifications for employment. To insure effective employee performance, Unimaginable Heights Learning Center retains the right to promote, to classify, determine the size and composition of the work forces to assign and allocate work, to transfer employees from job to job and from shift to shift, to determine schedules, hours worked, and to effect layoffs or terminations.

Selection of employees will be made according to Administrator's assessment of their ability to provide quality care for the children of Unimaginable Heights Learning Center. These assessments will be made on a basis of ability, skill, experience, character, dependability, and the ability to meet the requirements of the job description. Processes concerning hiring, recruiting, interviewing and selection of potential employees align with appropriate employment law practices.

Unimaginable Heights Learning Center is committed to providing a working environment which treats its employees with courtesy, respect, and dignity. In return, it is expected that employees exercise the same values toward children, parents, other staff members, and management. Unimaginable Heights Learning Center reserves the right to conduct pre-employment investigations of the employee's educational and work experience and to require a physical screening by a licensed health professional.

3.4. Hiring Practices

The Administrator will oversee the hiring process, including recruiting, interviewing, and selection of new employees and/or requests for internal position changes.

Current Unimaginable Heights Learning Center employees may apply for positions as they become available. Any current employee who applies for an internal position must submit a written request. In most cases, any position that becomes open at Unimaginable Heights Learning Center will be considered internally prior to possible solicitation from outside- However, in some cases, the Administrator/Program Director and/or Board may determine that it is appropriate to advertise a position simultaneously with the internal posting.

Applicants will receive a wage scales employee handbook (including personnel policies) and information regarding the position-to-hire to assist in their decision to join the Unimaginable Heights Learning Center Team. New employees will receive an employment packet containing a letter of acceptance, staff record form, background check information, withholding and eligibility forms, staff health report, orientation guides and a job description. The Administrator will provide additional information if necessary to assist the employee with successful training experience that may include, but not limited to a training schedule, appointed trainer, evaluations, and feedback.

3.5. Equal Opportunity Employment

Unimaginable Heights Learning Center Childcare & Preschool is an Equal Opportunity Employer. Its employment practices are intended to be consistent with both State of North Carolina and Federal laws concerning discrimination. Unimaginable Heights Learning Center is committed. Employees shall be aware that Unimaginable Heights Learning Center may observe content and information made available by employees through social media. Employees should use their best judgment in posting material that is neither inappropriate nor harmful to Unimaginable Heights Learning Center its employees, or customers.

- Although not an exclusive list, some specific examples of prohibited social media conduct include posting commentary, content, or images that are defamatory, pornographic, proprietary, harassing, libelous, or that can create a hostile work environment.
- Employees are not to publish, post or release any information that is considered confidential or not public.
- If employees encounter a situation while using social media that threaten to become antagonistic, employees should disengage from the dialogue in a polite manner and seek the advice of a supervisor.
- Social media use shouldn't interfere with employee's responsibilities at work. Unimaginable Heights Learning Center computer systems are to be used for business purposes only.

Subject to applicable law, after-hours online activity that violates the Unimaginable Heights Learning Center Code of Conduct or any other company policy may subject an employee to disciplinary

4. Days and Hours of Operation

The Unimaginable Heights Learning Center is approved to be open 7 days week from 5:00 A.M until 12:00 AM, The Center's hours of actual operations will be driven by the needs of the Parents and Children and we will provide advanced notice of changes that will always be within State approved guideline. The initial Center hours of operation is from 6:00 AM to 6:30 PM Monday through Friday.

4.1. Drop Off Time:

Staff must be notified if a child will be arriving after 8:30 am. This is to ensure an accurate lunch count. The cut off time will be 10:00 am unless your child is arriving later due to a doctor's appointment. Upon arrival a note from the doctor's office must be provided for the child/children to be admitted to the center. If there are other extenuating circumstances, the decision will be at the discretion of the Director.

4.2. Holiday Closings

The center will be open Monday through Friday year-round except for the following holidays:

New Year's Day- 1 or 2 days (The holiday schedule can vary each year depending on what days of the week the holiday falls. Parents will be notified at least three weeks in advance of our closing.)

- Labor Day
- Memorial Day
- Martin Luther King, Jr Day
- Good Friday
- President's Day
- July 4th
- Thanksgiving
- Christmas -2 or 3 days (The holiday schedule can vary each year depending on what days of the week the holiday falls. Parents will be notified at least three weeks in advance of our closing.)

4.3. Arrival and Departure:

The safety of our children is a priority here at the Center. The Center will adhere to the Safe Procedures for Pick-up and Delivery mandated by the State of North Carolina Division of Child Development. Children must not be left unattended in a vehicle. Children must be accompanied by their parent or other responsible adult to the reception area where the adult will sign the child in on the appropriate sign in/sign out sheet. If your child needs to use the restroom as they are arriving or leaving, then they must be with an adult. Please do not allow your child/children to wander during the pickup or drop off.

We at Unimaginable Heights Learning Center take your child/children's supervision and safety as our priority. If you arrive and your child/children's class is outside, the staff that remain in the building will assist by notifying your child/children's teacher on the playground and your child/children will be escorted into the building by a staff member to collect their things from the classroom if applicable.

Your child/children will only be released to another person that is 16 years or older if the parent/guardian has listed them as an authorized pick-up person. If the person is not listed as an authorized pick-up person, the parent/guardian will have to inform the daycare prior to the pickup with a written note stating who will pick them up. A picture form of identification must be presented during the time of the pickup.

Unimaginable Heights Learning Center reserves the right to keep a child at the center if we are not completely certain about the person who is coming to pick up the child. A parent/legal guardian would be notified immediately if this were to occur.

Safety of our children is a priority. The Center will adhere to the Safe Procedures for Pick-up and Delivery mandated by the North Carolina Division of Health and Human Services Child Care Division Child Care Rule 10A NCAC 09.1001 - .1004.

4.4. Inclement Weather:

In the event of bad weather i.e., snowing, etc. please call Unimaginable Heights Learning Center for information about our operational schedule that day.

4.5. Winter Season Advisory-

- If Cumberland County schools are on DELAY due to inclement weather, then Unimaginable Heights Learning Center will open at 8:30 am.
- If Cumberland County schools are CLOSED due to inclement weather, then Unimaginable Heights Learning Center will open at 10:00 am.
- If Cumberland County schools CLOSE EARLY due to inclement weather, we ask that you pick your child up from the center by 5:00 pm.

5. Age Range of the Children Served

Unimaginable Heights Learning Center provides services for children six weeks to 12 years old. Children are accepted for drop-ins only when space is available.

6. Admission Requirements/Enrollment Procedures

Unimaginable Heights Learning Center, LLC's primary focus will be the health, safety, and the social, emotional, physical, and intellectual advancement of all children regardless of race, creed, color, national origin, economic background, or disability. We do not discriminate on the basis of special needs as long as a safe, supportive environment can be provided. Admission/Enrollment is on a first come/first serve basis for children six weeks to 12 years old. Once the completed application is received containing the minimum information detailed in this section, appropriate fees are paid, and space is available the child will be considered enrolled.

6.1. Child's Application For Enrollment

To be completed, signed, and placed on file in the facility on the first day and updated as changes occur and at least annually. Example of critical information required:

- Child information:
- Family information:

- Contacts:
- Health care needs:
- Emergency medical care information:

7. Parent Fees and Payment Policy

7.1. Registration:

A non-refundable registration fee of \$30.00 will be charged per child at the time of enrollment. This fee will hold a space for your child/children for up to two weeks

7.2. Weekly Fees:

- Infants- \$ 226.00
- Toddlers - \$ 226.00
- Twos- \$200.00
- Threes/Fours- \$190.00
- Five (school age children who are not enrolled in school)- \$190.00
- Afterschool- \$130.00
- Drop-in Fee- \$50/day

Weekly fees are due **on Mondays** by the end of business day. A late fee will be assessed if the weekly fee is not paid by the next business day and the child/children will be unable to return. The weekly fees are to be paid to the center even if the child/children are not in attendance to reserve their spot.

After six months of enrollment, a week of vacation will be given at no charge and must be used consecutively. The vacation time can only be used if the balance on the account is up to date.

A two-week written notice is recommended to terminate care and to remain in good standing with the Center. If a written notice is not given a \$15 service charge will be added to the weekly fee for those two weeks, whether the child/children are in attendance. Once notice is given final payments must be paid in cash only unless another form of payment has been discussed prior.

7.3. Forms of payments accepted:

- Cash
- Checks
- Credit/Debit Cards (Visa, Mastercard, Discover, Chase, American Express)
- Department of Social Services Vouchers

A \$35.00 return check fee will be charged after the first returned check, \$60.00 after the second returned check. After the third return check, no more checks will be accepted.

If you have another form of payment or assistance that is not listed here, then we would be glad to look over the information and decide if it's something we can accept.

7.4. Late Pick up Fees:

Unimaginable Heights Learning hours of operation are 6:00 am to 6:30 pm. Please arrive before or by 6:30 pm to pick up your child/children. If you arrive after 6:30 pm you will be charged a late fee of \$5.00 per minute. Fees must be paid at the time of pick up or before the child/children return to the center.

8. Information about Services Provide by the Operator

8.1. Number of Meals Served

Unimaginable Heights Learning Center will participate in the Child and Adult Care Food Program (CACFP) for all children unless parent/guardian expressly opts out. Your child will receive a nutritious, well-balanced meal that meets USDA requirements while in attendance each day. We serve up to a maximum of four meals a day (depending on child's arrival and departure time).

8.2. Meals and Snacks:

We serve meals during the following times:

- Breakfast- 7:00 am to 8:00 am
- Lunch 11:30 am to 12:30 pm
- Afternoon Snack 2:30 pm to 3:30 pm
- Dinner – 5:00 pm to 5:30 pm

8.3. Before/After School Care

Children who are of school age may continue with before/after school care at our center. The center will provide staff to ensure that your child arrives at School (before school) and is picked up at School (after school) in a timely manner. The Supplemental Enrollment Form must be completed and on file with the center in order to be eligible for this service.

8.4. Transportation

If your child/children are to receive transportation these are the guidelines that must be followed:

- A transportation form must be completed by the parent/guardian
- The parent/guardian must accompany their child to the van and the staff member will put the child in the appropriate car seat, seat, or restraint and document on the van roster the child's name, time of pick-up.
- The parent/guardian is required to provide a signature on the sign in/sign out sheet when your child is picked up and dropped off.
- A working phone number is required for the staff member to contact the parent/guardian when they arrive.
- If the staff arrives at the home and there is no parent/guardian to receive the child or it was not previously discussed or written that another adult will receive them, then the child will be returned to the center.
- If the child will be part of the transportation for pick-up/drop-off to school, you must inform your child's teacher of the name of the Center that will be providing transportation for your child(ren).
- To and from off-premises activities such as field trips and other educational outings, the parent/guardian must complete an off-premises activity permission form. The departure/ return time, date, and location of the activity will be on the form.

8.5. Outside Play:

Unimaginable Heights Learning Center is dedicated to not only focusing on S.T.E.M but also stimulating your child through safe and creative outdoor play. We provide outdoor play, for children under 2 years old (30 minutes per day) and for 2 through 12 years two times per day or more for a total of 60 minutes or more. The weather permitting is determined by the Child Care Watch chart, provided by the NC Health and Human Services. This chart is provided below and on the center's information board. It assists the center in determining when it is and is not appropriate for outside play. We also do not go outside if it's raining or snowing heavily.

8.6. Ill/Sick Children:

If your child is showing signs of illness, please do not send him/her to the center for the day. Signs may include, but are not limited to fever, vomiting, diarrhea, rash, fresh cold, deep cough, or sore throat. The child/children must be well enough to participate in the daily activities at the center. If your child has a fever over 101 degrees, the parent/guardian/authorized person will be contacted to pick up the child/children. Your child/children must be fever free without the use of fever reducing medication, for 24 hours prior to returning to the center

The child/children will be isolated until the parent, or another adult can be contacted to come and pick them up. The child/children will need to be picked up within an hour after having spoken to the parent/guardian or other adult permitted to pick up the child/children.

Parents must notify the center immediately if your child contracts a communicable disease. We are required to notify other parents in the center (names are kept confidential).

8.7. Emergency Contacts

Please make sure emergency contact information is current and up to date with names and working phone numbers, in case we are unable to reach you.

8.8. Medications:

No medications will be administered except for Emergency Medications.

9. Items (if any) to be Provided by Parents

Each child should have at least two full changes of clothes in his/her cubby that should reflect the season we are presently in, so the child/children are dressed appropriately for the weather. We also recommend for infants and children who are potty training to bring extra changing clothes.

Children who are in diapers will need a package of diapers and a container of wipes on their first day at the center. Parents will be notified when more diapers or wipes are needed for their child/children.

Please provide a blanket for your child/children for naptime. We ask that you take them home every Friday to be laundered. Please refrain from bringing outside toys to the center. This can cause conflicts between the children and/or the toys may get damaged, and we are not liable.

9.1. What to Bring

- **Infants:** enough clean bottles for a day's use, at least 6 diapers per day, and at least 2 changes of clothes per day. All bottles must be labeled and dated.
- **Toddlers:** enough clean bottles for a day's use (if applicable), six diapers and at least two changes of clothes per day. All bottles must be labeled and dated.
- **Older Toddlers:** at least two changes of clothes or more per day if going through the toilet training program.
- **Preschoolers:** at least one change of clothes, socks, and shoes.
- **Kindergarteners:** at least one change of clothes, socks, and shoes.

- **After School Care Children:** books for homework, appropriate play clothes

Please label all items brought from home with your child's name (i.e., clothes, bottles, diapers, pacifiers, crib sheet, blanket, etc.) to prevent items from becoming misplaced or lost. We are not responsible for lost or damaged items.

9.2. Cubbies

Upon enrollment each child will be assigned a "cubby." Cubbies are labeled with your child's name and picture; Please check your child's cubby daily for items that need to be taken home.

9.3. Lost & Found

You can look for lost items and bring found items to the Lost-and-found Box located in the Director's office. Please note that we are not responsible for lost personal property.

9.4. Toys from Home

We request that you do not allow your child to bring toys from home into the center unless they are part of a show-and-tell activity.

10. Schedule Of Daily, Weekly, And Monthly Cleaning Duties

Unimaginable Heights Learning Center understands our role is critical in ensuring our program provides a clean and healthy environment where children learn and thrive. This section describes what we will do to keep our clean, healthy, and safe for children.

10.1. Toys and Materials

We at Unimaginable Heights Learning Center understands one toy can be used by many children every day. We understand toys can become homes for germs, especially if children put them in their mouths, cough, or sneeze on them, or touch them after toileting. Unimaginable Heights Learning Center will regularly clean and sanitize the toys in the Center. We will:

- Keep a box or bin labeled "soiled toys." When a child mouths a toy or coughs or sneezes on it, place the toy in the bin. According to the American Academy of Pediatrics, you can keep soapy water in the bin, or the bin can be a dry spot for storing toys until you can clean them. Make sure you have cleaned and sanitized the toy before returning it to the learning environment.
- Clean activity spaces, dress-up clothes, and machine-washable cloth toys at least weekly.
- Clean hats daily.
- Clean mouthed toys after each use and sanitize them before returning them to the play area.
- We may at times put plastic toys in the dishwasher to clean and sanitize them.
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10.2. Guidelines for Kitchens and Other Program Surfaces in our environment

Unimaginable Heights Learning Center's guidelines for surfaces in the Center's environment is to:

- Clean and sanitize computer keyboards after each use.
- Clean and disinfect doorknobs and handles daily.
- Clean and sanitize food-preparation surfaces before and after each use.
- Clean and sanitize dishes after each use.
- Clean and sanitize food tables and trays before and after each use.

- Clean countertops after each use and sanitize daily.
- Clean the refrigerator monthly.
- Clean the floors daily.
- Clean phone receivers daily.
- Vacuum carpets daily.

10.3. Clean Up And Disposal

Because We at Unimaginable Heights Learning Center understands bugs and rodents can thrive on even tiny crumbs that we may neglect to clean up and dispose of properly, it is important to have a daily routine that prevents any possibility of infestation. Unimaginable Heights Learning Center's Practice is to:

- Clean up spilled food right away.
- Store non-perishable food in thick plastic or metal containers with tight lids.
- After use, store pet food in rodent-proof containers and never leave pet food out overnight.
- Dispose of indoor trash and garbage daily.
- Wash indoor trash containers frequently with soap and water.

10.4. Toileting Areas

We at Unimaginable Heights Learning Center understands the restroom is the location where germs and bacteria are most likely to spread. We at Unimaginable Heights Learning Center understands it is very important to keep toileting areas clean. Unimaginable Heights Learning Center's will follow these guidelines to help limit contamination:

- Clean and disinfect any changing surfaces after each use.
- Clean and disinfect sinks and faucets daily. If the sink is also used for non-toileting routines, disinfect it after toileting use.
- Clean and disinfect countertops daily.
- Clean and disinfect floors daily.

10.5. Cribs, Cots, and Bedding

We at Unimaginable Heights Learning Center understands it is important to provide a healthy environment for sleep. Lice and skin infections can be spread through blankets or bedding that are stored and cleaned improperly. Unimaginable Heights Learning Center's will follow these guidelines for healthy sleep environments:

- Store each child's bedding (sheets, blankets, pillows, sleeping bags) separately from the other children's bedding.
- Launder sheets and pillowcases weekly and before they are used by another child.
- Clean cots and cribs weekly and before they are used by another child.
- Launder blankets monthly. If the blankets touch a child's skin, clean weekly.

10.6. Coats, Hats and Personal Belongings

We at Unimaginable Heights Learning Center understands Lice and skin infections can also be spread through coats, jackets, hats, and personal belongings that are stored and cleaned improperly. We will follow these suggestions for maintaining healthy environments:

- Store each child's belongings (especially coats, hats, and jackets that may have contact with hair) separately from the other children's belongings.
- Clean out cubbies or locker spaces before they are used by another child.

11. Written Procedures For Reporting Suspected Child Abuse And Neglect

We are required by law to report all observations of child abuse or neglect cases to the appropriate state authorities if we have reasonable cause to believe or suspect a child is suffering from abuse or neglect or is in danger of abuse or neglect, no matter where the abuse might have occurred. The child protective service agency will determine appropriate action and may investigate. It then becomes the role of the agency to determine if the report is substantiated and to work with the family to ensure the child's needs are met. Our center will cooperate fully with any investigation and will maintain confidentiality concerning any report of child abuse or neglect

12. The Operator's Discipline Policy For Behavior Management

Unimaginable Heights Learning Center attempts to help each child learn self-discipline. We have created a discipline policy that reflects our philosophy of positive guidance with children. We have rules that must be followed for health and safety reasons. The accepted form of discipline is when the child is removed from the group for a short period of time but remains in the staff member's view. They later return to the group once the behaviors have changed. Re-direction is also used, when the child is directed to another area of interest or given limits of what they may or may not do. Any actions on a zero-tolerance level will result in a written discipline form and the parent/guardian being notified with the disciplinary report outlining the child/children's behaviors. If methods become ineffective a conference will be scheduled with the parent/guardian to discuss the behavioral problems. The center will make every effort to exhaust all possible alternatives before terminating a child. Listed below are some zero tolerance actions that can result in suspension or termination:

- Spitting
- Disobedience
- Scratching
- Disrespect
- Fighting
- Biting
- Endangering the well-being of others
- Inappropriate language or gestures

12.1. Challenging Behavior

Children are guided to treat each other and adults with self-control and kindness.

Each student at Unimaginable Heights Learning Center has a right to:

- Learn in a safe and friendly place
- Be treated with respect
- Receive the help and support of caring adults

When a child becomes verbally or physically aggressive, we intervene immediately to protect all the children. Our usual approach to helping children with challenging behaviors is to show them how to solve problems using appropriate interactions. When discipline is necessary, it is clear, consistent, and understandable to the child. We maintain a zero tolerance to bullying. If you have any concerns about this at any time, please report it to the Director of the Center.

12.2. Physical Restraint

Physical restraint is not used or permitted for discipline. There are rare instances when we need to ensure a child's safety or that of others and we may restrain a child by gently holding her or him only for as long as is necessary for control of the situation.

12.3. Notification of Behavioral Issues to Families

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

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

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

13. A Description Of Opportunities For Parent Participation

We invite and encourage our parents to join us for our Center activities on-site and off-site. Examples of these activities are Spring Festival, Storytime volunteers, Mother's Day/Father's Day Luncheons, field trips and many others. Unimaginable Heights Learning Center will provide many Family Engagement activities including:

- Families will be invited to participate in field trips.
- Parents will be encouraged to participate in events such as Career Day,
- International Day, Parents Day, Grandparents Day, Mother-Daughter Day,
- Father-Daughter Day, Father-Son Day, and Mother-Son Day.
- We will have Thanksgiving and Christmas Luncheons,
- Meet Our Staff Luncheon and Be a Student for a Day
- and many other Family Engagement events.

The appropriate forms will be provided if required.

13.1. Parent Communication

Unimaginable Heights Learning Center will constantly improve on means and method for communicating with Parents with the these being the more commonly used methods:

- **Daily Communications.** Daily notes from center staff will keep you informed about your child's activities and experiences at the center. Notes will be placed into your child's cubby at the end of the day.
- **Bulletin Boards.** Located throughout the center, bulletin boards provide center news, upcoming events, faculty changes, holiday closing dates, announcements, etc.
- **Email.** We encourage you to provide an email address that you use regularly so that we may send you announcements, event invitations, newsletters and general updates.

- **Parent Resource Room.** Our parent resource room provides a learning environment for parents to share opinions, ideas and experiences and increase their understanding of learning and development.
- **Family Visits.** Family participation is encouraged. Visit our classrooms, volunteer, come along on a field trip, or eat a meal with your child. Signing in is required for the safety and protection of our children. Each visitor must wear a visitor's badge while on premises and sign-out upon leaving.
- **Family Night.** Family nights are scheduled on a regular basis. These nights include snacks, drinks and fun filled age-appropriate activities for families. Family Nights allow families and children time to share, learn, and have fun. Families have an opportunity to be a part of their child's learning experience and connect with other families.
- **Conferences.** Family & teacher conferences occur twice a year. During these conferences, we will discuss your child's strengths, likes and dislikes, and styles of learning. We will work together to set goals for your child's growth and development. You may request additional conferences regarding your child's progress at any time. We encourage you to communicate any concerns.

13.2. Open Door Policy

We are delighted to have family members participate in our program. Parents/Guardians are welcome to visit the program any time during regular program hours. The infant room welcomes parents/guardians to nurse or feed their infants.

Open Door Policy does not mean the doors will be unlocked. For the safety and protection of the children, external doors will be kept always locked. All visitors are to report to the office. Staff will then be contacted, and visitation is to be initially done in the reception area unless it is visit by a parent with an enrolled child. Visitation by parents is governed and detailed in the Parent's handbook. Non-enrolled student related visitations should be infrequent and preferably only occur in case of an emergency.

Our team will always do their best to speak with parents/guardians. Since staff days are devoted to caring for children, it is usually not feasible to have a long discussion during regular program hours. If a situation requires a longer discussion, kindly arrange for an appointment.

13.3. Publicity

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

14. Nutrition Policies

Food prepared for or at the center will be properly planned, prepared and portioned according to the Child and Adult Care Food Program (<http://www.fns.usda.gov/cnd/care/>) and the state requirements for food service. Unimaginable Heights Learning Center will participate in the Child and Adult Care Food Program (CACFP) for all children unless parent/guardian expressly opts out. Unimaginable Heights Learning Center will maintain a child weekly Menu based on the U.S. Department of Agriculture (USDA) recommendations to maintain compliance with the CACFP meal patterns to align with the Dietary Guidelines for Infants and Children.

14.1. CACFP meal patterns to align with the Dietary Guidelines for Children.

Component	Lunch/Supper			Snack		
	Minimum Serving Size			Minimum Serving Size		
	<i>Ages 1-2</i>	<i>Ages 3-5</i>	<i>Ages 6-18</i>	<i>Ages 1-2</i>	<i>Ages 3-5</i>	<i>Ages 6-18</i>
Lean meat, poultry, or fish	1 oz.	1-½ oz.	2 oz.	½ oz.	½ oz.	1 oz.
Tofu, soy product or alternate protein products	1 oz.	1-½ oz.	2 oz.	½ oz.	½ oz.	1 oz.
Cheese	1 oz.	1-½ oz.	2 oz.	½ oz.	½ oz.	1 oz.
Large Egg	½ egg	¾ egg	1 egg	½ egg	½ egg	½ egg
Cooked dry beans or peas	¼ cup	⅜ cup	½ cup	⅛ cup	⅛ cup	¼ cup
Peanut butter or soy nut butter or other nut or seed butters	2 Tbsp.	3 Tbsp.	4 Tbsp.	1 Tbsp.	1 Tbsp.	2 Tbsp.
Yogurt, plain or flavored unsweetened or sweetened ⁷	4 oz. or ½ cup	6 oz. or ¾ cup	8 oz. or 1 cup	2 oz. or ¼ cup	2 oz. or ¼ cup	4 oz. or ½ cup

14.2. CACFP meal patterns to align with the Dietary Guidelines for Infants

Facility/Center Name:		
Infant Meal Pattern (Each bullet is a required component)	BREAKFAST/LUNCH/SUPPER	SNACK
	0-5 Months	0-5 Months
	<ul style="list-style-type: none"> 4-6 fl. oz. Breastmilk¹⁻³ or iron fortified infant formula^{1,4} 	<ul style="list-style-type: none"> 4-6 fl. oz. Breastmilk¹⁻³ or iron-fortified infant formula^{1,4}
	6-11 Months	6-11 Months
<ul style="list-style-type: none"> 6-8 fl. oz. Breastmilk¹⁻³ or iron fortified infant formula^{1,4} When developmentally ready⁶: 0-4 Tbsp. iron-fortified infant cereal^{4,8}, 0-4 Tbsp. Meat, fish, poultry, whole egg, cooked dry beans/peas; or 0-2 oz. of cheese; or 0-4 oz. (volume) of cottage cheese; or 0-4 oz. or ½ cup yogurt⁵; or a combination of the above. o 0-2 Tbsp. vegetable/fruit⁷ or a combination or both. 	<ul style="list-style-type: none"> 2-4 fl. oz. Breastmilk¹⁻³ or iron-fortified infant formula^{1,4} When developmentally ready⁶: o 0-½ slice of bread⁸; or 0-2 crackers⁸; or 0-4 Tbsp. iron-fortified infant cereal^{4,8}, ready-to-eat breakfast cereal^{8,9}. o 0-2 Tbsp. vegetable/fruit⁷, or combination of both. 	

14.3. Foods Brought from Home

We request that you do not bring food from home into our center. Our Outside Food Policy dictates that no outside food will be accepted at the center unless a doctor’s written note is provided reporting an allergy or religious exemption is on file. Food brought from home when permitted should meet the following conditions:

- Perishable food to be shared with other children must be store-bought and in its original package.
- Foods should be labeled with the child’s name, date, and type of food.
- Children will not be allowed to share food provided by the child’s family.
- Leftover food will be discarded except for foods that do not require refrigeration and/or come in a commercially wrapped package that was never opened.

Good Lunch Box Suggestions for a Balanced, Nutritional Lunch.

½ turkey sandwich on whole grain bread Celery sticks Raisins Milk	Chicken strips Roll Orange wedges Broccoli Milk
Peanut butter on whole grain bread Apple slices Carrot sticks Milk	Chicken Salad Crackers Sugar snap peas Banana Milk

14.4. Opting Out Form

Child Care Rules .0901(d) and .1706(c) state:

When children bring their own food for meals and snacks to the program, if the food does not meet the nutritional requirements specified in Paragraph (a) of this Rule, the operator must provide the additional food necessary to meet those requirements unless the child’s parent or guardian opts out of the supplemental food provided by the operator as set forth in G.S. 110-91(2) h.1. A statement acknowledging the parental decision to opt out of the supplemental food provided by the operator signed by the child’s parent or guardian shall be on file at the facility. Opting out means that the operator will not provide any food or drink so long as the child’s parent or guardian provides all meals, snacks, and drinks scheduled to be served at the program’s designated times. If the child’s parent or guardian has opted out but does not provide all food and drink for the child, the program shall provide supplemental food and drink as if the child’s parent or guardian had not opted out of the supplemental food program.

<p>I _____ plan to provide all meals, snacks and (Parent/Guardian Print Name) drinks for my child and do not want his/her meals, snacks or drinks supplemented to meet the Meal Patterns for Children in Child Care Programs from the United States Department of Agriculture (USDA), which are based on the recommended nutrient intake judged by the National Research Council to be adequate for maintaining good nutrition. Since I opted out, if I do not provide all the meals, snacks or drinks for my child, I understand that the program will provide supplemental food and drink.</p>	
<p>_____ Parent/Guardian Signature</p>	<p>_____ Date</p>