

WELCOME TO

...Unimaginable...

# Heights

Learning Center

Programs

Cumberland County's  
Premier Learning Center & Facility



[www.smithhitek.com](http://www.smithhitek.com)



# About Our Mission

SmithHiTek Society Corporation (SHSC) and Unimaginable Heights mission is to become a continuous quality improvement organization that will continuously evaluate the needs of all stakeholders, will be constantly aware of the Organizations strengths and weakness, constantly scanning the environment for growth opportunities, maintaining vigilance against all threats, and constantly investing in internal research and development to remain on the cutting edge of technology.

## Our Vision

SmithHiTek Society's Corporation and Unimaginable Height's vision is to become a leader in providing high quality goods, products, and services to meet the needs of Society in a manner that will allow it to be profitable, successful, and to secure a prominent position in both National and International Markets.

## Our Approach

At Unimaginable Heights STEM Learning Center, we believe that children learn best when they are actively engaged and when their natural curiosity is nurtured. We emphasize experiential learning and hands-on activities to encourage active participation and meaningful exploration. Our qualified educators are passionate about inspiring young minds, tailoring their approach to meet the unique needs of each child. By combining a strong academic foundation with a supportive and inclusive environment, we aim to cultivate well-rounded individuals who are not only adept in STEM but also confident, compassionate, and ready to make a positive impact in the world.





# About Our Facility



**Location:** 217 Cedar Creek Road,  
Fayetteville, NC



## Hours of Operation:

Open 7 days week from 6:00 AM until 6:30 PM



## Drop Off Time:

6:00 AM to 10:00 AM

\*Staff must be notified if a child will be arriving after 8:30 am.



## 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.)





# Arrival and Departure:

The safety of our children is a priority here at the Center. The Center will adhere to the Safe Procedures for Pickup 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. 7 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 Caroli





# 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





# Inclement Weather:

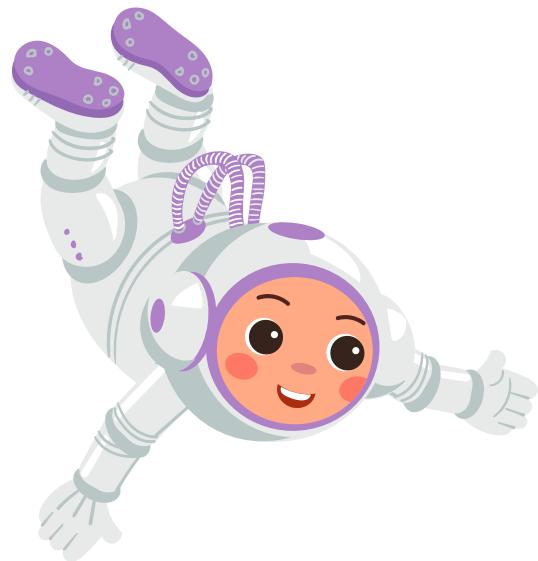
In the event of bad weather i.e., snowing, etc. please call Unimaginable Heights Learning Center for information about our operational schedule that day.

## 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.

## 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.







# 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.

## 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:





# 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

## Weekly Fees:

- Infants- **\$ 226.00**
- Toddlers (12 Months - 36 Months) - **\$ 226.00**
- Children Age two - **\$200.00**
- Children Ages 3-4 - **\$190.00**
- Children Age 5 (school age children who are not enrolled in school)- **\$190.00**
- Afterschool- **\$130.00**
- Drop-in Fee- **\$50/day**







## Weekly Fees:

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.

## Forms of payments accepted:

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

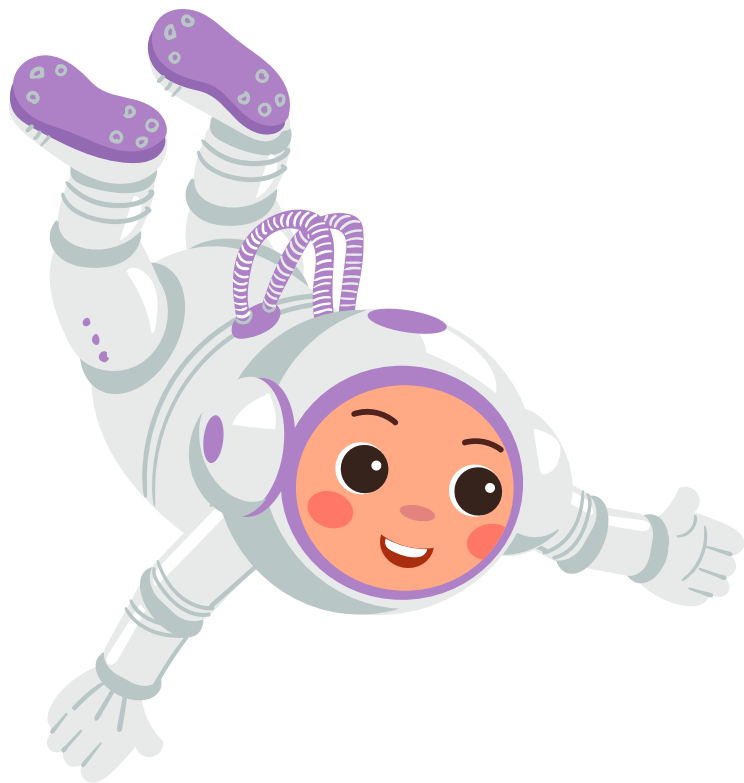
A \$35.00 return check fee will be charged after the first returned check, \$60.00 after the second returned check. After the third return check, no more checks will be accepted. If you have another form of payment or assistance that is not listed here, then we would be glad to look over the information and decide if it's something we can accept.





# 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.





# Information about Our Services

## 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).

## 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

## 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.





# 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.





# 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.

## 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).



# 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.

## Medications

No medications will be administered except for Emergency Medications.

## 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.







# Parent Participation (Not Required)

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.





# 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.





# Parent Communication (Continued)

- **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.





# 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.





# 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.

## More Info on Our Dietary Guidelines for Children:

For additional resources on our dietary guidelines for Children please visit these links:

[www.Smithhitek.com/handbooks/policies](http://www.Smithhitek.com/handbooks/policies)





# Additional Questions & Information

Reach out to us via our website:  
[www.smithhitek.com](http://www.smithhitek.com)

Or give us a call:  
(910) 433-2974

Discover our full manuals online:



[www.Smithhitek.com/handbooks/policies](http://www.Smithhitek.com/handbooks/policies)

## Create An Account Online at [Smithhitek.com](http://Smithhitek.com)

To gain access to more resources as well as updates and news on our new and upcoming programs and events.

Smithhitek.com also allows parents to enroll their children in upcoming digital courses and future field trips.

