

# Young Memories Learning Center

AGES: 6 weeks to 12 years \* HOURS: 6:45AM TO 6:00pm

118 Old Dairy Road \* Wilmington, North Carolina 28405  
(910) 313-2590/Fax (910) 313-2715



**PARENT HANDBOOK  
2019**

## **MY GOAL & PHILOSOPHY FOR YOUR CHILDREN**

- At Young Memories Learning Center, we believe children are a gift from God. We believe it is an honor to partner with parents to love and train our children.
- We believe that each child be treated as an individual, not as just another person.
- The health, safety, and education are of the up most importance in the daily survival of young children.
- To help each child with their mental, emotional, social, and physical development to reach their full potentials of everyday living and beyond.
- Daily open communication is essential in providing high quality childcare for both parents, children, and childcare provider.

## **CERTIFICATION**

- Young Memories Learning Center director has obtained license through the State of North Carolina Department of Health and Human Services Division of Child Development, 319 Chapanoke Road, Raleigh, NC 27699-2201. Website @ <http://ncchildcare.dhhs.state.nc.us>.

## **EDUCATION**

- The Director currently has a Bachelor's of Science Degree in Early Childhood Education and also a degree in Medical Transcription and Medical Coding. All of the staff has all qualifications and they are currently enrolled in school to obtain their Degree in Early Childhood Education. Up-to-date on CPR and First Aid certification and staff and I take different trainings throughout the year.

## **CONFIDENTIALITY**

- All information regarding a client shall be kept confidential by all employee and volunteers. The parent or legal guardian must authorize release of client information to any outside agencies.

## **SECURITY OF CONFIDENTIAL INFORMATION**

- All confidential information including, but not limited to, children's records, employee records, director's computer system, etc...are secured in the director's office area.

## RELEASE AND DISCLOSURE OF CHILDRENS RECORDS

- Confidential information can be released from a child's record only with appropriate signed consent from the child's parent/legal guardian. In accordance with federal law, a referral will be made to the department of Social Services in the event of child abuse and/or neglect. Any confidential information needed by Social Services will be released upon request. Any release/disclosure of a child's confidential record is documented in the progress notes of that child's record.

## SECURITY SYSTEM

- Young Memories Learning Centers places great emphasis on the security and safety of your children. There will be a keyless entry for all parents. I will provide 2 keyless cards per family. You will be allowed to come in and out from the time of open to close, which is 6:45am-6:00pm. The door will not let you enter prior to 6:45am and after 6:00pm or an employee will have to buzz you in.
- **Unauthorized Pick-up**  
Children will only be released to adults on their authorized pick-up list. To place an adult on your child's authorized pick-up list, you must notify the childcare office in writing or come in to the office. **Only a parent or legal guardian will be allowed to issue such permission.** A picture ID will be required for such occasions. Please know that your child's well-being and safety is our first concern and the highest measure of security will be taken to ensure their safety.

## SERVICES PROVIDED BY YOUNG MEMORIES LEARNING CENTER

- Young Memories Learning Center provides Breakfast, Lunch, PM snack and Dinner.
- We offer one on one interaction with the children because of our lower enhanced ratio.
- Each child will receive a book bag to keep a change of clothing and a security item.
- We offer afterschool care and transportation from school.



## **Young Memories Learning Center**

Keresa Anderson-Young  
Director

Email: [Youngmemorieslearningcenter@yahoo.com](mailto:Youngmemorieslearningcenter@yahoo.com)

Phone: (910) 313-2590/Fax: (910) 313-2715

### **Rates**

Young Memories Learning Center will keep rates competitive and affordable, they are subject to change in accordance with the current market rate. The parent will be notified of the change in advance. Hours of Care Provided: Monday through Friday 6:45am-6:00pm, Ages 6 weeks to 12 years.

### **Parents Fees and Payment Plan Policy**

- Initial Registration Fee- \$100.00/\$100.00 Annually every August
- Full Time- \$195.00 a week for 6 weeks – 2 Years old.
- Full Time- \$185.00 a week for 2 - 3 Years old.
- Full Time- \$175.00 a week for 3 years - 5 Years old.
- Part Time- \$45 a day for 1 day a week for Infant to 5 years old.
- After School- \$125.00 and Summer Care.

### **Enrollment Procedures**

If you would like to enroll in Young Memories Learning Center once you have toured the facility you will need to fill out an enrollment packet and return by the first day they attend along with registration fee.

- ◇ Weekly fees are due in advance on Friday; this includes part timers.
- ◇ Due to the limited spaces available, weekly payments are based on holding your slot, not on the child's attendance.
- ◇ No refunds are given for late arrivals/early departures, parental vacations or absences due to illness or inclement weather. You are responsible for payment whether or not your child attends.
- ◇ If your child is going to be absent for the day please call in by 9am. Otherwise we will call to ensure child is in proper care.
- ◇ Over time Fees, for any time that is not prearranged, will be \$1.00 every minute.
- ◇ Late Payment Fee: \$10.00 per day including weekends.
- ◇ If a fee isn't paid Monday morning of the next week, your child will not be cared for until the outstanding balance is paid.
- ◇ Two-week's notice is required and must be paid if child attends childcare or not. (Fee must be paid day of notice).
- ◇ Return Check Fee: \$35.00 after the first bounced check, cash or money order will be required.

### Hours of Operation

Monday through Friday 6:45-6:00pm.

Young Memories Learning Center is closed on the following holidays:

- New Year's Day (January 1<sup>st</sup>)
- Good Friday
- Labor Day
- Memorial Day
- Independence Day (July 4<sup>th</sup>)
- Thanksgiving (Thursday and Friday)
- Christmas (3 days)

- In the event of severe weather and New Hanover County Schools close, **Young Memories Learning Center** will also be closed. Parents will be contacted and are expected to immediately pick-up their child

### **Vacation days**

- Child's Vacation: Please give a two week notice when taking a vacation. This ensures that class trips, etc. do not occur while child is away. When children are absent from care of vacation, full payment is required to reserve your child's placement.

**YOUNG MEMORIES LEARNING CENTER WELCOMES YOU  
AND YOUR FAMILY**



## Young Memories Learning Center

Keresa Anderson-Young  
Owner-Director

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### **Items to Be Provided by Parents**

#### Your Child's School Bag:

##### Infants 0-12 months

- 2 crib sheets
- 2 complete changes of clothes
- Lotions, powders or special ointments (These require a "Permission to Administer Medication Form" which is valid for 6 months)
- Small security item
- Diapers

##### Daily

- Formula/Juice or beverage (All unused and opened food, formula, juice or beverage, will be discarded and all bottles and "sippy" cups will be sent home every evening.)

##### Toddlers 12 months-2

- Blanket
- Small security item
- 2 changes of clothes
- Diapers/Training pants
- Lotions, powders or special ointments (These require a “Permission to Administer Medication Form” which is valid for 6 months)

### Twos 2-3 years

- Blanket
- Small security item
- 2 changes of clothes
- Diapers/Training pants
- Lotions, powders or special ointments (These require a “Permission to Administer Medication Form” which is valid for 6 months)

### Threes, Fours, Fives & Pre-Kindergarten

- 1 changes of clothes
- Blanket

I am happy to have children bring educational materials or items with them. If there are special toys that the child likes to play with feel free to bring it. But please encourage your child to share with other kids, if they do want to bring in a toy of their choice.

Please remember the importance of not leaving medicines, miscellaneous items that children could ingest or any item that warns “to be kept out of reach of children” in your child’s bag. If any items such as these need to be brought to the center, please give them directly to the director for safe and appropriate storage.

ALL ITEMS BROUGHT TO CHILDCARE MUST HAVE YOUR CHILDS NAME ON THEM.



# EMERGENCY MEDICAL CARE

Telephones are located in the office and all classrooms. First-Aid kits are located in the office.

- Emergency information on staff and children is kept in a filing cabinet in the office.
- Emergency Room:
  - **Cape Fear**
    - **910-452-8112 / 5301 Wrightsville Avenue**
  - **New Hanover**
    - **910-343-7919 / 2131 S. 17<sup>th</sup> Street**
- Hospital:
  - **New Hanover Switchboard Number:**
    - **910-343-7000**
- Medical Consultant:
  - **Dr. Hawthorne/Children's Clinic/North Chase**
    - **910-350-1222**
- Poison Control:
  - **Carolina Poison Center**
    - **1-800-222-1222**
- Persons responsible for emergency transportation on site and on call:
  - **Keresa Anderson- Director/All staff**
- Persons responsible for giving First Aid and CPR:
  - **Keresa Anderson- Director/All staff**
- Persons responsible for determining the degree of care needed, contacting medical resources and determining appropriate transportation:
  - **Keresa Anderson- Director**
- Persons responsible for notification of parents or emergency contact person of illness/accident:
  - **Keresa Anderson- Director**
- Persons responsible for obtaining substitute staff:
  - **Keresa Anderson- Director**
- Location of telephones:
  - **Office, Infant Room, Toddler Room, and Preschool Room**



## **Illness, Accidents, and Emergency Procedures**

**Illness:** If a child becomes ill while attending **Young Memories Learning Center**, I will first try to isolate the child comfortably as much as possible. I will then contact the parent/guardian to discuss whether the child should leave or not. If the director decides the child should be picked up, ***PLEASE TRY TO ARRIVE WITHIN THE HOUR.*** If you must have another party pick up your child, notify director of this during telephone conversation and remember to tell the person he/she will need identification at the time of pick up. Please make sure to add them on the pick-up list on file at front office.

**Accidents:** parents will be notified immediately if a child has an accident while at **Young Memories Learning Center**. If medical attention is required, 911 will be called prior to calling the parent. Written documentation of all accidents requires a parent's signature as acknowledgment of the accident. Keresa Anderson-Young and all staff have been trained in IT SIDS, First Aid and CPR.

**Emergency:** A monthly fire drill will be conducted at **Young Memories Learning Center**. We practice what to do and where to go if there is a fire in the daycare. In case of a fire the children are taught that we will go out the nearest exit, walk to the driveway, and we will take attendance to insure all children are accounted for. All parents will be notified and staff will wait until all children have left with parents.

**Communicable:** I will notify as soon as possible of any communicable disease. The children will need to leave the childcare center service as soon as possible. For the safety and health of all children, if any of the following symptoms should apply to your child within 24 hours of his/her arrival to **Young Memories Learning Center**, allow your child to recuperate in the comfort of your home. **A doctor's release will be necessary to return your child to the childcare. Parents should have back-up childcare.**

- 1. Fever 100.0 degrees or higher**
- 2. Any noticeable skin eruptions/rashes**
- 3. Any contagious childhood diseases**
- 4. Excessive coughing (not normally present)**
- 5. A runny nose or congested nose with thick mucus and/ or discolored mucous**
- 6. Vomiting**
- 7. Diarrhea**
- 8. Infestation by parasites, which are contagious or otherwise (lice, ringworm, pinworm, etc.)**
- 9. Bloody nose caused by any reasons (falling, picking nose, etc.)**

## **Procedures for Dealing with Parent/Legal Guardian Under the Influence of a Controlled Substance**

1. If the staff of **Young Memories Learning Center** detects the odor of alcohol or drugs on a parent/legal guardian, the staff will request the child remain on the premises until a person named as an alternate “emergency contact” can pick up and safety transport the child.
2. If the parent/legal guardian is visibly under the influence of a controlled substance and insists on taking the child, **Young Memories Learning Center** will call the police to administer a Breathalyzer. If the parent/legal guardian is deemed under the influence of a controlled substance, arrangements will be made for the alternate “emergency contact” to pick up the child.
3. If the parent/legal guardian arrives and is not visibly under the influence of a controlled substance and removes their child from the facility and subsequently is involved in an accident, **Young Memories Learning Center** or any of its staff will not be held negligent or liable for any damages which may occur as a result of the accident.
4. If a parent/legal guardian becomes belligerent and/or aggressive with staff, the police will be called and the appropriate charges will be filed against the parent/legal guardian.
5. **Young Memories Learning Center** reserves the right to refuse to accept a child for care in cases in which the parent/legal guardian engages in any of the above-mentioned incidents.

## **Restraining order (If applicable)**

Restraining orders are in the best interest of the child. Please provide a copy of any restraining order involving a child in the care of **Young Memories Learning Center**. If a restraining order exists and a copy is not provided for our records, your child will be terminated.

## **Procedures for Reporting Suspected Child Abuse and Neglect**

As required by the North Carolina Abuse and Neglect Reporting Laws, **Young Memories Learning Center** will report any suspected child abuse or neglect as follows.

1. **Young Memories Learning Center** will notify the Department of Social Services (DSS).
2. The parent/legal guardian will be notified of the report within 24 hours, by the Department of Social Services (DSS).
3. The Department of Social Services will investigate the report and take appropriate action. The DSS employee will likely speak to the child alone and this may occur at **Young Memories Learning Center**. **Young Memories Learning Center** will fully cooperate with the DSS during the investigation of the report.
4. Any information regarding the report is confidential and will be treated accordingly by **Young Memories Learning Center**.
5. In the event that the parent/legal guardian decides to remove their child from care at **Young Memories Learning Center**, as a result of the report, all efforts will be made by **Young Memories Learning Center** to relocate the child in appropriate care.

## **Parent Participation Plan**

**Young Memories Learning Center** respects children as individuals, understands that parents/legal guardians are the most influential people in their lives, and believes that the parent/legal guardians know their children better than anyone else.

Therefore, **Young Memories Learning Center** feels it is imperative that parents/legal guardians maintain contact with staff regarding the care and services provided at the facility. Parents/legal guardians are encouraged to meet with staff regularly to address any issues or questions they may have regarding their child.

Parent/legal guardians are encouraged to participate in their child's program at **Young Memories Learning Center**. I.e. Seasonal celebrations, performances, etc. ...)

Parents can also participate by donating "time" or "special talents". Periodically, parents will be asked to donate curricula items and/or recyclable products that will be use in our art lessons or class projects.

### **Filing Complaints**

If there is and issue or you need to file a complaint please do so in the front office with Director. Or contact DCD at (800) 859-0829

### **Pre-enrollment visitation procedures**

Young Memories Learning center welcomes you to visit the center at any time during operating hours. Please call and notify the director if you would like a tour.

### **Cleaning Duties for the center**

Each classroom is responsible of cleaning the rooms daily. There is a dirty toy bin located in each classroom and each toy will be cleaned and sanitized by teacher. Each teacher is required to mop, clean toys, and santize his or her classroom everyday at the end of day unless it needs it sooner. All employees do a monthly cleaning on Saturday and each room are clean thoroughly and mopped.

### **Toilet Training**

When your child shows readiness for toilet learning, we will assist in helping with this process. Parents need to initiate this process at home first, either over a weekend or during a vacation. Please keep in mind that the activity level here can distract your child from responding to an urge to use the potty, more so than at your home. We will work together and keep each other aware of the technique used with the child.

During the toilet learning process the child needs to be dressed in "user friendly" clothing as much as possible. The best items have elastic. Please make sure you send plenty of extra clothes, as there may be many accidents we can get accustomed to the potty.

**Smoking is not permitted on the premises of Young Memories Learning Center.**

## **Nutrition Policy and Special Diets**

### **Nutrition Policy:**

**Young Memories Learning Center** understands the importance of nutritionally balanced diets and is dedicated to serving meals that are nutritious and healthy. All menus and serving sizes meet the guidelines as set forth by North Carolina's Child Care Nutrition Program. **Any meals or snacks brought to the facility will need to adhere to these same guidelines.**

Do not send food or drinks with your child unless pre-approved by **Young Memories Learning Center**. Children of all ages will never be allowed to have chewing gum on the premises.

**Special Diets:** For any child who requires a special diet, nutrition snacks and meals will need to be provided by the parent/legal guardian.

**REMINDER: Children under 15 months must have an infant-feeding schedule (completed by the parent/guardian) and will be posted in Young Memories Learning Center.**

### **Meals and Meal Schedule**

**Young Memories Learning Center** provides AM snack and an afternoon snack.

AM Snack: 6:45a.m. - 7:30 a.m. (early arrivals)

Lunch: 11:30 p.m. - 12:00p.m.

PM Snack: 2:30 p.m. - 3:00p.m.

If your child will arrive after breakfast (7:30 a.m.), please be certain your child has had a nutritious breakfast prior to arrival at **Young Memories Learning Center**.

**All meals served will be balanced and nutritious!**

### **AM Snack**

- \*Milk, fluid
- \*Juice or fruit or vegetable
- Bread, muffin, enriched or whole grain; or Cereal, cold or dry

### **PM Snack**

- \*Milk, fluid
- \*Juice or fruit or vegetable
- Bread, enriched or whole grain; or Cereal, cold or dry

### **Lunch or Dinner**

- \*Milk, fluid
- Meat or meat alternate (Meat, poultry, or fish, cooked, lean meat without bone)
- Meat alternates (cheese, egg, cooked dry beans and peas, peanut butter)
- Vegetables and/or fruit (2 or more); Bread or bread alternate; enriched or whole grain

**\*\*\* A MENU WILL BE POSTED WEEKLY\*\*\***

# Young Memories Learning Center

<b>Arrivals and Greetings 6:45-7:00</b>	Greet children and parents individually. Notice any change in pick-up/drop-off persons. Provider conduct morning health inspection.
<b>Breakfast/Snack 7:00-7:30</b>	Wash hands. Provider sits with children and helps them with their eating. Encourage socialization among children while they are eating. Meet nutritional needs of children
<b>Diapering/Toileting/Clean –up 7:30-7:45 am</b>	Escort children who have finished cleaning up to the bathroom to wash up after Breakfast.
<b>Circle Time 7:45-8:45am</b>	Children come together to welcome each other and discuss the events for the day, which includes (calendar D/M/Y and weather), and also the theme for the week. Sometimes may include an art/craft.
<b>Story Time/Interactive songs/ Rhymes 8:45-9:30am</b>	Children will come together as a group to listen and discuss a story and learn songs about the theme for that week.
<b>Clean up 9:30-10:00</b>	Kids will all wash hands after entering the building from outside activities. Children will then prepare. Give children advance notice that clean up time is approaching. Suggest they complete their activities and prepare to help put up equipment.
<b>Outsides Activities 10:00-11:00am</b>	Children will prepare to go outside for playground time. Activities and free play.
<b>Diapering/Toileting 11:00-11:30</b>	Escort children who have finished cleaning up to the bathroom to wash up before lunch.
<b>Lunch/Snack 11:30-12:00</b>	Wash hands before and after meals. Provider sits with children and helps them with their eating with their eating. Encourage socialization among children while they are eating
<b>Naptime 12:00-2:00</b>	Assist the children on to their mats for naptime. Play soft music, provide quiet activities for non-nappers.



<p align="center"><b>Diapering/Toileting</b> <b>2:00-2:30</b></p>	<p>Escort children who have woke up from nap time to bathroom to wash up before snack bathroom to wash up before snack.</p>
<p align="center"><b>PM Snack Time/ Clean-up</b> <b>2:30-3:30</b></p>	<p>Provider will sit with children and help them with their eating. Clean up after snack.</p>
<p align="center"><b>Group Time</b> <b>3:30-4:30</b></p>	<p>Informal discussions, show – and – tell, story time. Special visitors, songs and music,etc.</p>
<p align="center"><b>Organized Free Play/Inside</b> <b>4:30-5:30</b></p>	<p>Children above freely into Activity set up to provide them with opportunities for creative and dramatic play. These activities are preplanned.</p>
<p align="center"><b>Clean up/ Prepare for Home</b> <b>5:30-6:00</b></p>	<p>Parent pick-up Have a great night and make sure to look and go over communication binder with children and send back</p>