

RISING STAR CHRISTIAN ACADEMY
HANDBOOK AND CONTRACT

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Contract#2011

You must sign the bottom of each page of this contract and return all pages including the cover page.

**THANK YOU FOR YOUR BUSINESS
GOD BLESS YOU!**

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PHILOSOPHY & BELIEFS

- We believe that Jesus Christ is the ultimate source of life and everything on this earth.
- We believe the Word of God to be true and we use it to make decisions and solve all problems that may arise.
- We believe that teaching children based on the Word of God is the best way to educate a child and the only teaching that will never fail or change.
- We believe that daycare/school is a place where educators and parents/guardians work together to raise and educate children with Godly morals and values.

PAYMENT SCHEDULES & FEES

- Tuition is paid 1 week in advance of services.
- Your child's tuition rate can be found on the "Agreement" form.
- Tuition is due each Monday by 3pm. Payments received after 3pm on Mondays will be charged an extra \$10 per business day late fee.
- The annual registration fees are due by the first Monday in January each year.
- If you remove your child from RISING STAR Christian Academy but later re-enroll, the registration fee must be paid at re-enrollment.
- Parents who pick their child up after 5:35 pm must pay \$1 per minute. This fee must be paid to your child's teacher at the time of pickup on the same day the fee is charged or the next morning when your child is dropped off.
- We accept online payments through Child Care Pay only.
- If your child's tuition is being paid using subsidy services, you must pay your parent fee based on the terms of the voucher. Your child's deposit and registration fees must be paid out of pocket unless stated otherwise on your voucher. You are responsible for any portion of our fees that are not covered by your subsidy voucher.
- Families with past due amounts on their accounts may not bring their child to school until the accounts are current.
- Sibling Discount: Subtract \$5 from your total bill for each full-time child enrolled after the first child.

HOURS OF OPERATION

- 7 AM – 5:30 PM Monday through Friday. Parents who pick their child up after 5:35 PM must pay \$1 per minute. This fee must be paid to your child's teacher at the time of pickup on the same day the fee is charged or the next morning when your child is dropped off.

ARRIVAL AND DEPARTURE PROCEDURES

- We have an open door policy for parents to visit their children at any time during our operating hours except during naptimes.
- Upon arrival each morning, please wash your hands and your child's hands before leaving. In the afternoon, please wash your hands upon entering the building.
- Upon arrival, please put your child's belongings away in their cubbies and in the refrigerator is applicable.
- We have access doors to secure the safety of the children as well as the staff members. You must use a key fob to enter the building each day. Two key fobs will be issued to each family free of charge. A non-refundable \$10 fee is charged for replacing any lost key fobs. Parents are not allowed to let others borrow the key fob to enter the daycare. Allowing key fobs to be borrowed is grounds for termination of your contract with RISING

STAR Christian Academy. If a person on your alternate pick up list needs to pick up your child, first you must inform your child's teacher in advance of their arrival. When the alternate person arrives at the daycare, they must press the intercom button on the outside near the front door. We will communicate with them and verify whom they are before allowing them to enter.

- Surveillance cameras are available throughout the daycare for security purposes.
- Visitors and alternate pick-up/drop-off people must sign your child in and out. A sign-in/sign-out log can be found in the office. If you have more than one child enrolled, each child must be signed in and out separately.
- The latest drop-off time each day is 9:00 am. If something occurs and you can't drop your child off by 9:00 am, you need to call the center and let your child's teacher know.
- Breakfast time ends at 9am. If your child enters the classroom after 8:45am, they will not be allowed to bring their breakfast into the classroom.
- Check your child's mailbox and message boards each day for important notices and information.
- If you need to pick your child up early, please call ahead so we may have them ready to leave.
- Children are not allowed to run and/or yell inside during arrivals and departures
- Parents/Guardians are responsible for any items damaged or broken during arrivals and/or departures. Please monitor your child during these times.
- Children are not allowed to enter the building with chewing gum, candy, toys, movies, books or any other personal items from home. Parents are responsible for taking these items from their child before entering the building. (NO EXCEPTIONS FOR CHILDREN AGE 2 AND UP). Infants are allowed to bring favorite toys and other items in their diaper bags. We will use the items as needed. We will make exceptions to this rule for any new students until they have time to adjust to our environment.
- No pick-ups or drop-offs are allowed during naptime. Please check your child's schedule for naptime.
- Parents please do not enter your child's classroom while talking on your cellular phone. We feel that during drop-offs and pick-ups, parents and teachers should be communicating about the children.

PARENT INVOLVEMENT

- We encourage all parents and guardians to be active in their child's school activities. This may be done by volunteering for field trips, donating supplies, donating your time in the classrooms, offering ideas and suggestions.
- If you have a child that is extremely attached to you, we will ask that you consider ways to help him/her become more independent. We will not allow parents to come into the classrooms and disrupt the children and then leave them upset in our care.
- Parents being open and honest with us are major parts of parent involvement.
- Please register your email address with us so you can receive important memos and updates.
- We encourage all parents to join our classroom parents committee. It is similar to a PTA organization. By joining this committee, you will have behind the scene access to information and decision-making power. The member of this group meet monthly at scheduled times. You can participate a little or as much as your schedule will allow.

MEALS & MEALTIMES

- 1 You may order a catered lunch for your child each day (check with the office staff for prices) or you may send a lunch from home. If you send a lunch from home, please be sure the lunch is healthy and has appropriate portions based on your child's age. Check with the office for a food portions chart.

- 2 Lunch and Snack times:
 - Lunchtime is 11 am until 11:30 am.
 - Snack time is 2pm until 2:30 pm.
- 3 For those who send lunch from home instead of ordering a school lunch, please send the food item in a small, microwave safe container. The teachers will not be responsible for cooking meals from scratch; they will only “heat up” food that has already been cooked at the child’s home.
- 4 If you send a lunch from home, your child must drink milk each day during lunch so please send a pre-packaged milk or milk in a cup with a lid each day for lunch. We will keep it refrigerated until lunch time.
- 5 Please be sure to label your child’s lunch box or bag.
- 6 You, the parent, must label and date your child’s cups and bottles daily. During morning inspections if your child’s belongings are not properly labeled, you will be asked label and date the items before leaving.

NAPTITUDE

- 12:00 pm until 2:30 pm (this time may change, please refer to your child’s current schedule for accurate times)
- Every child from the age of 1 to K5 is required to participate in naptitude. If they choose not to sleep, they must lie on their mat/cot quietly.
- No drop-offs or pick-ups will be allowed during naptitude. Please remember this when making your child’s doctor appointments.
- EXCEPTION: If your child has to leave the daycare because of an illness, they may be picked up during naptitude. Please consult with your child’s teacher so he/she may have your child ready for departure.
- If your child likes to sleep with a blanket, please send a **small** blanket from home. The blanket will be sent home each Friday to be cleaned. We will not accept any large, bulky blankets. If you send a blanket to school for your child, be sure to label it with your child’s name.
- The school staff will wash all naptitude sheets at least weekly.

ILLNESS POLICY

- Children may not attend school if they are ill/sick, too irritable or sleepy to participate, have a fever of 100 degrees or higher, vomiting, abnormally coughing, too sluggish to participate in a normal day at school or has a communicable disease/illness. We consider any conditions that are abnormal for that child to be an illness. Unless your child was born with a condition and we have medical records on file to prove that, they will not be able to attend school until they are back to normal.
- Some major concerns for schools are fevers, abnormal coughing, and excessive runny noses. Unless your child was born with a coughing condition, if they begin to abnormally cough, they will be sent home until back to normal. If your child has a cold, which is a virus, or any other virus, if their noses are runny excessively or with yellow/green mucus, they will be sent home until they are back to normal.
- If your child is sent home because of an illness, they may not return until they are completely back to normal for a full 24 hours. Medicating your child only “masks” their symptoms but does not cure the illness they have. Please be open and honest with use when your child is ill. We look for signs of children being medicated, especially during the cold and flu season. Many of the medications will make your child drowsy or sleepy. If they are brought to school with these symptoms of being medicated, we will not allow them to stay in our care.
- If your child has to go to the doctor for any illness, their doctor must complete the “Illness Form” and must have the completed form before they may return to school. If your child is ill and doesn’t have to go to their doctor, the parents must complete the “Illness Form” and return it when their child returns to school.

- If you, the parent or guardian, are ill you may not enter the school without a facemask. If you, the parent, are ill or becoming ill, please enter and exit quickly, and please do not talk to or communicate with the children. Many times when parents become sick/ill, their own children become sick/ill shortly after.
- If you have siblings and one of the siblings becomes ill, we **may** ask you to keep the other sibling home if we believe that one of the siblings may bring the illness to school (this is at the teacher's discretion). This totally depends on the illness, such as with chicken pots.
- If you are contacted to pick up your child when they are ill, you should come quickly to get your child. We will allow up to one hour for you to arrive after being contacted before we begin contacting the alternate people on your child's pick up list. If we find that parents are not making a reasonable effort to pick up their child when they are sick, we will consider that as neglect and report it to the appropriate authorities. We are aware that you must make arrangements to leave work to pick up your child, but the child comes first and that's going to be our main concern.
- If you have an infant who is colicky, please inform us. We will not tolerate colicky children being dropped off for us to deal with. Your child's doctor can make recommendations to help your child be comfortable. We will make every effort to comfort a colicky child, but we feel that the parent should make the first effort to be sure their child has everything they need to be comfortable while in our care.
- If your child had a "rough" night before coming to school, please let your child's teacher know. Open and honest communication with your child's teacher is critical in this business.
- If your child develops a fever of 100 degrees or higher (for WHATEVER reason), they will be sent home until they are fever free for a full 24 hours without fever reducing medication.
- Another major issue providers face with illnesses is colds vs. allergies or asthma. We have received conflicting information on this topic from varying doctors, so we have put our own policy in place. If your child has asthma or allergies and they are taking their medication as prescribed, but their symptoms are not controlled, we will treat them as having a cold or illness. If their medication is not controlling their symptoms, they need to be seen by their doctor for help in adjusting their medication or whatever their doctor suggests.

MEDICATION / MEDICAL POLICY

- No medications will be administered to your child at school. This includes but is not limited to diaper rash crèmes (for severe rashes that are extremely painful to child), cough/cold medicines or pain reliever medicines. If your child requires prescribed medication, you must administer the medication to your child while they are in your care. You will be allowed to come and administer medication to your child while they are at school.
- In the case of an emergency, we will use medication, training and outside help needed to help any child in our care.
- All staff members are 1st Aid / CPR certified. These certifications will be used to protect the life of any enrolled child, while they are in our care, without the parent/guardian's permission.
- It is the responsibility of each parent or guardian to carry health insurance on his or her child. RISING STAR Christian Academy does not provide health insurance for any child enrolled. The health insurance you carry on your child is used to cover costs associated with non-neglect accidents involving your child while in our care.
- We carry liability insurance to cover costs when a child is involved in an accident that could have been prevented by us, the provider. (payment amounts determined by insurance company/adjuster)

SAFETY POLICY

- RISING STAR Christian Academy is equipped with a professional fire alarm system, surveillance system, and access control doors for the protection of the children as well as the staff members.
- No alternate people may pick up your child from school without your written permission on file or in case of emergency, a phone call in advance. If you call over the phone to tell us that someone, who is not listed on the pickup list, will be picking up your child, you must inform that person of your child's password here at school. If they do not give the correct password when picking up your child, they will not be allowed to take your child from school. PLEASE ENTER A PASSWORD HERE FOR YOUR CHILD:_____ When the alternate person arrives, they must show their drivers license for us to make a copy for your child's records. Even with your permission, if we feel it's unsafe for your child to leave with your alternate person, we will not allow the child to leave, and we will immediately contact you, the parent/guardian. For example: if your alternate pick up person comes to pick up your child and your child is under the age of 8, they must have a car seat for your child or we will not allow your child to leave.
- When going on field trips or nature walks outside of the fenced playground area of the school, you must sign the permission slips or your child will not be able to participate. By signing this page below, you agree to allow your child's teacher to take your child on nature walks outside of the fenced playground area, otherwise document on this page that your child is not allowed to walk or play outside of the fenced area.
- No staff members or parents/guardians are allowed to smoke, use vulgar language, touch any children inappropriately or bring any types of weapons on the school premises.
- Any treats brought to school must be store bought, **not homemade**.
- If we suspect child abuse, we will report it to the NC Division of Child Development without your permission.
- If your child is injured at home or at school an injury report must be completed and signed by you and your child's teacher and kept on file.
- Fire drills will be conducted on a monthly basis and recorded on record sheets to be reviewed annually by the state and the fire marshal. Evacuation procedures are posted near the exits.
- Tornado/Hurricane drills will be conducted on a monthly basis and recorded on record sheets to be reviewed annually by the state. Evacuation procedures are posted near the exits.
- We clean all floors, toys, furniture, mats/cots & linen, eating utensils, bathrooms, kitchen, and playground area daily.

HOLIDAYS & CLOSINGS

- The school will be closed on these national holidays:
 - i. New Year's Day
 - ii. Good Friday
 - iii. Memorial Day
 - iv. Independence Day
 - v. Labor Day
 - vi. Veteran's Day
 - vii. Thanksgiving Eve
 - viii. Thanksgiving Day
 - ix. The day after Thanksgiving Day
 - x. Christmas Eve
 - xi. Christmas Day
 - xii. The day after Christmas Day
 - xiii. Rising Star Christian Academy, Inc. will close its doors for at least 1 week each year. Please view the online school calendar and your child's news board for specific dates.
 - ix. A few teacher workdays will be scheduled each year. Please view the online school calendar and your child's news board for specific dates.
 - x. ** If one of the holiday closings above falls on a Saturday, we will celebrate it on that Friday prior. If one of the holiday closings above falls on a Sunday, we will celebrate it on that Monday. Tuition is due for these closings.
- If a holiday or closing falls on a Monday, all tuition is due on the business day prior to the holiday or closing.
- Holiday list and closings are subject to change at any time with at least a 1-week notice. Please view our online calendar for the most recent calendar information. The online calendar can be found on our website at www.rscacademy.com.

VIDEOS & PHOTOGRAPHS

- From time to time we will take photos of the children to put in our scrapbook & to use for our website. We will also videotape various activities, holiday parties, special occasions or projects. If you have any objections to either of these, document your objection on this page.

ATTIRE

- Girls are advised not wear skirts or dresses to school without shorts underneath.
- Infant and toddler children should wear clothing that is easy for their teacher to work with when changing their diapers, clothing with elastic in them is great
- Preschool children should wear clothing that makes it easy for them to pull up and down by themselves when using the potty. Please do not send your child in garments that they are unable to zip, button, snap, hook or pull up and down on their own.
- Private school students (K-12) will be **required** to wear their uniforms.
- All students must wear clothing that fits:
 - i. Students will not be allowed to let their pants "sag". This "style" is inappropriate for RISING STAR Christian Academy. The tops of the students' pants/shorts should be around their waist and they should wear a belt if needed to help hold their pants up.
 - ii. Students will not be allowed to wear oversized shirts or shirts with inappropriate slang or logos
 - iii. Girls will not be allowed to wear extremely tight or form-fitting clothing. Their shorts should be as close to the knee as possible. Girls in the Private School must wear "Bermuda Shorts, Capris, or pants".

- iv. All students, for safety purposes, should wear running shoes each day. No sandals please! If your child is unable to tie his/her shoes, their shoes should be secured with straps until they are able to tie their own shoes.

POTTY TRAINING

- We assist parents with potty training their children once we see the child showing interest in potty training while in our care.
- We will not force or pressure any child to start potty training.
- We also require that children continue to wear their diapers or pull-ups to school until we agree that the child is ready for underwear.

DISCIPLINE POLICY

- The children make the decision about their discipline. If a child is misbehaving, the teacher will give the child the choice to correct the behavior or be removed from the rest of the group until they are ready to correct the behavior. The child makes that decision and the teacher uses that opportunity to teach the child appropriate behavior.

INCLEMENT WEATHER

- If inclement weather begins while your child is in our care, we will follow all safety procedures. We will also phone parents to come and pick up their child. We also ask that you have back up solutions for your child to be picked up during inclement weather if you are unable to pick them up.
- If inclement weather begins while your child is in our care, you are expected to arrive and pick your child up prior to the conditions becoming too severe or late fees may apply.
- If inclement weather starts **prior** to your child being in our care, please turn to News 14 for our closing or delay decision. You may also call the daycare main line at 919-562-3461 and listen to the recording of the closing or delay decision.

BACK UP PROVIDERS

- If a teacher has to be absent from the center due to illness, emergencies, etc., we will do our best to obtain back up providers to take their place. The providers who take their place will meet the state regulations, which include but are not limited to background checks, TB tests, work history, CPR and First Aid certified, etc.
- All back up providers will be thoroughly screened before being allowed to care for the children in our facility. If we find that they don't have the same values and beliefs that we have concerning the care of children, they will not be allowed to work here regardless of their education level.
- We will hire back up providers from the Child Care Resource and Referral, local community colleges and any other reliable sources including but not limited to daycare parents.
- Should we need to bring in back up providers, you will be informed in advance, except in the event we use back up providers for emergencies. If for whatever reason we are unable to obtain a backup provider, we will inform you as quickly as we can. Regular tuition is due whether or not we are able to provide back up care as long as the daycare or individual classroom is not closed for more than 2 consecutive days per incident.

HOLDING SPACES

- We do not hold spaces for children in our facility unless 100% of the weekly tuition will be paid each week. Any fees that are paid to our facility while we are holding a space for your child(ren) are non-refundable if you decide to change your mind about enrolling your child here.

COURT ORDERS

- Any court orders that involve child custody issues of a child enrolled must be on file with the school, otherwise if problems arise, the Police and Child Protective Services will be contacted. No child will be able to enroll without these documents on file first.
- If we have to file a court order to receive payment from you, you will be responsible for the invoice amount, late fees, court fees, any attorney fees, and any other fees associated with the effort to collect the debt.

CONFIDENTIALITY POLICY

- Any information you submit to us about your child or family, whether in writing or verbally, will be held in confidence.
- Your information may only be released to authorized officials as deemed necessary.
- The employees of Rising Star Christian Academy, Inc have all signed "Non-Compete" agreements, which means that existing clients of Rising Star Christian Academy, Inc. should not do private business with current employees or past employees within one year of leaving Rising Star Christian Academy, Inc. If an employee, past or present, tries to contact you regarding private business acts between you and the employee, contact Rising Star Christian Academy, Inc.'s management staff immediately, and avoid having contact with that employee. Lawsuits may be filed against clients and/or employees found to be in breach of the "Non-Compete" policy.

TERMINATION POLICY

- If you, the parent/guardian decide to terminate your contract with RISING STAR Christian Academy, a 30 day written notice will be required, and tuition will be required for a full 30 days at the time your notice is given.
- If RISING STAR Christian Academy has to terminate your contract, a 30 day notice will be given, and your tuition for those 30 days will still be due and your access card will be deactivated. If your contract is terminated under hostile conditions, your child will not be allowed to attend RISING STAR Christian Academy; you, the parent, will not be allowed back on the premises, but your 30 days of payments must be mailed in to 3115 Heritage Trade Drive, Ste 105, Wake Forest, NC 27587.
- RISING STAR Christian Academy holds the right to terminate a contract if a parent or guardian refuses to follow the rules set forth in this handbook/contract or if we feel that a child is not adjusting to our environment after a reasonable amount of time and effort- (approx. 1 month), this number may vary from child to child, but typically most children have adjusted well after about 1 month.
- If your contract ends with RISING STAR Christian Academy, you are responsible for taking all of your child's belongings with you during the termination period. Following the termination period all of your child's belongings left in our care will be discarded or used as we see fit.

ITEMS REQUIRED FOR SCHOOL (send the items based on your child's age)

- Baby wipes
- Diapers or pull-ups or underwear
- Sippy cups, if needed
- Infants should bring bottles with milk already prepared in each bottle. All bottles and bottle pieces must be labeled with the child's name. The actual bottle must also contain the date each day. Two extra bottles of milk should be sent each day just in case your child drinks more milk on a given day. Unused milk will be refrigerated and sent home with your child.
- One set of extra clothing should be left at school. This set should include a shirt, pants/shorts, socks, and underwear (if applicable).
- No diaper bags, stuffed animals, blankets, toys, etc will be accepted from home.
- Updated medical records are required upon enrollment and thereafter. When your child

receives their annual physical exam and any immunizations, the information must be updated on your child's medical records forms offered by the school. You may also bring copies of immunization records and physical exams from your child's doctor. You can find all necessary documents on our website at <http://www.RisingStarChristianAcademy.com/> or request a form from your child's teacher.

- All forms in your child's enrollment packet must be completed and signed before enrollment.
- A driver's license copy must be included for each person who will pick up your child from school, if not, we will make a copy of their license when they come to pick up your child, so please inform your alternate pick up person of this.
- All required items listed above should be labeled with your child's name. We will not be responsible to misplaced items that are not labeled.
- Parents and guardians are responsible for communicating with the teachers to be sure that your child is not out of supplies and has everything they need for school. Teachers will try to remember to send home reminders when supplies are needed, but ultimately we place that responsibility on the parents and guardians.

POLICY CHANGES

- Changes may be made to this handbook/contract at any time. Copies of changes will be given to each parent. New handbooks will not be issued annually. It is the responsibility of each parent to keep and adhere to copies of policy changes. Policy changes may be in the form of email or paper copy.

GUARANTEE

- If we find that a rule or item in this handbook is not working out for the **majority** of the families, we will listen to complaints/suggestions and do our very best to adjust the rule or item to better fit the needs of the families.

CLOSING NOTES:

- 1 All information in this handbook will be enforced by all staff members here at RISING STAR CC
- 2 The parent(s) of all children enrolled are expected to read and abide by this handbook
- 3 All alternate pickup/drop-off people for your child should be briefed by you on the parts of the handbook that applies to them.
- 4 ***Thank you for choosing RISING STAR Christian Academy, Inc as your Child Care/Education Provider and BE BLESSED!!!***

This contract is effective for the following children: _____
