



Full Day Parent Handbook

2026 – 2027

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www.christlutheranchildrencenter.org

Christ Lutheran Children's Center admits students of any race, color, national and ethnic origin to all the rights, privileges, programs, and activities generally accorded or made available to students at the school. It does not discriminate based on race, color, national and ethnic origin in administration of its educational policies, admissions policies, scholarship, and loan programs, and school-administered programs.

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INTRODUCTION

Welcome to Christ Lutheran Children's Center (CLCC). We are so glad you are a part of the family. We are dedicated to working together to provide excellent childcare for the families we serve. This handbook is a guide to acquaint you with CLCC's policies and procedures.

Licensed Facility

CLCC is licensed for 122 children ages 6 weeks through five years old. CLCC is a GS110 (religious sponsored) licensed childcare facility and is required to follow the Childcare Laws set by the North Carolina Division of Child Development and Early Education. CLCC is required to follow all health and sanitation regulations set by the North Carolina Department of Health and Human Services.

Statement of Purpose

CLCC is committed to the physical, social, intellectual, and spiritual development of each child in a loving Christian environment. Our purpose is to continue a process that you as parents have already started:

- To provide a safe, nurturing child-centered environment.
- To meet the individual needs of each child in a developmental environment utilizing learning centers.
- To provide opportunities for experimental learning.
- To develop happy, well-rounded children and build self-esteem, confidence, and eagerness to learn.
- To show each child how special he/she is to us and to God.

At CLCC, our goal is to facilitate a love of learning and to prepare each child for kindergarten.

Philosophy

At CLCC, we strive each day to help the children feel independent, confident, and to develop a lifelong love for learning. Each child is a child of God and a unique individual who grows and learns at his or her own pace. We believe that an understanding of Christian values and a developmentally appropriate learning environment will build good character and a feeling of security to engage in learning. Our goal is to lay the foundation for each child to reach their full potential academically, socially, and spiritually.

Governing Board

CLCC is governed by a Board of Directors. The Board is made up of church members, non-church members, half day and full day parents. Each member serves a three-year term. If you are interested in serving on the Board, you may speak to the Director, Meg Semm.

Website

Parents can visit CLCC's website for information about our school and curriculum. Required forms and applications are also available at www.christlutheranchildrenscenter.org. Items that are kept updated on the website include but are not limited to: weekly school menu, school calendars and current fees.

STAFF

CLCC teachers are chosen based on their previous training, education, experience, and dedication to providing quality care. All staff must list previous employment and references. All staff are required to complete fingerprints and a background check through the Division of Child Development and Early Education.

Requirements

Our staff qualifications are:

- A love of children

Experience in childcare and ability to teach young children
Commitment to continued personal and professional growth

Staff Development

Teachers are required to attend staff development annually. CLCC encourages the participation of all its employees in professional organizations relating to early childhood education as well as attendance at seminars and workshops. CLCC provides a scholarship tuition reimbursement to teachers who wish to continue their formal education.

CLCC employees must be up to date on CPR, AED, First Aid skills and training in recognizing child maltreatment. All CLCC employees involved with infants/toddlers are required to keep their SIDS (Sudden Infant Death Syndrome) certificate current and review the Safe Sleep Policy annually or when changes have been made. All hired employees must complete orientation in the following areas: recognizing child abuse/maltreatment, operating policies of the center including Emergency Preparedness and Response Plan, recognizing and reporting shaken baby syndrome and abusive head trauma, preventing and controlling infectious diseases, supervising children adequately, observing and understanding individual duties, maintaining a safe and healthy environment, administering medicine to children, preventing and responding to emergencies due to food and allergic reactions, cooperating with state representatives during visits and investigations and reviewing child care laws.

REGISTRATION AND ENROLLMENT

Fees

At the time you are placed on the waiting list there is a \$100 fee. This fee does not guarantee placement in CLCC. **It is non-refundable and is not applied to the registration fee.**

A non-refundable registration fee of \$150 is due at the time of enrollment.

Current fees are listed below. Tuition and other fees are subject to change at least annually. For the annual tuition and/or fee changes, the Director, or the Board Chairperson, will give notice to each parent by July of the new tuition and/or fee changes for the new school year. The failure of the Director to give timely notice of the tuition or fee changes shall not affect the obligation to pay those accounts.

Tuition is paid through automatic drafts. Weekly drafts will be withdrawn on Monday of each week. If your draft falls on a holiday or weekend, the draft will be initiated for the following business day. Tuition, fees or other amounts more than two weeks past due constitute grounds for dismissal from the Center unless arrangements have been made with the Director. **CLCC has a no cash policy for tuition; payment must be made through an automatic draft in Brightwheel.** Please contact the office for more information. Exceptions from the automatic draft procedure may be made in appropriate circumstances by the Director. If an exception is granted, payments must be made by check, and the payments will be required on a weekly basis in advance. Checks are payable to CLCC. A \$30.00 fee is charged for all checks returned to CLCC due to insufficient funds or other reasons. Unpaid tuition and other fees will bear interest at the rate permitted by law and will accrue until the outstanding amounts are paid in full. CLCC will be entitled to recover reasonable attorney's fees and costs incurred in the collection of any amounts due to the Center.

If your child is enrolled at CLCC, you are unconditionally obligated to pay tuition, fees and other amounts in the manner provided herein without exception, refund, reduction, mitigation, defense, counterclaim, deduction or set off for any reason. Such payment shall be made regardless of circumstances, including, but not limited to vacations, personal days, absences, illnesses, holidays, and closings (scheduled or unscheduled or lack of attendance for any reason).

A Capital Fee of \$150 is assessed yearly in March prior to your child's move up into the next classroom. If your child begins at CLCC after July 1st, deferment of the assessed yearly Capital Fee for the next school year is at the sole discretion of the Director.

*Weekly rates do not include the \$150 capital fee per child, paid annually. The capital fee is non-refundable and helps with the cost of curriculum, furniture, and supplies.

Weekly Rates (August 2026 – August 2027)

Infants	\$480	Threes	\$450
Toddlers	\$470	Fours	\$440
Twos	\$460	TK	\$440

*Tuition includes morning snack, lunch, afternoon snack. We offer many “extracurricular activities” including chapel, music, outdoor learning center, and enrichment.

Withdrawal

A two-week notice is required in writing when a child is withdrawn from CLCC. Failure to provide this mandatory notice leaves the parent financially responsible for paying a penalty equal to two weeks’ tuition. If the child is withdrawn before the two-week notice is complete, the parent is still responsible for paying tuition.

DAILY OPERATING INFORMATION

Center Hours

CLCC is open from 7:15 am to 6:00 pm Monday through Friday.

Arrival and Departure

Parents are responsible for the child’s safe arrival and departure at the classroom door and must sign them in and sign them out. Please escort your child to and from their classroom.

Arrival Time:

Scheduled activities begin at 9:00 am. To avoid unnecessary disruptions and to ensure that all children can participate in classroom activities to the fullest measure, all children should arrive no later than 9:00 am. If your child has a scheduled appointment and will be arriving late in the morning, please send the teachers a message in Brightwheel to let his/her teacher know.

Safe Arrival Procedures:

- Upon arrival, all children must be accompanied inside the facility by an adult. **Under no circumstances should a child be left alone or unattended in a car on CLCC/CLC property.**
- Sign your child in on the classroom iPad in Brightwheel.
- Children must be signed in when physically passed to the teacher.
- Children may not be signed in at the sibling’s classroom door.
- Teacher must be notified of the child’s arrival.
- Children must always be near their parent/guardian, including hallways, gym, etc.
- Parents/Guardians must stay with their child until they are signed into the classroom and/or exited the building.
- Children may NOT run ahead of their parents to the classroom or to the front door.
- CLCC has a **NO CELL PHONE** policy during drop-off.

Arrival Cut Off

No one will be admitted into a classroom until 7:15 am or after 12:00 pm.

Late Arrival Exceptions

You may pick up your child for an appointment at any time. For your child to return to CLCC, they must be inside the building by 12:00pm. The only time a child will be permitted after 12:00pm is when the child has a scheduled doctor’s appointment before 12:00pm. Your child must be in attendance prior to leaving for the scheduled appointment AND you ***must*** provide a doctor’s note upon return.

Please note that if your child returns after 12:30pm, you are responsible for feeding your child lunch.

If your child has an appointment scheduled **after** 12:00pm, your child is not eligible to return to CLCC until the following business day. ***All other requests for your child's return to CLCC after 12:00pm will not be accepted.***

Safe Departure Procedures:

- Upon the child's departure, an adult must come inside the facility or meet the child's class on the playground and notify the teacher that the child is leaving.
- Sign your child out on the classroom iPad in Brightwheel.
- Children will only be released to people listed on the child's application as authorized by the parent/guardian. Staff will request to view a driver's license to verify identity of persons other than known parent/guardian.
- Authorization from parent/guardian is required in writing when anyone other than the designated person(s) as listed on the child's application arrives to pick up the child.
- Children must be always near their parent/guardian, especially in rooms, hallways, on the playground or in a car. Parents/Guardians must stay with their child until they have exited the building.
- Children may NOT run ahead or downstairs without a parent.
- CLCC has a **NO CELL PHONE** policy during pick-up.

Parking

Our parking lot is a busy place. Please obey all traffic patterns and signs. PLEASE SLOW DOWN while driving. Watch your children closely while entering and leaving the building. **DO NOT LEAVE UNATTENDED CHILDREN IN THE CAR.** Please do not park by the curb. Park only in the designated parking areas.

Authorized Pick-Up

Only authorized people named on the pick-up list may take a child away from CLCC. Siblings cannot pick up unless they have a driver's license. When someone else must pick up your child, the office administrators and/or teachers must be notified by telephone, email, through Brightwheel or a signed note, and these people must identify themselves to the office administrators. Authorized persons will be given an "approved pickup" slip to turn into the teacher. Children will not be allowed to go with an unauthorized adult. A driver's license or other photo identification will be required.

If your child is on the playground when you arrive to pick him/her up, please be certain that the teacher is aware that you are leaving CLCC and have signed your child out. Please do not enter the playground to pick up your child. Do not lift your child over the wall or fence.

Late Pick-Up

A fee of \$1 per minute past 6:00 will be charged per child. Three (3) late pick-ups will constitute grounds for dismissal. It is advised that you have a back-up of friends or relatives whom you can call if you are running late. *Please note that on days before a holiday, a late fee of \$10 per minute past 6:00 will be charged per child. All fees will be charged through Brightwheel.*

Absences

If your child is ill or will be absent for any reason, please message your child's teachers in Brightwheel.

Early Pick-Up

Please notify the teacher in advance if your child is to be picked up early. This will enable the teacher to have your child ready when you arrive.

Therapy

CLCC welcomes outside therapists to conduct sessions **during** school hours while your child is signed in under our care. All therapy sessions must occur outside of the classroom setting. If your child requires therapy, please inform the CLCC

administration. For your child to participate in sessions with an individual who is not a part of the CLCC staff, we require a hard copy of the therapist's current criminal background check **prior** to the start of your child's initial session at CLCC.

Therapists and your child's teachers may communicate about your child's needs. If you do not want your child's teacher to communicate with their therapist, you can opt out through the CLCC office.

Clothing

Parents are asked to dress their child in clothes and shoes that will allow them to participate in all activities both inside and outside. Children are required to wear underwear while at school. **Each child must have a change of clothing and shoes left at CLCC to be used for emergencies.** Keep in mind that if your child is potty training, he/she will need several changes of clothes, including underwear, socks and shoes. If your child does not have any extra clothing following an accident or other event requiring a clothing change, CLCC will require the parent to bring in clothing or pick their child up for the day. Please label all clothing and shoes. All soiled clothes must be picked up within two days or they will be discarded. **If the child does not have a change of clothes when needed, parents/guardians will be called to bring clothes immediately or to pick up the child.**

Allergies and/or Medical Conditions

Parents must report allergies and/or medical conditions to the CLCC office staff so that the proper state paperwork can be processed and on file in case of an emergency. All medication must be stored in the CLCC office unless an epinephrine injector (Auvi-Q, EpiPen) is prescribed. Epinephrine injectors are securely stored in the classroom backpacks that go with the teacher in charge of your child during the day, so that access is readily available in an emergency. **We must always have two epinephrine injectors at the school:** one with the child's teacher and one in the CLCC office. All teachers have been trained in using epinephrine injectors. ***State rules require that children with a diagnosed medical condition requiring medication be ineligible to attend if paperwork or medication is out of compliance.*** This includes a new diagnosis. A child may not attend until all required paperwork and medications are onsite.

*If your child has allergy testing done, they may return to school with a physician's note saying they are cleared to attend. The arrival policy still applies.

*If your child has a reaction to an allergen denoted in their Food Allergy Action Plan while in our care and any form of medication is administered to combat the reaction, your child will be sent home to be monitored, regardless of the severity.

Field Trips

We do not take or transport children off Christ Lutheran Church's campus. All field trips are in-house.

Exercise

Children will play outside each day, weather permitting. During inclement weather, we will use Spirit-Hall (gym).

Entrance

CLCC has a controlled access entry system. Parents/Guardians are required to enter and exit through the front doors ONLY. Each family will need a key fob to gain access.

Any person who picks up your child on a regular basis (ex. grandparents, nannies, etc.) will need a key fob. An individual that rarely picks up will not need one. They may ring the doorbell for entry. There is a \$10.00 fee for each key fob. If your key fob is lost, you will need to notify the office as soon as possible for it to be deactivated and you can request another key fob for \$10.00. All fees will be charged in Brightwheel.

Emergency Protocol

All classrooms have an Emergency Medical Care Plan posted. CLCC has walkie talkies to be used by staff in the event of an emergency. Telephones are located in the classrooms and personal cell phones can be used in the event of an emergency.

Cell Phones

At CLCC we have a **NO CELL PHONE POLICY**. Parents are asked not to use their cell phones while inside the building. It is very important to your child and your child's teacher that they have your full attention for a safe arrival and departure.

Communication with CLCC Staff

All communication with CLCC staff must come through Brightwheel. It is against staff policy for teachers to text/call parents through their personal cell phones. If a teacher is contacted by a parent through text/call on their cell phone, teachers are required to answer on Brightwheel.

Smoke-Free and Tobacco-Free Center

Please note that CLCC is a smoke-free and tobacco-free center. By law, smoking and use of tobacco products are prohibited on our campus which includes buildings, parking lots, and grounds.

All childcare staff working in our infant and toddler rooms are prohibited from cigarette smoking and all other tobacco products.

SCHOOL CLOSINGS

Weather Closure Policy

First Day of a Weather Event

Christ Lutheran Children's Center (CLCC) follows Charlotte-Mecklenburg Schools (CMS) for **Day One only** of any weather-related closure or delay.

If CMS closes, CLCC will close.

If CMS announces a delay, CLCC will operate on the same delay.

*This alignment applies only to the first day of the weather event.

Subsequent Days (After Day One)

For all days following the first day of a weather event, CLCC Administration will make an independent decision regarding closures or delays. CLCC does not follow CMS after Day One.

Decisions will be based on staffing availability, travel and road conditions for staff and families, facility readiness, and all state and sanitation regulations being in compliance.

Early Dismissal

If weather conditions worsen during the school day, CLCC may implement an early dismissal. Families must ensure someone is available for prompt pickup within 30 minutes of the alert.

Communication

All weather-related announcements will be communicated through Brightwheel.

We understand that arranging alternative childcare can be challenging. CLCC will make decisions as early as possible, so families have adequate time to plan. Every effort will be made to remain open when safely possible.

**Closures due to weather are considered emergency days; no make-up days will be scheduled.*

**No refunds or credits will be issued for closures or delays due to weather.*

**CLCC does not align with CMS for any other policy or procedure.*

Holiday Closures: CLCC 2026-2027 Calendar

CLCC will be closed for the following holidays from August 2026 through August 2027:

Labor Day	Monday, September 7, 2026
Thanksgiving	Wednesday, Thursday, Friday, November 25-27, 2026
Christmas	Monday - Friday, December 21-25, 2026
New Year's	Friday, January 1, 2027
Martin Luther King	Monday, January 18, 2027
Good Friday	Friday, March 26, 2027
Memorial Day	Monday, May 31, 2027
Juneteenth	Friday, June 18, 2027
Fourth of July	Monday, July 5, 2027

Teacher Workday Closures: CLCC 2026-2027 Calendar

CLCC will be closed for the following teacher workdays from August 2026 through August 2027:

Teacher Workday	Monday - Friday, August 17-21, 2026
Columbus Day	Monday, October 12, 2026
Veteran's Day	Wednesday, November 11, 2026
Teacher Workday	Friday, January 15, 2027
President's Day	Monday, February 15, 2027
Easter Monday	Monday, March 29, 2027
Teacher Workday	Friday, April 16, 2027
Teacher Workday	Monday, May 17, 2027
Teacher Workday	Friday, June 4, 2027

*School calendar can also be found on the CLCC website.

HEALTH

Health Policy

If your child has any of the following symptoms, we will contact you to pick up your child from CLCC. Children should be picked up within 30 minutes. CLCC understands that it is difficult for a parent to leave or miss work, therefore, it is suggested that a backup plan for childcare should be arranged in advance. In the event that a parent cannot be reached, an emergency contact from your family file will be called.

Children with the following symptoms must remain home the next full day AND be symptom free for at least 24 hours.

Vomiting: Any incident of vomiting (including vomiting before school).

Diarrhea: Two incidences of diarrhea or very loose stools inconsistent with usual bowel movements (including diarrhea before school).

Contagions: Any contagious illness.

Non-Participatory: Any symptoms requiring one-on-one care and/or causing severe discomfort.

Surgery: (tubes, shunts, etc.) or if your child needs anesthesia for any procedure. Your child cannot return to the center **until 24 hours after leaving the hospital**. Child must be able to participate as normal.

*Administration cannot administer medication (i.e. pain reliever) after procedures as it may be masking symptoms while in our care.

Rash: Child may return to school with a physician's note stating the diagnosis and that your child is not contagious. This includes spots suspected of Hand Foot and Mouth disease and Molluscum.

Enema or Suppository: A child that has been given an enema or suppository must remain at home for 24 hours before returning to school.

Dilation: A child that has had his/her eyes dilated may not come to school on the day of dilation.

Pink Eye: Child may return after being on antibiotics for 24 hours. *(Ex: If your child starts eye drops at 10:00 a.m. on a Monday, then he/she may return to school the following day on Tuesday at 10:00 a.m. If your child has pink eye and he/she starts medicated drops at 12:00 p.m. or after on a Monday, he/she will not be able to return until Wednesday; for our school policy states that we do not accept children after 12 p.m.)* If your child does not have pink eye, a doctor's note will be required stating that your child is not contagious. If your child is not contagious, he/she may return the same day.

Strep Throat: Child may return after being on antibiotics for 24 hours. *(Ex: If your child starts antibiotics at 10:00 a.m. on a Monday, then he/she may return to school the following day on Tuesday at 10:00 a.m. If your child starts antibiotics at 12:00 p.m. or after on a Monday, he/she will not be able to return until Wednesday; for our school policy states that we do not accept children after 12 p.m.)*

Lice: If a child with lice has been treated at a **professional lice office**, the child may return to school **with a note or certificate stating that he/she has been treated at their office and must have no signs of nits, eggs, or bugs whether dead or alive.** The child must come through the office on his/her first day back to be cleared by one of our administrators. **HOWEVER**, if a child with lice has been treated **at home with any lice product**, the child may return to school **24 hours after treatment and must have no signs of nits, eggs, or bugs** whether dead or alive. The child must come through the office on his/her first day back to be cleared by one of our administrators.

Any Open Sores: If your child has an open sore, CLCC will require documentation from your child's doctor stating that they are not contagious before returning to school. Open sores must be covered while in attendance at CLCC, including sores on the face.

Fever: Teachers will call parents when a child has a fever of 100.4 or over *(Please note that teachers take your child's temperature twice, 15 minutes apart)*. Center policy states that the parent must keep the child out the following day AND until the child has been fever free for at least 24 hours without medication. (Fever free means that the child's temperature is no higher than 98.9 within 24 hours.) When the child returns to school, he/she must be able to keep up with normal activities within the daily routine.

Returning to School:

- A child must be fever free (without medication), vomiting, diarrhea and other symptoms for 24 hours prior to returning to school.
- A child must be able to participate in all activities when returning to school (this includes outdoor and gym activities).
- If a child runs a temperature above 99.5 degrees after returning to school from being home with a fever, the child will be sent home and may not return until fever free for 24 hours.
- Lesions must be completely dry or covered, and the child must have no other symptoms.
- Children on prescription medication for a contagious illness must take it for 24 hours before returning to school.
- If your child has a rash, he/she may not return to school without a physician's note that states the diagnosis and that your child is not contagious.

Medications:

Children may **NOT** have any kind of fever reducers/pain relievers before school or while in attendance because it may be masking other symptoms or a serious illness (**ex. Strep Throat, COVID, Ear Infection, Virus, etc.**). Parents may **NOT** come in and administer any kind of fever reducers, because it may be masking a serious illness.

Prescription Medications:

- Medication must be in the original container with a prescription label that contains your child's name within the set expiration date.

- Parents must provide written documentation by your child's physician with specific times, dosage, dates to be given and the name of the medication.
- If another dose of medication is to be given at home as well, parents must pick up the medication in the office daily.

Over the Counter Medication:

- Over the counter medication must be new and unopened in the original packaging and within set expiration date.
- Parents must provide written documentation by your child's physician with specific times, dosage, dates to be given and name of medication.
- If another dose of medication is to be given at home as well, parents must pick up the medication in the office daily.
- Medication that does not have age-appropriate directions for dosage must be accompanied by written doctor's instructions.
- Medicine must match the doctor's instructions. (Ex: If a doctor writes Children's Benadryl, a parent must send in Children's Benadryl and not another brand of the same quality.)
- Permission to administer over-the-counter medication is valid for up to 30 days at a time.

Topical Ointment/Lotion/Powder:

- Topical ointment/lotion/powder must be new and unopened in the original packaging and within set expiration date.
- Ointments, diaper cream, and topical lotions (sunscreen, Aquaphor, Vaseline) will require a medicine slip signed by the parent every 12 months.
- CLCC will not accept any aerosol containers to be stored in classrooms. All products must be in lotion/cream form.

Please note that children should not have any medicine in their backpacks. This includes items such as ChapStick.

****CLCC at any time has the right to ask for a doctor's note verifying that your child has been seen by the doctor, the diagnosis, that your child is not contagious, and when your child may return to school.***

*****A parent, who is also a practicing physician, may not write their own child's doctor's note.***

Flu Policy:

Once CLCC has a confirmed case of the flu, the flu policy goes into effect for the classroom of the positive case.

- If your child has a temperature of 100.4 F or higher or two or more of the following flu-like symptoms, your child will be sent home:
 - Chills
 - Cough
 - Sore throat
 - Headache
 - Muscle ache

CLCC measures tympanic temperature (in the ear).

- Your child must be picked up within thirty minutes of being notified.
- If your child is confirmed with the flu, your child must stay out of CLCC for three days and until all symptoms, other than a cough, are gone. This means that if your child was sent home from CLCC on a Monday (regardless of whether he was sent home at 10 am or 5:45 pm), he must be out all of Monday and three additional days. The child may return on Friday if symptom-free, other than a cough. Note that if your child runs even a low-grade fever within 48 hours of being back at CLCC, your child will be sent home and must be out for an additional three days.
- If your child is diagnosed with the flu, please inform the CLCC administration.
- If there is a confirmed case of the flu in your child's class, and your child is sent home for symptoms, a flu test will be required.

Covid Policy:

Once CLCC has a confirmed case of COVID, the covid policy goes into effect for the classroom of the positive case.

- If your child has a temperature of 100.4 F or higher and two or more of the following COVID-like symptoms, your child will be sent home:
 - Chills
 - Cough
 - Sore throat
 - Headache
 - Muscle ache

CLCC measures tympanic temperature (in the ear).

- Your child must be picked up within thirty minutes of being notified.
- If your child is confirmed with COVID, your child must stay out of CLCC for three days and until all symptoms, other than a cough, are gone. This means that if your child was sent home from CLCC on a Monday (regardless of whether he was sent home at 10 am or 5:45 pm), he must be out all of Monday and three additional days. The child may return on Friday if symptom-free, other than a cough. Note that if your child runs even a low-grade fever within 48 hours of being back at CLCC, your child will be sent home and must be out for an additional three days.
- If your child is diagnosed with COVID, please inform the CLCC administration.
- If there is a confirmed case of COVID in your child's class, and your child is sent home for symptoms, a COVID test will be required.

Medical Emergencies

Slight injuries (scrapes and minor cuts) will receive treatment by a staff member with basic First Aid training and if needed, a courtesy call or message in Brightwheel will be made to inform you. You will be called immediately in the event of a serious injury and necessary steps will be taken to obtain medical aid. If your child hits their head while in our care, you may be called to pick them up, depending upon the severity. At enrollment, parents sign a permission form for emergency care for the child.

In case of emergency, CLCC will attempt to reach those people listed on the form in this order: parents, emergency contacts listed on application form, physician, and hospital. **It is very important that parents keep their work, home, cell, and emergency numbers current.**

Immunizations

All children must be up to date on the required immunizations. CLCC does not accept medical or religious exemptions for immunizations.

Health/Sanitation Procedures

All staff are required to clean, sanitize, and disinfect all surfaces, dishes, water coolers and toys throughout our school day. Staff will make a sanitizing solution and disinfecting solution each morning that meets sanitation regulations. Dishes, cups and toys used throughout the day are placed in a sanitizing dishwasher at the end of the day. All classrooms are sanitized in the morning upon staff arrival and before staff leave for the day.

NUTRITION REQUIREMENTS

Lunch and Snacks

CLCC provides nutritious, well-balanced meals including a morning snack, lunch, and afternoon snack. Weekly menus are posted on the website and available in the CLCC office. The guidelines are set by the Department of Agriculture and the North Carolina Department of Public Instruction, Division of Child Nutrition. ***Please note that the State requires that all children eat the food from our menu once the child turns 15 months which includes drinking from a sippy cup. Exceptions only apply due to medical necessities or the completion of an opt-out form.*** Opting out of CLCC's

nutrition program includes all food and drinks provided by CLCC. Parents must sign an “opt out” form and provide all snacks, lunches, and drinks. Opting out of certain items from the CLCC menu is not allowed. **All lunchboxes must be stored in the kitchen and must be refrigerated until served.**

A light morning and afternoon snack are provided daily. This snack should not take the place of breakfast or dinner. Children are encouraged to eat but are never forced to. Parents must provide baby food for infants. Bottles and food must be labeled with your child’s first and last name and the date. **Only plastic bottles/containers are allowed.** Food must be in single serving containers. Bottles and food containers cannot be reheated or saved; they will be discarded after one hour of being opened. **Peanut and peanut butter products are not allowed in CLCC.**

Milk

Parents are allowed to bring in their own milk to replace CLCC milk. At the beginning of each week, you are required to bring in a new, unopened container of your preferred milk alternative. Each new container must be labeled with your child’s first and last name, the date and your child’s classroom. At the end of each week, you must pick up any remaining milk. If the milk alternative is not picked up, CLCC will discard all remaining containers. If you do not want your child to drink milk, they must have a doctor’s note since it is removing nutritional value from the CLCC food program.

Birthday and Celebrations

Parents are welcome to provide refreshments (cake, cupcakes, cookies, fruit, etc.) for your child’s birthday. All food and drink items must be store bought, in sealed packages and peanut free. Outside party invitations will be distributed at school only if each child in the class is invited. Please give your child’s teacher a 48-hour notice if you are bringing in something, so they may plan for any allergies in the classroom.

DISCIPLINE

CLCC operates on the premise that every moment is a teachable moment. We teach better choices and how to put them into practice. We focus on having an engaging curriculum and strong classroom management to minimize disruptive or negative behavior.

If your child’s behavior inhibits student learning, harms other children or staff members, they will be removed from the classroom. If they are unable to successfully reenter the classroom or the behavior escalates, parents will be required to pick up their child. If the child reenters the classroom successfully and the same behaviors occur, on the third occurrence the child will be sent home. CLCC has a zero-tolerance policy for acts of violence or violent language or threatening to harm another child or staff member.

Corporal punishment, sarcasm, ridicule, withholding food or love, or harsh/rough treatment of any kind is not allowed. No child will ever be disciplined or shamed for accidents in toilet training. Children at CLCC are redirected, given choices, and given consequences that directly relate to the negative behavior.

Biting Policy

All incidences of biting are logged in the classroom as well as reported on an incident report. All bites are washed with soap and water, and ice is applied if necessary. Parents will be notified by a phone call or through a message in Brightwheel if your child has been bitten or has bitten another child. If a bite results in the break of skin and bleeding, CLCC staff will confirm that both parties are up to date on their required immunizations. **If either party is not up to date on immunizations, all parties involved in blood exposure are required to be tested for Hepatitis B and HIV.**

If biting becomes a reoccurring problem, parents will be involved with the staff to develop strategies and a plan to help alleviate the behavior. We try to make every effort to correct the situation as quickly as possible and balance our commitment to the families involved.

Student Termination Policy

Christ Lutheran Children's Center (CLCC) reserves the right to terminate services to any student at any time, for any reason (or no reason) and without prior notice, consultation or opportunity to be heard.

Notwithstanding the above, if certain conduct or behavior is the basis for a proposed termination and the Director of CLCC determines in his or her sole and absolute discretion that the conduct or behavior at issue may be correctable and is not severe and/or a danger to any student, any staff, the classroom, the CLCC center, or any other parent or guardian, the Director may in his or her sole and absolute discretion (and without any obligation or duty to do so) take one or more of the following actions prior to termination of services to that student (provided that, if the Director determines to take or does take any of the following actions, the Director may, in his or her sole and absolute discretion, terminate services at any time thereafter and regardless of the student's, parent's or guardian's compliance with any or all the following steps):

- Step one, the Director of CLCC and the teacher or other staff member involved may discuss and formulate a plan of action to be taken to address the situation. The parents (or guardian) of the student will be notified of the plan.
- Step two, the Director may observe the student's behavior. The student's parents (or guardians) will be required to meet with the Director to discuss the Director's observations and the proposed plan to be implemented to address the situation.
- Step three, assuming the parents (or guardian) desire for the student to remain at CLCC, an outside professional will be required to observe and make recommendations to address the situation. The cost will be paid by the parents (or guardian) of the student prior to the therapist's observation. Implementation of the therapist's recommendations will be one of the conditions for continued services to the student.

If the above steps have been followed and the situation is not addressed or progressing to the satisfaction of the Director in his or her sole and absolute discretion, the Director may in his or her sole and absolute discretion immediately terminate services to the student.

With respect to each of the above steps, the parents (or guardian) of the student are expected to cooperate fully, take an active role in implementing the proposed plan and otherwise assist CLCC in addressing the situation. If the Director determines in his or her sole and absolute discretion that the parents (or guardian) of the student are not cooperating fully, are not taking an active role or otherwise are not assisting in addressing the situation, the Director may in his or her sole and absolute discretion immediately terminate services to the student.

PARENT INVOLVEMENT

Parent Expectations

The following expectations outline the standards of conduct required of all parents and guardians enrolled at Christ Lutheran Children's Center (CLCC). These expectations ensure the safety, professionalism, and integrity of our school community and are required for attendance. Failure to comply will result in dismissal from the program.

1. Professional and Respectful Conduct

Parents and guardians are expected to interact with administration, staff, children, and other families in a courteous and respectful manner at all times. Concerns should be communicated calmly, privately, and using appropriate language. Disruptive, confrontational, or aggressive behavior—whether in person, by phone, email, or digital communication, including Brightwheel—is not permitted

2. Compliance With School Policies and Procedures

By enrolling and signing, parents/guardians acknowledge that they have read, understand and will abide by all CLCC policies outlined in the Parent Handbook without dispute. Parents and guardians must adhere to all school policies, including arrival and dismissal procedures, attendance and illness guidelines, medication rules, tuition requirements, school closure policies, and emergency procedures.

3. Safety and Conduct on School Grounds

Parents and guardians must follow all safety guidelines while on campus. Students, siblings and visiting children must be supervised at all times. Children must be in close proximity to their parents. Children may not hide in stairwells, run ahead to their classroom, run ahead to the exit doors, or wait in the lobby unattended. Unsafe behaviors—including unsafe driving, unauthorized access to restricted areas, leaving children unattended in a car or interference with staff duties—are not permitted.

4. Partnership in Child Development

Parents and guardians are expected to work collaboratively with staff when behavioral, developmental, or academic concerns arise. Participation in conferences, meetings, or evaluations may be required. Families are expected to support recommended strategies that promote their child's success.

5. Confidentiality and Privacy

Parents and guardians must respect the privacy of all children, families, and staff. Discussion of another child's behavior, progress, or personal circumstances is prohibited. Photos or recordings of other children may not be taken or shared without explicit written permission from their families.

6. Demonstrate Positive Support for the School

For continued enrollment, parents must be a positive part of the CLCC community. All language and behavior must work towards the betterment of the CLCC community.

- Families are to speak positively about the school, staff and the program. This includes in person, social media, texts, and email.
- Bring concerns directly to administration rather than discussing them publicly or with other families.
- Support school events, policies, and the overall mission of the program.

7. Zero Tolerance for Aggressive Behavior

The following behaviors are not permitted and will result in dismissal from the program:

- Yelling, threatening language, or aggressive actions towards administration, staff, children or other families.
- Harassment, intimidation, aggressive, confrontational or disrespectful communication in person, by phone, email, online or through Brightwheel.
- Interfering with staff responsibilities or attempting to direct classroom or center operations.

*Any disrespectful or aggressive behavior will result in immediate dismissal from the program.

Communication

All communication with CLCC staff must come through Brightwheel. It is against staff policy for teachers to text/call parents through their personal cell phones. If a teacher is contacted by a parent through text/call on their cell phone, teachers are required to answer on Brightwheel.

Brightwheel Notifications

At CLCC, communication with our parents is one of the most important priorities on our agenda. Brightwheel gives us the ability to contact you directly by notifications on your mobile phone immediately during an emergency, school closing or any other situation. One parent/legal guardian is required to join Brightwheel and have notifications turned on.

Fellowship Events

CLCC has several fellowship events throughout the 2026-2027 school year. These events celebrate your child(ren) and allow for the opportunity to get to know other families at CLCC.

- Fall Festival
- Trunk or Treat
- Christmas Program/Cookies and Cocoa with Santa
- Spring Soiree
- Muffins with Mom
- Donuts with Dad
- 4's and TK Graduation

Babysitting Policy

CLCC staff may babysit for children enrolled at CLCC. Teachers and staff are not permitted to babysit during their regular work hours and/or required work activities. ***Teachers may pick up your child ONLY after they have worked their scheduled shift for the day. For example, if your child gets sick at 2:00, and the teacher babysitting your child is scheduled to work until 3:00; someone else must pick up your sick child.***

Teachers are only allowed to text/call parents on their cell phones when it is directly related to babysitting. Teachers may not communicate or send pictures regarding information that is related to CLCC, including updates on children. All communication in relation to CLCC must be on Brightwheel.

Drug and Alcohol Policy

If a parent appears to be intoxicated or under the influence at any time on the premises of CLCC, the teachers and staff will immediately call the police. CLCC is required by law to release your child to you as the parent/guardian if you are picking up; however, if you are under the influence of drugs or alcohol, a report will be made, and the Department of Social Services will become involved.

Child Abuse and Neglect

By North Carolina law, caregivers are required to report suspected cases of child abuse and/or neglect. If such a case arises, the staff members will report to the Director. The Director will notify the Protective Services Unit of the Department of Social Services.

Feedback and Grievances

Every year, parents are given the opportunity to complete a Parent Survey providing evaluation and informative feedback to CLCC in various areas. We welcome feedback at any time of the year. If you have any concerns, feel free to schedule an appointment with the Director. All concerns or feedback must first go through the Director before being brought to the Board.