

# Town Creek Christian Academy

## 2017-2018 TCCAP PARENT HANDBOOK

We would like to welcome you to Town Creek Christian Academy Preschool (TCCAP). We are on a great God adventure with families to share the love of Jesus with our children. God is good and we are looking forward to what He has for us this year.

We are determined to partner with parents to provide quality Christian care for our preschoolers. We want to be an encouragement to our preschoolers, our parents and to our staff.

Please take the time to read this handbook thoroughly. If you have questions, please submit them to [info@towncreeklions.com](mailto:info@towncreeklions.com).

We count it a privilege to serve you and your children in the name of Our Lord Jesus Christ.

Thank you for partnering with us.

Jesus loves you,



Rev. Clint L. Smith  
Senior Pastor  
Town Creek Baptist Church

Mrs. Halie Crane  
Director of Weekday Ministries  
Town Creek Christian Academy Preschool



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## Introduction

- **Town Creek Baptist Church (TCBC) Established 1859**  
[www.towncreekbaptist.com](http://www.towncreekbaptist.com)
- **Town Creek Christian Academy (TCCA) Established 2016**  
**Town Creek Christian Academy Preschool (TCCAP) Established 2016**  
[www.towncreekchristianacademy.com](http://www.towncreekchristianacademy.com)
- **TCCA physical address:** 250 Town Creek Road Aiken, SC 29803  
*Town Creek Christian Academy is conveniently located on Town Creek Road in the City of Aiken, between Silver Bluff and Pine Log Roads.*
- **TCCA Phones:** Phone: 803 649-9792                      Fax: 803 641-3133
- **TCCA Mascot:** Lions
- **TCCA Colors:** Navy, Royal, Light Blue and White
- **TCCA Uniform order website:** [www.dennisuniform.com](http://www.dennisuniform.com)
- **TCCA School Verse:** *“Do not be conformed to this age, but be transformed by the renewing of your mind, so that you may discern what is the good, pleasing, and perfect will of God.” (Romans 12:2)*

## Parent Handbook Purpose

This parent handbook is designed to provide policies, procedures and practices for the benefit of our families and our Preschool. We want each family to be informed and prepared before attending TCCAP.

As a private Christian ministry, TCCAP reserves the right to deny admittance or request the removal of any child who has needs we feel we cannot appropriately meet, or if we determine that there is a lack of cooperative spirit between a family and the TCCAP staff or administration.

While we love all children equally and believe they are uniquely and wonderfully made by God. However, we are not staffed to deal with specialized individual developmental, behavioral, or educational needs. South Carolina Department of Social Services regulations require staff to have specialized training in order to adequately care for a child with a special needs diagnosis.

TCCAP families are expected to be familiar with the information contained herein and to follow the policies, procedures and practices as previously stated on the application.

The administration reserves the right to interpret, add, delete or modify all policies, procedures and practices contained in this parent handbook as deemed necessary at any time. Parents will be notified of changes. Parents should direct any questions concerning the information contained in this parent handbook to administrative staff for clarity.

## Our Statement of Vision, Mission Purpose and Values

### *Vision*

Make disciples of Jesus Christ by partnering with parents to provide a Christ-like care for our children. (*Matthew 28:18-20; Matthew 22:36-40; Colossians 3:23*)

### *Mission*

Minister to preschoolers and their families in the name of Jesus.

### *Purpose*

- Express Christ-like love
- Engage preschoolers with Biblical concepts, play, songs and experiences
- Encourage our families and staff

### *Values*

We Value The Holy Scriptures (The Bible – God’s Word) *Psalm 119:105*

- The Bible is God’s Holy Word.
- The Bible is our Authority.
- The Bible is the reason we express our love and care through our preschool ministry.

We Value The Church - *Matthew 16:18*

- We operate under the authority of Jesus Christ and as a discipleship ministry of Town Creek Baptist Church.
- We encourage families to seek, serve and share the Truth.
- We honor Christ and His Church through our policies, procedures and practices.

We Value A Biblical Spiritual Walk - *Ephesians 4:1; Ephesians 5:8*

- We hire Christian staff committed to modeling a God-honoring lifestyle.

- We challenge staff and families to love God, love others and love themselves.
- We share our Christian faith with others.
- We teach preschoolers to trust and obey God's commands found in the Bible.

#### We Value Christ-Centered Excellence in Education – *Colossians 3:23*

- We commit to providing a safe and secure environment that promotes Christ-centered excellence in all we do.
- We commit to uphold high standards through the constant evaluation and growth of our ministry and offerings.
- We commit to pursue both spiritual and professional development for our staff.

#### We Value The Christian Family - *Psalm 78:6-7*

- We commit to developing strong, informative and clear relationships that will be encouraging.
- We commit to providing resources and training to help parents establish a Christ-centered home.
- We commit to establishing a program that will provide Christian influence for all TCCAP children.

#### We Value Service - *Ephesians 2:10*

- We commit to encouraging preschoolers to follow Christ's example of kindness.
- We commit to involving preschoolers in activities which teach the value of service before self and the joy of servanthood (J.O.Y. – Jesus, Others, Yourself).
- We commit to training preschoolers to say thank you.

#### We Value Stewardship - *Matthew 25:21*

- We commit to being responsible stewards of all that God has provided us, including but not limited to time, money, facilities, environment and human resources.
- We commit to recognize that our families, children and staff are a blessing. Each are gifts from the Creator and as such are highly valued.

## Statement on Marriage, Gender and Sexuality

We believe that God wonderfully and immutably creates each person as male or female.

**(Psalm 139:14)** These two distinct, complementary genders together reflect the image and nature of God. **(Genesis 1:26-27)** Rejection of one's biological sex is a rejection of the image of God within that person.

- We believe that the term "marriage" has only one legitimate meaning: the uniting of one biological man and one biological woman in a single, exclusive union, as delineated in Scripture. **(Genesis 2:18-25)** We believe that God intends sexual intimacy to occur only between a man and a woman who are married to each other.  
**(I Corinthians 6:18; 7:2-5; Hebrews 13:4)** We believe that God has commanded that no intimate sexual activity be engaged in outside of a marriage between a man and a woman.
- We believe that any form of sexual immorality (including but not limited to adultery, fornication, homosexual behavior, lesbianism, bisexual conduct, pedophilia, bestiality, incest and use of pornography) is sinful and offensive to God.  
**(Matthew 15:18-20; Romans:1; I Corinthians 6:9-10)**
- We believe that God disapproves of and forbids any attempt to alter one's gender by surgery or appearance. **(Genesis 1:27; 2:24; 19:5, 13; 26:8-9)**
- We believe in order to preserve the function and integrity of TCCA and TCCAP, and to provide a Biblical role model to our families and the community, it is imperative that all persons employed by TCCA and TCCAP in any capacity, or who serve as volunteers, agree to and abide by this Statement on Marriage, Gender and Sexuality.  
**(Matthew 5:16; Philippians 2:14-16; I Thessalonians 5:22)**
- We believe that God offers redemption and restoration to all who confess and forsake their sin, seeking His mercy and forgiveness through Jesus Christ.  
**(Acts 3:19-21; Romans 10:9-10; I Corinthians 6:9-11)**

## TCCAP Philosophy

Town Creek Christian Academy Preschool (TCCAP) is a ministry to children and their families. Infants must be at least six weeks old to enter our ministry. *Parents registering their children for our 3K and 4K classes should know that those children must be 3 or 4 years old respectively, before September 1st of the current year of fall classes.*

TCCAP is committed to:

1. Introducing children to the God of the Bible.
2. Providing a safe, secure and developmentally appropriate experience for children.
3. Showing love to children and their families.
4. Celebrating happy moments with children and families.
5. Preparing little hearts and minds.

### *Staff*

Our staff has undergone local, state, and federal background checks. Staff are required to participate in a minimum of 15 hours of South Carolina Department of Social Services approved classroom instruction per year.

Many of our staff have First Aid and CPR certification. At least two certified staff members are on duty during all hours of operation.

Staff are expected to teach Christian beliefs, values, and Biblical truths, and implement Christian principles into the educational lessons and various activities. As Christians and employees of TCCAP, staff members will demonstrate Christ-like behavior.

Parents and legal guardians should refrain from asking for services from our staff, including private babysitting services. TCCAP staff have been instructed not to accept private babysitting services to currently enrolled families while employed with TCCAP. Our families and staff must maintain a professional working relationship with one another at all times.

### *Communication*

We desire clarity in communication between home and preschool, therefore, we utilize parent information software. Parents may access calendars, menus, newsletters, student activities, school closings and other pertinent information from this software. Information is updated on a



weekly basis. Parents are assigned a username and password upon enrollment that enables access to the above information. This software is a tool to better serve our families.

## Tuition

Applications which are secured with a \$75.00 registration fee will be processed and rooms assigned on a first come first served basis. There is limited space in each age level. Upon acceptance, a non-refundable enrollment and registration fee is required. Payment is required to be made via our FACTS online payment system. How to apply:

Complete and return the TCCAP application with the following:

1. \$75.00 Application fee
2. Copy of Child's Social Security Card (copies can be made in office).
3. Copy of Child's birth certificate (copies can be made in office).
4. Updated Immunization Record (SC Certificate of Immunization).
5. Current photo of child and parent

<b>Fulltime 6:00 am until 6:00 pm</b>	<b>Weekly</b>
<b>Infants</b>	<b>\$150.00 a week</b>
<b>Toddlers</b>	<b>\$145.00 a week</b>
<b>Two Year Olds</b>	<b>\$140.00 a week</b>
<b>Three Year Olds</b>	<b>\$140.00 a week</b>
<b>Four Year Olds</b>	<b>\$140.00 a week</b>

Tuition charges are based on the class which your child is enrolled. Payments are due each Monday by 6:00 pm for the week your child is attending. There is a 10% sibling tuition reduction offered for two or more children. The child with the lowest tuition receives the discount.

Miscellaneous Fees:

- Annual supply fee of \$75.00 per child.
- A fee of \$10.00 will be charged to accounts not paid by 6:00 pm each Monday.

- The late pick-up fee is \$1.00 each minute parents are late picking up children. This is \$1.00 for each child, each minute.
- There will be a \$30.00 returned check fee.

## Hours of Operation

Town Creek Christian Academy is scheduled to be open year round, Monday through Friday, from 6:00am to 6:00pm.

## *Holiday Closings*

Town Creek Christian Academy is closed on the following holidays:

- New Year's Day
- Good Friday and Easter Monday
- Memorial Day
- 4th of July
- 3rd Monday in August (Teacher Workday)
- Labor Day
- Thanksgiving Day and the Friday after Thanksgiving
- Christmas Eve and Christmas Day
- 3rd Friday in January (Professional Development)

## Uniform Policy

Three and Four year olds are required to wear the TCCAP uniform shirt. Boys will wear TCCAP t-shirt or TCCAP polo and any shorts or pants. Girls will wear TCCAP t-shirt or TCCAP polo and any skirt, shorts, or pants. Girls do have the option of wearing the TCCAP polo dress. Uniform polo shirts and polo dresses are available at [www.dennisuniform.com](http://www.dennisuniform.com) and t-shirts are available for purchase in the office.

## Arrival & Departure

Children are to be signed in and out each day upon arrival and departure. Feel free to discuss any information you feel pertinent about your child with his or her teacher each morning.

These are our guidelines for arrival and departure:

- ✓ Prior to entering classroom, please attempt a toilet break with your preschooler. Infant's diapers should be changed also prior to entering classroom.
- ✓ When entering the room, please sign your child in and assist him or her with sanitizing hands.
- ✓ If someone other than the parent or legal guardian picks up a child, please inform the office preferably in writing and make sure they can present a valid ID at pickup. This person must be on your application for approved pickup.
- ✓ Inform any authorized person picking up your child of the dismissal policies for your child's classroom in the event of a substitute.

### *Safe Child Pickup*

TCCAP may deny access to an adult whose behavior presents a risk to children present on our campus. If a parent or other authorized person attempts to pick up child from class and appears intoxicated, or is acting in a manner which appears to staff may cause harm to child, we will follow these steps:

1. Attempt to delay departure until the other parent or another authorized person is called to pick up the child.
2. Call the Aiken Department of Public Safety (ADPS), if said person refuses to cooperate or acts in a threatening manner.

Town Creek Christian Academy Preschool defines a legal parent or legal guardian to be person(s) who enrolled the child and whose name is found on the enrollment form. In the case where a divorce or legal separation has occurred or is in the process, legal court documentation must be presented as proof that he or she has been awarded temporary or permanent custody of the child in question in order for the non-custodial parent to be denied pick up. We will not hesitate to call 911 immediately if any disruptions or disputes develop on school property. The safety of the minor child in our custody will always take top priority in any situation. This also applies to those allowed to pick up the child. Official court documents, whose authenticity has been verified, will supersede any other documents received or placed on file. Aiken Department of Public Safety has police jurisdiction on our campus.

## ***Parking***

Our parking area can be a busy place at certain times of the day. Please help us in providing a safe environment. We offer the following tips and ask for your cooperation.

- Refrain from mobile device usage while driving, parking or walking child to and from class. A distracted parent or legal guardian invites incidents.
- Park only in front lot labeled – Preschool Parking. Preschoolers must be signed in and out, therefore you may not use TCCA carline.
- Hold your child’s hand in the parking lot. Walk from car to sidewalk. Use Welcome Center entry only.
- Make sure your child does not run ahead or behind you upon arrival and pick up.
- Drive slowly and defensively while on the Town Creek campus. Watch for danger.

## **Parent Participation**

Town Creek has an open door policy for our families. We are stronger together. Parents are encouraged to discuss any developmental milestones with child’s teacher. Parents are encouraged to share personal interests including hobbies, talents, cultural backgrounds, favorite recipes, etc. Parent involvement is valued and therefore encouraged.

## **Withdrawals**

Parents may withdraw a child from the program at any time. A two week notice is required. Parents wishing to withdraw their child who fail to provide a two week notice will be liable for the last week’s tuition.

## **Records Confidentiality**

Information relating to your child is confidential and will not be released unless written authorization is provided by a parent, legal guardian or court of law. All paper records are kept in a locked file and digital records are kept on a password protected server. Any suspicion of child abuse will be reported to the Director for immediate investigation and action with the appropriate authorities. Records may be accessed by authorized parent, administrative staff and where required by law, South Carolina Department of Social Services and law enforcement.

## Child Security & Ratios

Effective September 5, 2017, Town Creek Christian Academy will be a South Carolina Department of Social Services (DSS) registered, faith-based childcare center. TCCAP will not violate the staff to child ratios, as required by law, however, we strive to maintain lower staff to child ratios in our classrooms. DSS may choose to change the ratios at any time without written notification to parents. Ratios are posted in all classrooms that are under DSS oversight.

Staff members will keep an account of children at all times. Class attendance will be carried with assigned staff and roll will be taken by name as children enter and exit the building or move to a new location.

## Accident Insurance

TCCAP will make every effort to maintain a safe and healthy environment for your child. Should your child have a serious accident, we will attempt to contact you or another designated person for instructions. If your child incurs medical expenses due to an accident at school, please file your personal health insurance. TCCAP does not provide student insurance.

## Birthdays

Our staff enjoy celebrating children's birthdays. Parents are invited to celebrate during child's snack time. If a parent wishes to provide a small birthday celebration at school, it must be kept simple. Please follow these practices:

1. A specific list of food items that will be brought must be submitted to child's teacher a minimum of 3 days prior to the party. *We must check records for allergies in advance, and receive parental permission to share the snack provided. Some parents may need to provide an alternate snack for their child.*
2. Commercially prepared miniature cupcakes or small cake squares are acceptable. Healthier snacks are preferred. Snacks such as fruit, pretzels, goldfish crackers, graham crackers, vanilla wafers, animal crackers, cereals and the like are also acceptable.
3. All toys and decorative picks must be removed from purchased cakes and cupcakes prior to bringing to school. *Most of these do not meet safety standards for younger children.*
4. No chocolate or hard candies.
5. No nuts or peanut butter.
6. No red or blue dyed drinks or caffeinated beverages.
7. No themed party supplies should be used. Only primary color or clear plates and cups should be used. Parents should be prepared to bring all party supplies. Staff members will not prepare or plan birthday parties.

*Gifts, gift bags, treats and favors will not be sent home with other classmates. We choose to avoid the competition and expectation that often occurs with sending home goody bags and toys. Also, because what may be deemed appropriate for one family may not be for acceptable to others, we refrain from party favors.*

If a child is inviting classmates to a party at another location and invitations are to be given at school, all classmates must be included. We will not give out any last names, addresses, or phone numbers of children in our ministry.

## Toys from Home

To avoid hurt feelings, breakage or loss of children's treasures, toys are not allowed from home. Children may bring in stuffed animals, blankets or other comfort objects for use at nap time only. Older children may bring in a "special" toy from home on "Show and Tell" day. These toys will be stored in the child's cubby until it is time to use them. Please avoid bringing toys associated with violence, evil, monsters, magic and the like. No electronics should be brought in as a toy.

## Toilet Training

Toilet training can seem challenging. Most children are toilet trained by age 2 ½, though some are earlier and some later. Our staff is here to assist parent's efforts in helping children achieve this milestone. Toilet training is a process.

*Children entering 3K and 4K are required to be fully toilet trained. To enter 3K or 4K, children must be able to pull down their clothes, use the toilet independently, wipe themselves, and then pull up their own clothes. Accidents must be rare in occurrence. Children who are not yet fully trained cannot be held back in twos or promoted to 3K. No pull-ups are allowed at any time. No exceptions can be made to this policy.*

## Clothing & Supplies

Parents of infants are required to provide an adequate supply of diapers and wipes. Each child should have at least two changes of clothing and appropriate outdoor wear. Additional items include: personal blankets, ointments (with permission form to administer; signed by parent or legal guardian) and bottles. All personal items must be labeled.

Parents of toddlers and two year olds must provide an adequate supply of diapers and wipes for any child not yet toilet trained. Parents should also provide two complete changes of

clothing and appropriate outdoor wear. In the winter, additional appropriate seasonal clothing is required.

Parents of three and four year olds should provide a change of clothing, and appropriate outdoor wear. In the winter, additional seasonal clothing is required.

Please label all of your child's clothing to avoid confusion, and dress children in play clothes suitable for the weather. Recognize that when children play, they get dirty. Please provide us with one set of extra clothes in the event a change is required. Please, no jellies, flip flops, slide on shoes, sandals, or heavy cowboy boots. For their protection, kids need rubber soled shoes or sneakers. Children love to run, jump and climb.

## Health and Wellness Policy

Do not bring a sick child to school. It is our goal to provide a safe and healthy environment for your children. Germs are spread every day when two children come into contact with one another. Even though we pride ourselves in adhering to proper hand washing and sanitizing procedures, germs still spread quickly and illness occurs.

With the help of parents keeping their sick children at home, we can help prevent the spread of even more germs and illnesses in our school. A child's improved activity level is not the only indicator that the child is no longer sick, as he or she may still be carrying germs which could sicken others. Improvement in activity levels will not be an acceptable excuse for returning to school prior to meeting the wellness standards stated in our policy.

### *When is your child too sick to attend school?*

A sick child may not attend TCCAP when they are displaying any of the following symptoms within the last 24 hours:

- Fever of 100 degrees or higher, without the use of fever-reducing medication within past 24 hours\*; children who have a fever cannot return to school on the day after the fever was present, even if the child appears to be better. This is the time frame when many children are contagious.
- Diarrhea
- Vomiting
- Undiagnosed rash which may or may not include itching
- Crusty eyelids with red or pink eyes
- Thick mucus colored discharge draining from eye

- Nose with green or yellow discharge. If the discharge begins as allergies, once it becomes thick or discolored, the child may be contagious, as an infection may have developed.
- Headache
- Inability to participate in the daily activities of the program
- Sore throat with or without fever, swollen glands, trouble swallowing
- Persistent cough
- Consistent complaints of ear, head, or stomach pain
- Head lice or nits
- Ringworm or other undiagnosed skin condition
- Any contagious disease or illness
- Any wound or exposed area which may expose others to blood or bodily fluids
- Child is irritable, continuously crying or requires more attention than the staff can provide in the group environment

Children with injuries such as sprained muscle, broken bone, etc., must be cleared by the Director prior to attending school. The Director will require a physician's clearance in most cases.

In general, if your child is too sick to play, then your child is too sick to come to school. Children will be expected to be able to participate in all activities, including outdoor play. If you are unsure if your child is well enough to attend school, please err on the side of caution. Other families and teachers greatly appreciate your consideration for their well-being.

### *Illness*

The Health and Wellness Policy covers general information regarding our policies for sickness or contagious health concerns.

We have provided further explanation of our policy in this section to assist our families with the details of procedures we follow when illness has occurred, in order to try to prevent further spread of illness. A proactive approach is key, in order to limit outbreaks of contagious illnesses in our preschool as much as possible.

If a child develops any of these symptoms of illness at school, parents will be contacted for immediate child pickup. If a parent or legal guardian cannot be reached within one hour, we will call emergency contacts listed in child's file. Parents must make sure emergency contacts information is current, and contacts are aware that they may be called to pick up sick children. The ill child should remain 24 hours out of school before reentry.



\*The 24-hour period does not begin when the child leaves school with symptoms, but only after he or she is symptom-free without medication for a minimum of 24 hours. All parents should contact the Director prior to child being readmitted into the classroom. When in doubt, the child will not be cleared to return. A child may appear to be well within 24 hours, but may still be contagious. The Director reserves the right to override a doctor's note for attendance if she feels the child still has symptoms, is too ill, has limitations, or if the staff cannot adequately care for the child's needs in the childcare setting.

### ***Medical Emergencies***

In the event of an emergency, we will follow DSS guidelines to treat your child. We will contact 911 first, and then we will call parents. If emergency transport is needed, the staff person in charge (usually the Director or Assistant Director) will accompany your child to the hospital. We will stay with your child until you arrive. We will wait for a parent to arrive to the preschool before transporting your child only if the health professionals treating your child are in agreement that your child is not in imminent danger or harm.

### ***Medication Policies***

Medicines will not be administered to children without a TCCAP Medication Administration Form. Medications brought without the required Medication Administration Form provided cannot be administered until completed. This form must be dated and signed by the parent. This form shall be updated every 90 days. The following are our policies for giving medication:

- Medications, whether over the counter or prescription, must be in the original container and labeled with the child's complete name, the medication name, recommended dosage, time intervals for administration, method of administration, expiration date and physician's name and license number. A proper dosage spoon or dropper must be included, if needed.
- No more than a 30-day supply for prescription medications may be brought to school. All medications must be administered by the TCCAP teacher in the presence of the school nurse or administrator.
- Medications must be stored in our locked containers in the offices, and cannot be stored in the classroom or in a child's belongings.
- Topical ointments may be applied as needed for protection against the sun or diaper rash under written parental instructions. Topical ointments should be given to your child's teacher and never left in cubbies. All topical ointments will be kept beyond the reach of children at all times.

- Epi pens and other life-saving medications must be left at TCCAP for the duration of the time the child is enrolled. Children requiring an Epi pen and other life-saving medications may not attend until medications have been logged into our care and custody and all staff working with child have been instructed in the care of the child's condition and the required medication. Two (2) Epi pens are required to be on site (one with teacher and one in Director's office).
- The Director reserves the right to determine whether or not a medication or treatment may be administered while the child is in attendance at the preschool.

### *Medical Reports & Immunizations*

A completed TCCAP authorized medical report and a current immunization report is required prior to your child's start date. Please provide the center with a copy each time your child receives a new immunization for their files.

### **Discipline**

TCCAP has a "no corporal punishment" policy. Our method of discipline is to accent positive behavior in the children and to encourage self-discipline. We teach class rules and guidelines enabling children to learn how to become good, caring individuals and citizens. We teach about God's laws and the importance of obedience and respect for others. Praise is a wonderful incentive and is readily used to reinforce positive behavior!

The Three R's: 1. Remind 2. Redirect 3. Respond... this is the guideline we use in our behavior modification procedures.

Our staff will use verbal reminders and redirection techniques in order to distract a child from participating in a negative activity. This is our most effective method with our youngest children. Children's attention spans are short so reminders or redirection often takes care of any problems which may occur. As a parent you should know:

- We use "time-out" only after reminding and redirecting children.
- Infants and younger Toddlers (under two) are not placed in "time-out". Verbal reminders and redirection techniques are used.
- The "time-out" response typically consists of approx. one minute for every year of age of the child, or until the child has regained self-control, for the safety of others.
- Other children may require a stronger response to inappropriate behavior, such as meeting with a Director.
- Staff will contact a Director for assistance when necessary. If the behavior is repetitive, serious, or involves harm to another child, a behavior report will be written, signed by all parties, and placed in the child's file.

- When it becomes evident that we are in need of parental assistance, we will make contact with parent or legal guardian. Our Director will share ways to help.

The following steps will be taken if poor behavior from child continues or parents or legal guardians are not willing to follow TCCAP recommendations:

1. The parents or legal guardians of the child who is misbehaving regularly will be notified. A written behavior report will be issued and a conference with the Director will be scheduled.
2. TCCAP administration will request parents remove child from TCCAP care voluntarily until the poor behavior has passed. If parents refuse, TCCAP administration will dismiss the child formally.
3. TCCAP administration will assist parents who voluntarily remove child from TCCAP in determining when the child may return to our care in the future.

### *Policy on Biting*

Biting is a natural development stage that many children go through. Incidental biting will occur when children are in community together. It is usually a temporary condition that is most common between thirteen and twenty- four months of age. Our staff is aware of this but safety remains a chief concern for TCCAP.

The following steps will be taken if a biting incident occurs:

1. The biting child will be interrupted with a firm but loving, "No! We don't bite others!" We will remain calm and not overreact.
2. The biting child will be removed from the situation.
3. The bitten child will be comforted and consoled and bite area will be checked. The bite area will be assessed and cleansed with soap and water and if needed, first aid will be applied.
4. An incident report will be completed if first aid is applied, if there is bruising or a wound is evident.
5. The parents of bitten child and the parents of the child that is biting will be notified of the biting incident when the skin has been injured.

The following steps will be taken if the biting occurs on a regular basis:

1. The parents or legal guardians of the child who is biting regularly will be notified by the Director of their child's biting and the approximate frequency of bites.
2. TCCAP administration will request parents remove child from TCCAP care voluntarily until the biting behavior has passed. If parents refuse, TCCAP administration will dismiss the child formally.
3. TCCAP administration will assist parents who voluntarily remove child from TCCAP in determining when the child may return to our care in the future.

*Every child is unique and special. Subsequently, every biting situation will be handled on an individual basis.*

## Grievance Policy

Occasionally there may be questions, problems or grievances that arise. Please be prepared to handle the situation in the most mature, Christ-like way. The teachers and administration of TCCAP want to help you resolve any issue that may arise.

Please follow the guidelines below:

1. Bring any and all questions and appropriate criticisms to the person most directly involved.
2. If there are questions or concerns about a specific classroom action or procedure, contact the appropriate staff in that classroom.
3. If a satisfactory conclusion is not reached, contact the Director of Weekday Ministries.
4. If the matter is still unresolved, request a meeting with TCCAP administration.

These policies have been established to ensure a peaceful, God honoring Christian environment for our children, staff and families. The administration will help you resolve any concern you may have. However, we must have your assistance in accomplishing this goal. The problem will go unresolved if the parent voices their complaint to individuals other than the appropriate staff or administration.

Should a parent violate our grievance policy and refuse to follow the steps outlined for settling grievances and choose to speak about the situation outside of TCCAP, these actions may result in dismissal from our ministry. Our goal is to honor God in all we do, including honoring one

another in word and in deed. Your cooperation is paramount to the mutual success Town Creek Christian Academy Preschool.

## **Safety Procedures**

A school wide Critical Incident Command System has been developed should the need arise. All staff members have procedures for the different levels of evacuation should an incident occur requiring action.

### ***Lock Down Policy***

A lock down is when the entire Town Creek Christian Academy campus is put on alert due to an external or internal emergency or threat to the safety of the campus population. There are two levels of lock down:

#### ***Level 1 (One) Lock Down***

A Level 1 Lock Down is when the TCCAP administration deems it necessary to put the campus on alert, but the emergency or threat is not imminent or definite. The entire campus will be locked and outside activities will cease.

#### ***Level 2 (Two) Lock Down***

A Level 2 Lock Down is when the TCCAP administration deems the campus population is in immediate danger. The entire campus will be locked and outside activity will cease. There will be no movement inside building and building access will be fully screened. In the event of an actual Lock Down, parents who have activated their TCCAP software account will receive notification via email as soon as students and staff are safely secured. Students will not be released until the “all clear” has been given by appropriate authorities. Parents are asked not to come to the school office during this time; TCCAP administration and staff will be occupied doing everything possible to ensure the safety of our students.

### ***Fire Drills and Tornado Drills***

Monthly fire drills are scheduled to familiarize your child and the staff with safety and security procedures. Quarterly tornado drills are scheduled to familiarize your child and the staff with safety and security procedures.

## Outdoor Policy

Children will be outdoors every day that weather conditions permit. Weather permitting means almost every day unless there is active precipitation, extremely hot or cold conditions or public announcements that advise people to remain indoors. Weather that poses a significant health risk shall include wind chill at or below 15°F and heat index at or above 90°F, as identified by the National Weather Service.

Our staff provide children opportunities to go outdoors daily. In the winter, we take the children outside if the temperature, including wind chill factor, is above 32°F. When it is between 32-40°F we limit time outdoors to 10-15 minutes maximum. When the temperature is above 40°F, we remain outdoors for the normal allotted time. If the temperature is below 32°F (including wind chill) we do not go outside. In the winter, we carefully bundle up the children with their coats, caps and mittens or gloves.

In warmer weather, we take the children outdoors if the temperature, including heat index, is below 100°F. When the temperature or heat index is 96-100°F or a Code Red Air Quality, outdoor time will be limited to fifteen minutes. Water breaks are required during warmer weather outdoor time.

### *Sunscreen Policy*

As we approach the warm weather season, please be aware that your child will have outdoor recess time for 20-30 minutes in the morning and 20-30 minutes in the afternoon. Parents must supply adequate sunscreen with child's name on container. Our staff will apply sunscreen on children before they go outside. If you have any questions or concerns please let us know.

## Inclement Weather

Due to inclement weather, it may be necessary for TCCAP administration to open late, close early, or close for the entire day. We will make every effort to open the campus; however, safety of our staff, children, and families is of utmost concern. Announcements will be made on local radio, local television, text, and Facebook and school voicemail.