Center Policies
&
Parent Participation Plan

Eco Child Care of Charlotte, LLC DBA A Place To Grow-Three Rivers, Wingate

Wingate, NC

Effective Jul 27, 2026

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I. Our Philosophy and Community

Our Learning Environment

A Place to Grow - Three Rivers, Wingate provides a nature-based learning environment within a warm, loving, and community-focused setting. Our school is set on 1.5 acres of Piedmont forest and is part of the Three Rivers watershed, which allows us the flexibility to explore the curriculum through nature. Each month, a theme-based curriculum guides daily activities across the center, covering topics including:

- Approaches to Play and Learning
- Health and Physical Development
- Language Development
- Cognitive Development
- Dual Language Learning
- Connections to Nature

Learning takes place through various methods, including play, art, music, yoga, and directed learning opportunities. Our curriculum and learning experiences are designed to align with the North Carolina Foundations for Early Learning and Development (NCFELD).

A Place to Grow - Three Rivers, Wingate is a four-star rated childcare facility by the North Carolina Department of Health and Human Services.

Programs can be adapted to meet the individual needs of children with special needs. We collaborate closely with any third-party providers, school districts, or agencies involved in our children's care to develop programs tailored to their specific needs.

Our Families

A Place to Grow-Three Rivers, Wingate is committed to fostering a strong sense of community with our families. As part of our Parent Participation Plan, we encourage open communication and active participation in your child's learning journey. Throughout the year, we host various family-inclusive events such as our Halloween party, Easter Egg Hunt, and an end-of-school-year celebration. These events provide wonderful opportunities to connect with other families and staff.

We maintain an open-door policy, welcoming families to visit the center at any time to observe daily activities and engage with our educators. This transparency ensures you remain confident in the quality of care and education your child receives.

Enrollment is open to all families, and Eco Child Care of Charlotte, LLC does not discriminate against any individual based on religion, race, creed, color, national origin, sex, age, disability, marital status, sexual orientation, or citizenship status. We are dedicated to creating an inclusive and supportive environment for every child and family.

Our Staff
It is the goal of Eco Child Care of Charlotte, LLC to hire staff whose qualifications exceed the state requirements for licensing or credentialing standards. Prior to hire, staff undergo a state and federal criminal background check, pre-employment physical, and multiple reference checks. All staff are infant and child CPR and first aid certified, and are required to attend annual professional development opportunities such as Apprenticeship, college courses, and regional conferences.

II. Enrollment and Financial Policies

Enrollment Process
To secure your child's enrollment at A Place to Grow-Three Rivers, Wingate, a non-refundable registration fee is required. This fee is equivalent to two weeks' tuition. This payment guarantees your child's reserved space for the agreed-upon start date. Additional fees may be incurred if the agreed-upon start date is not met.

Before your child's first day of school, A Place to Grow-Three Rivers, Wingate must receive the following forms, which are **available on our website:**

- **Required by NC State Law:**
    - Registration and Emergency Contact Form
        - **must be kept accurate at all times**
    - North Carolina Children's Medical Report
    - Immunizations (Updated throughout the year as vaccines are administered or at least yearly in October)
    - Permission To Participate in Off-Premise Activities Form
    - Nutrition Opt-Out Form
    - OTC Topical Ointments Permission Form
    - Infant Feeding Plan (Children 15 months and younger only.)
    - Special Milk Form
    - Thermos Waiver Form
- **Additional Required Forms:**
    - Ages and Stages Questionnaire 3 and SE (upon enrollment)
    - Medication Administration Form (as needed)
    - Medical Action Plan (as needed for children with Allergies, Anaphylaxis, Asthma, Diabetes, or Seizures)
    - Parenting Plans or other legal documents pertinent to court-ordered care or custody of children
    - Copies of any educational plan, including but not limited to a 504, IEP, IFSP, or recommendations from a private practitioner (e.g., OT or PT) providing care for your child.

Trial Period
Strong relationships between children and families are vital in our small center. To ensure your child's comfort with our staff and other children, we encourage a short shadowing period before enrollment. We also offer a 60-day trial period, as we understand that adjustment takes time. During this period, either you or Eco Child Care of Charlotte, LLC may initiate a child's withdrawal from our care, following our established withdrawal policy.

Enrollment Options

- Parents may choose between a full-year program or a school-year program (September through June).
- A non-refundable deposit for September is required in June to reserve a space for the upcoming school year.
- Part-Time Positions
    - Occasionally, temporary part-time positions may become available while we seek a full-time family.
    - Families currently enrolled part-time will have the first opportunity to accept the full-time position before it is offered to new families.

Tuition and Fees

Our Commitment
Eco Child Care of Charlotte, LLC strives to offer competitive tuition rates that are affordable for working families while ensuring the financial viability of our program.

Registration Fee

- Two weeks' tuition. Applied to the first tuition period.
- Subsidy families are responsible for their cost share for 2 weeks of care.

Tuition Structure

- Tuition is a fixed weekly fee per child.
- Tuition covers all holidays, vacations, unexpected closures, and days dedicated to professional development, all of which are paid as part of tuition.
- Tuition rates are subject to change. We will make every effort to provide at least two weeks' notice before any adjustments are implemented.
- Families should anticipate a small annual increase, typically less than 5%.
- Additional fees may apply for participation in optional activities or the purchase of supplies.

Payment Schedule

- Tuition is due as outlined in the Schedule of Fees.
- Families participating in the NC DHHS Child Care Subsidy Program or SC Department of Social Services ABC Voucher program are responsible for the

parent's cost share, if required by the state.

Late Payments

- Tuition received on or after the first of the month will incur a daily late fee as specified in the schedule of fees.
- Consistent tardiness or non-payment may lead to removal from our program.

Partial Month Attendance

- Attendance for any period less than a full week will be calculated at a daily rate.

Withdrawal

A two-week notice is required for all withdrawals. If less than two weeks' notice is given, families will be billed for two weeks of care. This policy does not apply to withdrawals made before enrollment begins or within the first month of care.

The registration fee includes the first two weeks' tuition and is non-refundable. All accounts must be paid in full on the child's last day of care.

Eco Child Care of Charlotte, LLC reserves the right to withdraw any child without prior notice if the child's or parent/guardian's actions create an unfavorable environment for our children, families, or staff. In such cases, families will not be eligible for a refund of services already paid for.

Part-time students may be withdrawn if a new full-time family enrolls for the same space. Tuition will be refunded based on the new family's start date.

III. Daily Logistics and Operations

Hours of Operation

A Place To Grow-Three Rivers, Wingate is open Monday through Friday, from 6:30 AM to 5:30 PM. A late fee will be applied for any child picked up or dropped off outside of these hours, payable on the next business day (please refer to the schedule of fees).

Observed Closures

Eco Child Care of Charlotte, LLC observes the following closures. Should a holiday fall on a weekend or create an unusual break during a week, Eco Child Care of Charlotte, LLC reserves the right to observe an alternate day or an extended vacation period.

Holidays

- President's Day
- Memorial Day
- Juneteenth

- Friday before Labor Day
- Labor Day
- Columbus Day
- Thanksgiving (Thursday and Friday)

Vacations

- Christmas Eve through New Year's Day
- The week including Independence Day

Parent Teacher Conferences

- Martin Luther King Jr. Day

Center Closure

Our center aims to remain open during extreme weather conditions, understanding that most employers expect staff at work. Should a closure be necessary due to weather, a decision will be made and posted on our daily slip application as soon as possible.

If severe weather necessitates a mid-day closure, we will provide as much notice as possible. Conditions leading to such closures include concerns for the safety of children and staff, and power or telephone outages.

In extreme circumstances, the center may close for health reasons. If an illness outbreak occurs, closing the school allows children and staff time to recover without re-infecting others. These closures are typically made in consultation with the Department of Environmental Health and our Child Care Health Consultants. This time will also be used to thoroughly sanitize the school to minimize future illness spread.

Closures are not subject to reimbursement.

Attendance and Absences

- All children must be signed in and out daily using our attendance program, which is a legal requirement.
- If your child will be absent, please notify us by 8:00 AM so we can adjust staffing and activities accordingly.
- We request two weeks' advance notice for planned family vacations or time off to ensure accurate staffing patterns.
- Please note that days missed due to illness or parental choice are not eligible for reimbursement.

Arrivals and Pick-ups

- We kindly ask families to arrive before 8:30 AM. This allows children sufficient time to transition and settle in before the academic portion of the day begins.
- If your child has appointments, please coordinate with their teacher to schedule them at times that minimize disruption to their day and class.

- Anyone other than the child's parent or guardian picking up a child must present a photo ID.
- Families with legal arrangements affecting pick-up and drop-off must provide court-approved documentation of rights and responsibilities. We require keeping copies of parenting plans on file at Eco Child Care of Charlotte, LLC., for reference in case of concerns regarding visitation or pick-up.

Meals
Parents provide all meals, snacks, and drinks their children will need throughout the day. Eco Child Care of Charlotte, LLC may offer snacks on special occasions. All provided meals and snacks should be healthy and adhere to the nutritional guidelines outlined in our Wellness Policies.

All lunch boxes for children with food allergies must be clearly labeled with a food allergen tag clearly identifying the allergen.

Our kitchen is equipped with a refrigerator for storing lunch boxes and drinks, as well as a microwave for heating meals. Infant and Toddler One rooms have their own refrigerators and bottle warmers. Eating utensils are also available. During the summer months, we encourage picnic-style lunches that can be enjoyed outdoors without reheating and utensils. Families should provide a cup for water and, if desired, a cup for milk each day. The use of glass, metal, and BPA-free plastics is encouraged.

A Place to Grow is a nut-free school. We reserve the right to designate specific classrooms or the entire center as free of other specific foods, in addition to nuts, if required as a precaution for the enrollment of any child or the health of a staff member. Parents will be notified appropriately if such a situation arises.

Labels that read *"may contain nuts"* or *"made in a facility that processes nuts"* are not permissible.

Nap times
A Place To Grow, Three Rivers - Wingate adheres to state law requiring a nap or quiet time for each child daily. Families must provide a nap mat specifically designed for our cots, such as those made by Urban Infant. Sheets for infant cribs are provided.

Children may bring a small, labeled comfort object from home, provided it does not disturb others during rest time. These items will be sent home on Fridays for washing and should be returned on Monday.

Infants may be moved to an adjoining classroom for active play, if appropriate. In accordance with NC state law, a visual check of sleeping infants is conducted every 15 minutes to ensure their safety and comfort.

IV. Child Well-Being, Health and Safety

Immunizations
All parents or legal guardians shall have their children who are residing in this state immunized against certain diseases by NC State law. These diseases shall include, but not be limited to, Diphtheria, Tetanus, Pertussis (whooping cough), Poliomyelitis, Measles (rubeola, Rubella, Mumps, Hemophilus influenzae, type b (Hib disease), Hepatitis B, Varicella (chicken pox) and Pneumococcal disease.

A child shall be exempt from immunization if a physician certifies that immunization against a particular disease may be detrimental to the child's health. The exemption shall exist only for the length of time, in the opinion of the physician, such immunization would be detrimental to the child. An exemption from immunization for one disease shall not affect other required immunizations.

Illness
In accordance with NC State Law, childcare personnel will observe each child daily upon arrival and throughout the day for any injuries or symptoms of illness. This includes conditions that may impair or prohibit a child's participation in regular activities or require more care than staff can provide without compromising health and safety of children.

A physician's note with a **clear diagnosis** is required for children who are seen by a physician. This information will allow us to determine the appropriate protocol for their return to school, requirements for notifying other families, and modifications to cleaning procedures that may be necessary.

For detailed information on symptoms and return-to-school protocols following an illness, please refer to our Wellness Policy.

- A Place To Grow, Three Rivers - Wingate will **immediately** notify a child's parent or guardian if a child needs to be removed from the program due to illness.
- Families are expected to arrange for pick-up within **one hour of notification**.
- If a parent is **not immediately** available by phone or message, an emergency contact will be reached.

Medication Administration
Prescription medications will only be administered when accompanied by a written, signed order by the child's physician and a completed **Medication Administration Form,** as required by the state. Prescription medication needs to be in original packaging with pharmacy label and dosing information present. Over the counter medications such as fever reducers or cough medicine will not be administered unless accompanied by medical orders.

Action Plans for Asthma, Seizures, and Allergies
Children with chronic medical conditions like severe allergies, seizure history, or asthma will need to provide a detailed **Medical Action Plan provided by their physician** that will alert A Place To Grow, Three Rivers - Wingate staff of what action to take when a child is experiencing specific symptoms.

Lotion Administration
A **Medication Administration Permission Form for Over-The-Counter Topical Medications and Fluoridated Toothpaste Form** must be signed by a parent or guardian for any over the counter diaper rash cream, bug spray, sunscreen, or moisturizing lotion that staff are requested to administer or apply to a child. The product must be clearly labeled with the child's name and must be within expiry. **Staff CAN NOT apply any other over-the-counter medications without explicit doctor's orders**.

Clothing
Please dress your children appropriately for outdoor play in all types of weather and potentially messy activities. Refer to our Wellness Policy for additional information for appropriate clothing. "There is no such thing as bad weather, only inappropriate clothing."

To encourage independence, children's clothing should be easy to dress and undress.

For safety reasons, items that could pose a choking or entanglement hazard, such as hoodies, drawstrings, jewelry, small charms, beaded keychains, or croc charms (jibbitz), are not permitted.

Spare Clothing Requirements
All children must have at least two sets of seasonally and size-appropriate clothing readily available in a **clearly labeled wet bag**. For children who are potty training, please provide four to six outfit changes daily, including easily sanitized shoes, and ensure they are wearing pull-ups or underwear that are easy to manage for frequent changes.

Eco Child Care of Charlotte, LLC maintains a supply of spare clothing for emergencies. We kindly request that our borrowed clothing be returned promptly so it can be available for other children.

Diapers
Diapers must be disposable, single-use. While we appreciate and respect efforts in sustainable practices, cloth diapers are a source of sanitary concern in a center-based environment.

Outfits that leave a diaper exposed will require shorts or a diaper cover, as diapers may become torn or ripped during active play.

Footwear
Students at our nature-based childcare center require footwear that prioritizes **weather protection, safety, and durability** for outdoor activities on varied terrain, as well as **indoor comfort and cleanliness**. Children must have both weather-appropriate outdoor footwear and designated indoor footwear daily.

To encourage independence, children's footwear must be easy for them to manage independently and appropriate for a nature-based environment. We highly recommend slip-on shoes or velcro.

Please see our Wellness Policy for further details on appropriate footwear.

Personal Belongings
Please ensure all personal belongings are **clearly labeled.**

Each child is assigned a personal coat hook and storage space. Please utilize this area for all belongings, including coats, shoes, and bags. This practice helps keep our classrooms tidy and ready for daily activities. We also ask that you check your child's designated paperwork space daily for important notices and projects.

For the safety and well-being of all children, we request that personal items, including toys, stuffed animals (except those for nap), and jewelry, remain at home. **We rely on families to uphold this policy at home, ensuring a smooth and stress-free transition for your child at drop off.** Any personal items brought to the center will be stored in your child's bag or paperwork folder until pickup.

Emergency Planning
We prioritize the safety of your children through comprehensive emergency planning and regular drills. We have established procedures for emergencies in cooperation with the NC Department of Environmental Health and the Wingate Fire Department.

Monthly drills are conducted to prepare for various scenarios, including fire, lockdown, and reverse evacuation.

Emergency Response Plan

- Families will be notified via the daily slip application and should maintain all communication via the app.
- For smaller-scale emergencies, local evacuation may occur.
- For large-scale emergencies, we may be bused to Wingate Elementary School or the Jesse Helms Center.
- To stay informed, tune your radio to **1110 AM / 107.9 FM WBT**
- If the app is unavailable, please contact us in the following order:
    - School landline 704.233.0517
    - School Cell phone 704.776.3444
    - Wingate Fire Department **:** (704) 233-4137

V. Communication, Behavior, and Record Keeping

Daily Communication

Communication within the school primarily occurs through application-based technologies. Teachers use these platforms to share curriculum details, daily activities, and photos of your child, promoting transparency throughout the day.

Families can message teachers and administration, and emergency notifications are sent via text. Classroom-specific events may also be posted to our electronic daily slip application.

We strongly encourage daily communication between our staff and parents. For pressing matters requiring a discussion beyond daily communication, please contact the director to schedule an appointment.

Newsletters
A monthly newsletter, highlighting the curriculum and school-wide activities, is emailed to all families. Separate newsletters with important seasonal information, illness updates, or current events may also be emailed as needed.

Progress Monitoring
Upon enrollment and at the beginning of each school year, families are required to complete two developmental screening tools: **Ages and Stages Questionnaires (ASQ-3 and ASQ-SE)**. This information helps us to better understand your child's developmental needs.

Parent-teacher conferences are scheduled for January each year. However, families may request a conference at any time. Additionally, an end-of-year review may be scheduled for students transitioning to public school in the fall.

We encourage parents to communicate with their child's teacher and our directors throughout the year. Formal meetings can be scheduled upon request. Our classrooms utilize developmental screening tools and informal evaluation methods, combining teacher observations with parent feedback to create future progress plans. We recognize and respect that each child develops individually, and expectations for development can vary significantly, especially at a young age. Specific developmental concerns will be addressed with families as needed.

Discipline
At A Place To Grow, Three Rivers - Wingate, our staff are trained in the Pyramid Model, a tiered system designed to foster children's social and emotional development. This model includes:

- **Universal Supports:** Nurturing relationships and high-quality environments for all children.
- **Targeted Support:** Interventions for children identified as at-risk.
- **Intensive, Individualized Interventions:** For children facing persistent challenges.

We encourage children to **"Be Safe, Be Helpful, and Be Nice."** Undesired behaviors are redirected by explaining expectations and their rationale. For example: "Please use walking feet; running inside is not safe. We can save running for outside, where you have more space." A comprehensive **Positive Conduct Guide** is provided in Attachment 1, and we encourage families to adopt similar expectations at home.

Behavior Plan Development and Collaboration
Behavior plans are developed collaboratively with the family, A Place To Grow, Three Rivers - Wingate staff, and, if necessary, outside consultants. For lasting effectiveness, harmonious cooperation between the family and our school is crucial. All parties involved—staff, parents, and consultants—must work together to identify appropriate solutions and support the student in both home and school environments. A successful plan integrates strategies for both settings.

Serious Behavior Incidents
Behaviors that create a physically or emotionally unsafe environment for other students or staff will result in immediate removal for the day. An accelerated behavior management plan will then be required to ensure the safety of all.

Expulsion Policy
If, after a reasonable period of intervention strategies, a child's behavior does not diminish or resolve, and/or the family is not supporting the behavior plan, Eco Child Care of Charlotte, LLC reserves the right to expel the child or family from the program. In such cases, no refunds for services already paid will be issued.

Confidentiality
Eco Child Care of Charlotte, LLC is committed to protecting the confidentiality of all children and families receiving our services, recognizing their diverse needs and requirements.

All documents and information regarding a child's admission, progress, health, and discharge, as well as any other facts learned about children and their families, are considered confidential, with the following exceptions:

- Child care personnel must grant the Division (DCDEE) access to all records required by department rule or state statute, and to records necessary for the department to determine staffing patterns and staff attendance.
- Information concerning a specific child will only be released by child care personnel (A Place To Grow, Three Rivers - Wingate management) upon the direction of that child's parent(s), *or* upon receipt of a legal request (subpoena or court order).

Additionally, child care personnel will discuss or share information regarding a child's admission, progress, behavior, health, or discharge with the child's parent(s) in a manner that upholds and maintains confidentiality for both the child and their parent(s).

Families wishing to exchange contact information, such as phone numbers and email addresses, must submit a written request via email. We recommend sending a brief email authorizing us to share your contact details with the specified party, enabling them to make direct arrangements. We will then simply forward the information with your explicit permission.

Media Consent and Photo Policy
At Eco Child Care of Charlotte, LLC, we capture photographs and videos of the children in our care to document their experiences. These images may be shared with families through our daily slip app and used for bulletin boards, skill and growth documentation, social media, and marketing purposes.

Families are asked to provide their consent for media use on the Registration Form. If you prefer that your child's image not be used, please indicate this below the signature line on the registration form. We fully understand and respect your family's privacy concerns, and you are never obligated to grant consent for your child's image to be used.

When families take photographs at Eco Child Care of Charlotte, LLC events, **they are permitted to use images only of their own child(ren)** in public forums or on social media. We request that all parents respect the confidentiality and privacy rights of other children and our staff.

Eco Child Care of Charlotte, LLC reserves the right to remove families from the program without prior written warning if it is discovered that photographs containing other children or staff from Eco Child Care of Charlotte, LLC have been made public. In such cases, families will not be eligible to receive a refund for services already paid.

Families Hiring A Place to Grow Staff
We recognize that strong relationships can form between our staff members and the families we serve, often extending beyond the center's premises. While we value these connections, we kindly request that all discussions regarding personal arrangements be conducted outside of A Place To Grow, Three Rivers - Wingate. This allows our staff to fully focus on their job responsibilities while on-site.

Eco Child Care of Charlotte, LLC bears no responsibility or liability for any care provided by our staff to your family outside of our official business operations.

Birthday Celebrations
Should families wish to celebrate a child's birthday at school, they are welcome to bring in a healthy snack to share with the class. We recommend fruit platters, cheese and crackers, vegetables and dip, or low-sugar yogurts.

Family Coordinated Events Outside of School
For events held outside of school, we respectfully ask that all classmates be invited. To ensure no child is excluded, invitations may be sent in without names, and teachers will

distribute them. This policy helps maintain a comfortable and inclusive classroom environment, as we believe all children at A Place To Grow, Three Rivers - Wingate are friends.

Document Retention Policies
All complete child files will be retained for five years. Enrollment information, accident reports, and field trip authorizations will be retained in accordance with DCDEE rules.

Positive Conduct Guide

At A Place To Grow, Three Rivers - Wingate, we strive to cultivate a nurturing and supportive environment where children, families, and staff can collaborate to foster positive behavioral expectations. We genuinely believe this partnership empowers everyone to flourish in their educational journeys and become positive contributors.

	Be Safe	Be Helpful	Be Nice
Class	● Walking Feet ● Play carefully with our toys ● Keep hands on your own body	● Clean up ● Use listening ears	● Share ● Use kind words like Please and Thank you ● Use inside voices ● Take turns
Bathroom	● Wash Hands ● Flush toilet	● Turn off lights ● Close door quietly ● Use listening ears	● Go when asked ● Clean up after yourself
Tables	● Bottoms on Chair ● Feet on floor ● Four legs of chair on floor ● Keep hands on your own body	● Clean up ● Push chair in ● Use listening ears	● Use inside voices ● Use kind words like Please and Thank you
Cots	● Keep your whole body on cot	● Let your friends rest ● Use listening ears	● Rest quietly
Hallway	● Stay in line ● Keep hands on your own body	● Line up when ready ● Get shoes and coat on ● Use listening ears	● Use quiet voices ● Touch only your own things
Playground	● Keep sand in the sandbox ● Up ladders, down slides ● Stay inside playground unless with a teacher ● Keep hands on your own body	● Clean up ● Use listening ears	● Share ● Use kind words like Please and Thank you ● Take turns
Eating	● Small bites ● Chew slowly ● Wash hands	● Clean up ● Use listening ears	● Talk only when your mouth is empty ● Chew with your mouth closed