



CFEC Family Handbook 2023-2024

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ENROLLMENT POLICIES

Eligibility

- Admission is on a rolling basis. A waitlist is maintained year-round for Infant & Toddler, Typical Preschool, and Extended Day programs.
- A child's therapeutic services, including physical, occupational, and/or speech therapy, must be transferred to therapists at The Centers for Exceptional Children.
- Children with special needs age out of our Infant & Toddler Program the day before their third birthday. At age 3 years, Winston-Salem/Forsyth County Schools will provide services for qualifying preschool children with special needs.
- We strive to foster a welcoming and responsive environment for all families regardless of race, color, national origin, religion, gender identity or expression, sexual orientation, disability, age, socio-economic status, political beliefs, or any other protected affiliations.

Enrollment / Tuition

- All enrollment forms must be completed prior to the child's first day of attendance.
- A non-refundable registration fee of **\$25.00 per child** is required to enroll. There is no registration fee for any child with special needs, foster child or any child receiving a DSS voucher or a scholarship based on financial need from Smart Start or The Centers for Exceptional Children.
- Annual deposit of **\$50.00** that will be applied to the first tuition payment. There is no deposit required for any child with special needs, foster child or any child receiving a DSS voucher or a scholarship based on financial need from Smart Start or The Centers for Exceptional Children.
- Tuition for School Day only (Infant & Toddler Program and Typical Preschool Program) is **\$650.00 per month**.
- Tuition for the Extended Day Program is **\$275.00 per month**.
- Tuition is due in nine monthly payments and is due each month from September to May by the 5th day of the month.
- Payments received later than the 5th day of the month will be assessed a late fee of \$25.00.
- Tuition is not waived when your child is absent and/or when there is a holiday or school closing due to inclement weather.
- Payment by cash, check, money order or credit card is accepted. All checks should be made payable to The Centers for Exceptional Children (CFEC).
- Online payments can be made through Procure. Please contact Ed Simpson at ed@thecfec.org or Sarah Shutt at sarah@thecfec.org, or by phone at 336.727.2440 for information on how to make online payments.
- Checks returned for insufficient funds or closed accounts will be charged a \$25.00 fee. After the second returned check we will request payment by cash, credit card or money order. Receipts for cash payment will be provided. Parents will be notified of delinquent accounts.
- Tuition Discount: 10% off tuition for second child and each subsequent child enrolled in one of our programs during the school year.

Tuition Assistance

- We accept children with DSS vouchers and Smart Start scholarships.
- If you have a voucher or scholarship, the full parent fee designated by DSS or Smart Start must be paid by the 5th day of the month to The Centers for Exceptional Children.
- The Centers for Exceptional Children has a financial-need based scholarship program to assist families. If you would like your child to be considered for a scholarship, please request an application from Sarah Shutt by email at sarah@thecfec.org or by phone at 336.727.2440.

Late Enrollment - Infant & Toddler Program

For children with special needs who enroll in our Infant & Toddler Program between the ages of 30-33 months, we will provide therapeutic services if evaluations are up-to-date. If evaluations are not current (completed within 3 months of enrollment) we will complete an evaluation and provide services as time allows before the child transitions out of our program.

Absences

- Daily attendance is important to your child reaching their full potential for growth this school year. Please inform your child's teacher if your child is out for the day.
- Any child who is absent for more than one week without explanation will be considered to have withdrawn from the program and we will enroll a child from the waitlist.

Late Pick-up Policy

- A child enrolled in the School Day Program must be picked up by **2:30 PM** or parent/guardian will be charged a late fee of **\$2.00/minute** for each minute after 2:30 PM.
- A child enrolled in the Extended Day Program must be picked up by **5:00 PM** or the parent/guardian will be charged a late fee of **\$2.00/minute** for each minute after 5:00 PM.
- If a child is not picked up by 5:30 PM we will contact the Winston-Salem Police Department and release the child to their custody unless a parent/guardian or authorized person has called to let us know they are on their way to pick up the child.

Withdrawal Notice

- We require a written two-week notice if you are planning to withdraw your child.
- Failure to provide a written two-week notice will result in the parent / guardian being responsible for the full month's tuition.
- Please send withdrawal notices to Sarah Shutt by email at sarah@thecfec.org or to her attention by mail at 2315 Coliseum Drive, Winston-Salem, NC 27106.

CFEC retains the right to drop any child from enrollment for violation of our enrollment policies. Reasons may include but are not limited to:

- The child's immunization and medical records are not current. When corrected and/or updated, the parent may reapply for admission.
- Parent/guardian makes unreasonable demands on staff or is disrespectful to a member of our school community, which may include staff members, administration, children, or other parents.
- Parent/guardian physically disciplines their child at the school or is disrespectful or abusive to another child while at school.

DAILY OPERATING PROCEDURES

Safe Arrival and Departure

The School Day Program operates 7:55 AM – 2:25 PM. Students may not arrive before 7:45 AM. Students must be escorted to their classrooms by a parent/guardian or other responsible adult at the time of arrival. **Please note that breakfast ends at 8:30 AM.** All students should be picked up from their classrooms by 2:30 PM unless they are enrolled in the Extended Day Program. Students enrolled in the Extended Day Program must be picked up by 5:00 PM.

Always call or send a note to inform your child's teacher if someone else will be picking up your child from school. Persons other than parents/guardians will be asked to show photo identification when picking up children. Children must be transported to and from school in approved car seats or booster seats as appropriate.

Late Arrival

We understand that many of our students have appointments that are scheduled in the morning. However, we request that your child arrive for the school day no later than 11:00 AM. The instructional day begins at 8:00 AM and our students begin lunch at 11:00 AM. Bringing a child in while lunch is in progress or during nap time is confusing for the child and disruptive for the other students. Students who have not attended the school day program may not attend the extended day program.

Attendance

Children benefit from consistent attendance at school, and parents/guardians are asked to make every effort to have children at school and on time each day. Please let your child's teacher know if your child will be absent from school.

School Calendar

CFEC follows the Winston-Salem/Forsyth County Schools (WS/FCS) calendar for student school days, teacher professional days, and holidays (calendar attached).

Weather Closures

CFEC follows the inclement weather closure and delay decisions of WS/FCS. When there is inclement weather, the school system's decision to delay or cancel school will be broadcast on local radio and television stations and posted on the school system website.

If WS/FC Schools dismiss early, the CFEC Extended Day Program will **not** operate. If WS/FCS are **closed** to children, the CFEC School Day and Extended Day Program will also be **closed** to children.

PROGRAM INFORMATION

Division of Child Development and Early Education (DCDEE)

DCDEE is the licensing agency for our school. The purpose of DCDEE regulation of child care centers is to protect the well-being of children while they are away from their parents. The law defining child care is in the North Carolina General Statutes, Article 7, Chapter 110. For more information on the law and rules, contact the DCDEE at 919-662-4499 or 1-800-859-0829, or visit their website at <https://ncchildcare.ncdhhs.gov/>.

CFEC Programs

CFEC's Infant & Toddler Program is an inclusive program that enrolls children with special needs and typically developing children ages 0 – 36 months old. Our Typical Preschool Program enrolls children ages 3 – 4 years old. Admission is on a rolling basis and a waitlist is maintained year-round.

We encourage families of children with special needs and typically developing children to schedule a tour of our program prior to enrollment. Each tour includes a look at our classrooms and grounds, as well as detailed discussions about the educational opportunities, enrichment programs, therapies, and support services we offer.

Infants & Toddlers with special needs will meet with the director, teachers, therapists, and nurse prior to enrollment to discuss the child's individual goals, special medical needs, and appropriate classroom placement.

Curriculum and Assessment

CFEC incorporates the Learn Every Day Curriculum as well as the North Carolina Foundations for Early Learning and Development in our classrooms.

- The Learn Every Day curriculum is a research-based, year-round program that incorporates play into children's daily learning routines to enhance their growth and development.
- The NC Foundations for Early Learning and Development is designed to enhance activities with concentration on 5 developmental domains: Emotional & Social (ESD), Health & Physical (HPD), Approaches to Play & Learning (APL), Language Development & Communication (LDC), and Cognitive Development (CD).

Assessment is the process of gathering information about children in order to make decisions. All children are assessed 3 times per year using the LAP™ B-K, a complete, research-backed and criterion-referenced assessment tool that assesses children's progress in six domains: Gross Motor, Fine Motor/Pre-writing, Cognitive, Language, Social-Emotional, and Executive Function.

Children with special needs under age 3 years are typically evaluated by the Children's Developmental Services Agency (CDSA) before being referred to our school. Additional special services such as Occupational Therapy, Physical Therapy and Speech Therapy may be added based on referral.

Developmental screening for typically developing children is performed within one month of enrollment.

On-going assessment for all children is performed for the following reasons:

- Screenings to determine referrals for special services
- Informal assessments and observations to implement the curriculum and to adapt teaching practices and the environment
- Developmental checklists to help teachers design goals
- Progress monitoring to assess children's growth and teacher effectiveness

Families will receive evaluation results from teachers and therapists through conferences and written communication. Parents/guardians are encouraged to share progress and observations from home during these conferences and by phone or email.

Daily Schedule

Your child's daily schedule will vary according to his/her age. The daily schedule will typically include the following: learning centers, group time, individualized learning activities, snack and meal times, and outdoor time. Children's interests and current level of competence are taken into consideration when planning activities. A weekly lesson plan is posted in each classroom.

Child Nutrition

Meals Preparation

Parents should send a prepared breakfast (if not eating at home), lunch and snack to school with your child each day. All meals and snacks are required to meet preparation and nutrition guidelines to adhere to our licensing standards. All meals sent from home must be dated and labeled with the child's name and packed to stay hot or cold as needed.

****We are not permitted to heat children's food in a microwave.**

For more detailed information, please refer to the **Meal Patterns for Children in Child Care Programs** located in your child's enrollment packet.

**Please contact the school cafeteria manager for information on purchasing meals from the school cafeteria.*

Nutrition Opt Out Form

By signing the *Nutrition Opt Out Form*, you are indicating that your child will be eating only the food you provide for them for meals and snack, even if they do not meet the nutritional guidelines. This form does not exclude children from receiving food related to special events or activities at school or in the classroom as appropriate.

Food Allergies

While diligent, we cannot guarantee our environment as "Allergy Free." When food allergies are documented by the child's parent/guardian or physician, precautions will be put into place as needed. Parents/guardians should discuss their child's specific food allergies with the school nurse upon enrollment.

Infant Feeding

Parents/guardians are required to fill out an Infant Feeding Schedule for all children under 15 months of age. Each infant's feeding schedule will be modified as needed in consultation with the child's parent/guardian to reflect changes in the child's needs as he or she develops. The feeding instructions for each infant will be posted in the classroom for quick reference.

Breastfeeding

We are committed to providing ongoing support to breastfeeding mothers, including providing an opportunity to breastfeed their baby in the morning and evening, and holding off giving a bottle, if possible, when mom is due to arrive. Infant formula and solid foods will not be provided unless requested by the mother. Babies will be held closely when feeding.

Mothers, including employees, are provided a private breastfeeding room to nurse their babies or express milk. This area has an electric outlet, comfortable chair, and access to running water. Breastfeeding mothers may store their expressed breast milk in a center refrigerator. Mothers should provide their own containers, clearly labeled with name and date. We will follow guidelines from the American Academy of Pediatrics and Centers for Disease Control in ensuring that breast milk is properly treated to avoid waste. Staff are trained in the proper storage and handling of human milk.

Bottle Feeding

Each infant will be held for bottle feeding until able to hold his or her own bottle. Bottles will never be propped. If a breastfed baby does not want to take a bottle, staff will work with the parents/guardians to develop a plan for alternative feeding. This may include offering breast milk in ways other than a bottle, such as cups or spoons. Infants will be fed on demand and will not be made to wait for timed feedings if they are hungry. Bottles will never be heated in a microwave oven.

Introducing Solid Foods

We will begin feeding solids when instructed by the parent/guardian. Parents/guardians are urged to follow a physician's recommendations and their infant's signals since feeding solids before the infant is ready may contribute to obesity, food allergies, choking, and deprivation of nutrients needed from formula or breast milk. Solids will not be fed from a bottle without written instruction from a physician. Table foods will be offered when parents determine a child is ready.

Diapering/Toileting

Parents/guardians are responsible for providing disposable diapers for their children. CFEC will provide wipes. Children who are in diapers will be changed at least every 2 hours or whenever diapers become soiled or wet.

Helping your child learn to use the toilet takes time, understanding, and patience. The first and most important rule is not to rush a child into toilet learning. A child must be ready if the toilet learning process is to be successful. Clothing should be manageable by children who are going to the toilet alone. Please limit the use of belts and pants with straps when children are first learning to go to the "potty." Discuss with the teachers your toilet teaching techniques so that we can be consistent, and your child can be successful.

Special Note Concerning Soiled Clothing: The school operates under guidelines established by the Forsyth County Department of Public Health. No soiled clothing can be washed at school. All soiled clothing will be sent home in a sealed plastic bag at the end of the day.

Nap/Rest Time

Children are given an opportunity to rest each day. We try to make the children as comfortable and secure as possible so that this can be a pleasant time for them. You may send a special blanket to be used during nap. CFEC will be responsible for washing sheets. Blankets should be taken home weekly to be laundered by parents/guardians and should be returned the next school day. Teachers assist children in resting by reading stories, providing soothing music, and rubbing backs. Children are not required to sleep but are encouraged to rest quietly on their mats during this time.

Pacifiers

We understand the needs and benefits of infants using pacifiers during their first year of life. Students in the Infant room are allowed to have a pacifier while at school. Pacifiers are not permitted to be attached to clothing in any manner or hung around the neck. If the pacifier comes out of the mouth while the student is sleeping, staff are not permitted to put it back in the student's mouth.

Students in the Toddler rooms will be allowed to have a pacifier during nap time only. Some research suggests that extended pacifier use (past one year of age) is associated with a higher incidence of ear infections, dental issues, and possible speech and language delays.

Outdoor Play

We are required by the North Carolina Division of Child Development and Early Education (DCDEE) to provide all children, including infants and toddlers, an opportunity to play outdoors each day that weather permits. Exclusions to this rule would be when it is actively precipitating or there has been a weather warning or ozone advisory. Please send children to school dressed appropriately for outdoor play every day.

If your child needs sunscreen or bug spray to play outside, it must be applied prior to arrival at school. Staff members are not allowed to apply these products without signed doctor's orders. Never send any sunscreen, bug spray, or other products to school in your child's book bag or in personal belongings. These items can be hazardous to your child or other children if used improperly.

Home/School Communication

Please check your child's bookbag every day for important information from the school or your child's teacher. It is very important that we always have updated contact information. Please promptly alert your child's teacher and Sarah Shutt (sarah@thecfec.org) to any changes in your phone numbers, email address, or home address. Teachers and therapists are always happy to conference with you about your child's progress. Please contact your child's teacher in advance to schedule a meeting so they will be able to give you the time and attention needed to discuss your child.

Confidentiality

Confidentiality of your child's medical, educational, and personal information is very important to us. CFEC has the following measures in place to protect this information.

- Educational and medical files are kept in locked cabinets and access is restricted to personnel in specific positions, per regulations.
- Children's individual information is only shared on a need-to-know basis with persons who have been trained in confidentiality policies.

HEALTH AND SAFETY POLICIES

Reducing the Spread of Infection

Most experts agree that the single most effective practice that prevents the spread of germs in the child care setting is good handwashing by child care providers, children, and others. To help control the spread of illness, children, parents/guardians, and staff are required to wash hands upon arrival. Children and staff are also required to wash hands throughout the day at designated times per the North Carolina Health and Sanitation Rules. Toys, furniture, and surface areas are cleaned, sanitized, and disinfected daily as well to prevent the spread of infection. Children who become ill while at CFEC will be separated from the other children until they can be picked up by their parent/guardian.

Sanitation and Cleaning

All items in and around the school are cleaned, sanitized, and disinfected in accordance with the North Carolina Rules Governing the Sanitation of Child Care Centers. (NCAC 18A. 2801-2836).

Immunizations

CFEC abides by the statutes of the North Carolina Immunization Law. This law requires all children to be immunized, unless a doctor's waiver has been granted. A list of required immunizations for your child may be obtained from the school nurse or your child's physician. In compliance with North Carolina law, proof of immunization must be provided within thirty (30) calendar days of a child's enrollment or the beginning of the school year or the child will not be eligible to continue with enrollment at CFEC.

Medications

We recommend that all medications be taken at home if possible. If your child needs to take any medications (prescription or over the counter) at school, you must complete a **Permission to Administer Medication Form**. Both the parent/guardian and the child's physician must sign the form. The parent/guardian is responsible for getting the physician's signature on the form. Medication must be delivered to the school nurse in its original container with the child's name, the name of the medication, the dosage(s) to be given, and the time and manner the medication is to be given.

The **Medication Administration Permission Form for Over-The-Counter Topical Medications** is required for all over the counter topical medications and products. Over the counter medications include products such as sunscreen, diaper cream, and topical ointments which must be provided by the parents/guardians when needed. Forms must be updated any time medications or dosages change. Please let your child's teacher or the school nurse know if you need copies of this form.

To protect the safety of your child and other children, NEVER send any prescription or over the counter medications to school with your child in a book bag. Any prescription or over the counter medication should be given directly to the school nurse.

Allergies

Parents/guardians should speak to the school nurse and the classroom teacher about any allergies before beginning school. Parents/guardians will need to complete a *Permission to Administer Medication Form* for any emergency medications needed by your child. A *Medical Action Plan Form* must be completed to document the types of allergies and medications taken for them.

The school is not allergy-free, but precautions are taken in each classroom to provide a healthy environment that meets children's needs. These precautions may include posting of known allergies on classroom doors, limiting the types of food that can be brought into the classroom by staff and children, etc. Parents/guardians should be sure to communicate any changes in allergy medications or new allergies to the teacher and school nurse immediately. The nurse can be reached at nurse@thecfec.org or 336-727-2440.

Special Procedures and Special Medical Conditions

If your child has a medical condition such as asthma, diabetes, seizure disorder, anaphylaxis, or requires a special procedure such as catheterization or tube feeding, please contact the school nurse at nurse@thecfec.org or 336-727-2440. Additional parental permission forms are required each year for special procedures in the school setting, including emergency medications. If an emergency situation arises and a care plan is not on file, the school will call 911 for medical assistance and the parent/guardian will be notified immediately. Parents/guardians are required to provide all equipment necessary to perform special procedures.

Contact the onsite nurse (nurse@thecfec.org) for additional information on medication administration or medical procedures.

Illness and Injury

When your child has a fever or otherwise exhibits symptoms of being sick, the school nurse will assess your child's condition. You will be contacted to pick your child up if the nurse determines that your child needs to be sent home from school.

If your child is sent home from school due to symptoms of illness, they must stay out of school the following day. In addition, your child must be free of symptoms (e.g., fever, diarrhea, vomiting, etc.) without the aid of medication for 24 hours prior to returning to school. If your child is sent home with a referral form, a licensed health care professional must complete the form before your child can return. CFEC serves medically fragile and immunocompromised children, therefore we will strictly enforce this policy to ensure that we keep all our children healthy and avoid the spread of any illness. For details, please refer to the *CFEC Illness Policy and Guidelines* in the enrollment packet.

If your child is injured at school, the school nurse will assess the situation. An *Incident Report* will be completed, and a copy will be sent home to the parents/guardians as notification of the injury. The classroom teacher will also attempt to contact the parent by phone.

If your child is seriously injured while at school, you will be contacted immediately and 911 will be called for medical assistance. **Please be certain that a current working phone number is on file at the school at all times for emergency communication.**

Emergency Information

A pink *Emergency Information* form is in the enrollment packet and is updated annually. It is important for parents to keep this form current in case of an emergency. **We must stress the critical importance of updating changes to emergency contact information in a timely manner.** Please call the office at 336-727-2440 and ask for Sarah Shutt, or email sarah@thecfec.org. to inform us of any changes.

Emergency Drills

During the school year, drills are routinely conducted to help prepare staff and students for emergencies such as fires, tornados, intruders, etc. Some of these drills require evacuation from the building and others require that the building be locked, excluding anyone from entering and exiting. In the event of a real emergency, parents/guardians will be contacted by the child's teacher and notified by email.

Infant Safe Sleep Policy

CFEC has a *Safe Sleep Policy* for infants less than 12 months of age. If your child is under 12 months of age, you will be asked to complete and sign the *Safe Sleep Policy*. This must be completed prior to your child starting in our program.

Prevention of Shaken Baby Syndrome & Abusive Head Trauma Policy

As a licensed child care facility serving children under the age of 5 years, we are required to have a policy in place to prevent shaken baby syndrome and abusive head trauma. Parents/guardians will be given a copy of the policy upon enrollment and will be asked to sign the acknowledgement of the policy.

Reporting Child Abuse and Neglect

CFEC is committed to the safety and welfare of all children and strictly follows abuse and neglect reporting requirements. All employees of CFEC must follow policies of the State of North Carolina for reporting suspected child abuse or neglect. Any person or institution who has cause to suspect that any child is abused or neglected is required to report (N.C. General Statutes 7B-101). Reports of suspected abuse or neglect will be made to the Forsyth County Department of Social Services.

Non-Custodial Parents

In the case of a family situation that involves a non-custodial parent, the legal guardian must provide the school with court documentation indicating guardianship. Children will not be released to anyone who is not listed on the Pink Emergency sheet. (Photo ID may be requested.)

Discipline and Behavior Management

Praise and positive reinforcement are effective methods of behavior management for children. When children receive positive, non-violent, and understanding interactions from adults and others, they develop good self-concepts, problem solving abilities, and self-discipline. CFEC's *Discipline and Behavior Management Policy* is included in the child's enrollment packet.

Tobacco-Free School

CFEC's campuses, both The Children's Center and The Special Children's School, are tobacco-free schools. This policy prohibits the use of all tobacco products at a school site by everyone, anywhere, at all times -- including events after regular school or work hours. Tobacco products include cigarettes, cigars, blunts, bidis, pipes, chewing tobacco, snuff, tobacco products, and products reasonably resembling tobacco or tobacco products (such as electronic cigarettes and vape products).

Photographs/Videos of Students

During the school year, CFEC staff may video or take photos of various school activities and programs. We also include photos of children at school and classroom activities on the CFEC website and CFEC social media. A permission form is included in the enrollment packet for parents/guardians to sign indicating if photos may be taken of your child.

Screen Time

The use of screen time is prohibited for children under three years of age per the NC DCDEE's Rule 10A NCAC 09.0510(f). This includes, but is not limited to, computers, games, smart boards, and promethean boards.

Volunteers and Interns

Classrooms at CFEC are frequently visited by students, interns, tour groups and community volunteers. Our programs serve as a learning model for other centers and organizations. All volunteers who are in the classroom with children receive a background check through the Winston-Salem/Forsyth County Schools' Volunteer Screening Process. If you are interested in volunteering, please complete the online registration at <https://www.wsfcsvolunteers.com/>. Volunteers must be 16 years of age or older and must show proof of a negative TB test within the last twelve months. Volunteers and interns must also complete a health questionnaire and an emergency contact information form.

FAMILY ENGAGEMENT

We believe that family engagement is vital to a successful early childhood program as it creates a sense of joint responsibility that is shared by families and teachers for the child. Families are their children's first teachers and play an important role in enriching their children's educational experiences.

We strive to foster a welcoming and responsive environment for all families regardless of race, color, national origin, religion, gender identity or expression, sexual orientation, disability, age, socio-economic status, political beliefs, or any other protected affiliations.

Visitation and Conferences

Parents/guardians are always welcome in our classrooms. Individual family conferences can be arranged at any mutually convenient time throughout the year. Please contact your child's teacher or therapist in advance to schedule a meeting so they will be able to give you the time and attention needed to discuss your child.

Families are encouraged to attend all meetings related to their child's progress so they can support the developmental needs of their child at home and at school. Individualized Family Service Plan (IFSP) meetings are held twice per year and provide families with important information and updates about their child's progress as well as provide them the opportunity to participate in developing their child's goals.

Opportunities for Family Participation

Families will be informed of special activities, events and other opportunities for family participation on a regular basis. Other information will be sent home or emailed as needed, along with notes from your child's teacher. Please check the family information board in the hallway, as well as the one located in your child's classroom, for additional notes and daily information.

Family Support Network

As the primary outreach program of CFEC, Family Support Network of Greater Forsyth (FSN) is dedicated to strengthening families and enhancing the lives of children with special needs, from Birth to age 21, in and around Forsyth County. FSN offers support and education through a variety of programs such as Exceptional Families meetings, NICU Parent Groups, Sibshops (for siblings of children with special needs) and Parent-to-Parent Matching. FSN also provides a monthly e-newsletter that connects families and the community with FSN by sharing important information and highlighting upcoming events. Contact FSN at 336-703-4289 for more information about programs or to sign-up for their monthly e-newsletter.

Questions and Concerns

All questions, suggestions and concerns about your child should always be discussed with your child's teacher(s) first. If a problem is not resolved, you will then need to contact the Director of Education Programs at 336-727-2440. If after talking with the Director a parent/guardian is still not satisfied, the parent/guardian should then contact the Executive Director. We work to keep all lines of communication open for the health, safety, and well-being of your child.