

The Children's Center at SUNY Ulster



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Family Handbook



The Children's Center at SUNY Ulster Family Handbook

Table of Contents

Welcome Letter	5
<u>The Basics</u>	6
About our Program	6
Program Goals	7
Admissions Policy	8
Registration	8
Commitment	8
Arrival	9
Dismissal	10
Schedules	11
Holidays	12
Snow Policy	13
<u>About our Staff</u>	14
Staff	14
Student Workers	14
<u>About our Program</u>	15
Welcome & Orientation.....	15
Newsletters & Calendars.....	15
Curriculum	15
Learning Environment	16
Classroom Environment	17
Child Assessments	17
Early Intervention	18
Therapists & Consultants.....	19
Classrooms	20
Staff/Child Ratios	20

Daily Routines	21
Clothing	22
Cubbies	22
What to Bring	22
Children in Diapers	23
Children being Toilet Trained	23
Children using the Toilet	24
Toys from Home	24
Nap Time	24
Infant Sleep Policy	24
Peanut Free Center	25
Meals	25
Goals for Meals	26
Infant/Toddler Feeding.....	26
Cleaning & Laundering	28
Summer Program	28
<u>Our Partnership with Parents</u>	29
Communication	29
Confidentiality Policy	29
Parents Right to Immediate Access	30
Custodial Matters	31
Discipline & Behavior	31
Videotaping & Photographing	32
Photo Policy	32
Holidays, Celebrations, Birthdays.....	33
<u>Health and Safety</u>	33
Physical Exams & Immunizations.....	33
Immunizations	33

Resources	35
Health Standards	35
Documentation	35
Medical	36
Medical Alerts	37
Medication Policy	37
Illnesses & Exclusion	37
Emergency Contact Information	41
Emergencies	41
Fire Drills	41
Shelter in Place Drills	42
Evacuation Plan	42
Universal Precautions	42
Child Abuse & Neglect Prevention	42
Compliance with NYS Regulations	43
<u>Financial Policies</u>	44
Rates	44
Contracts	44
Billing & Payment	45
Delinquent Accounts	45
Holds on Student Accounts	46
Disenrollment	46
Appeal Policy	46
Withdrawing	47
Attendance	47
Late Pick Up Fee	47
Snow Day Credits	47
Children's Center Information	48

Dear Families,

Welcome! We know that choosing childcare for your children is one of the most important decisions you will ever make in their young lives. It is important to find a program that offers you the right philosophies, policies, and hours that fit your family needs. You and your child need to feel comfortable in the setting you have chosen for them to learn and grow!

We understand that raising children is a great responsibility for all parents. We want to help in this responsibility and provide you with the best experiences for your child that are healthy, happy, and encourage proper development.

The information in this handbook is to help you understand and evaluate our program. This handbook is an important reference for you to use while your child is in our program. Please read this handbook carefully and if you have any questions, please speak to the Center Director about them.

Parents and families are always welcome to visit the Center, to participate in our program, and to communicate with the staff any issues they may feel are affecting their child.

Our staff work very hard every day to provide services to all children and families and we hope that we will be able to meet all of your needs as your family becomes a part of ours.

Sincerely,

The Children's Center Staff

THE BASICS

ABOUT OUR PROGRAM

The Children's Center serves children between the ages of 6 weeks and 5 years. The program is licensed by the New York State Office of Children and Family Services. Our licensing capacity is 50 children, but we can often accommodate more children because of varying attendance schedules. A copy of our current license is posted in the center lobby. A copy of the New York State regulations for day care centers is available for parents to look at next to the parent bulletin board in the center lobby. The regulations can also be accessed through the OCFS web site at www.ocfs.state.ny.us.

The center operates 12 months a year, Monday through Friday, between the hours of 7:30am to 5:00pm. The Director and Head Teachers, in accordance with New York State day care licensing regulations, establish an educational early childhood program. The Children's Center offers an educational preschool and childcare program designed to meet the developmental needs of the children we serve. We support the individual growth of all children in key developmental areas in order for the children to reach their fullest potential and develop positive self-concepts in the process. Our commitment is to meet the needs of parents as much as possible within our allowable schedule.

We emphasize the value of play in learning and the importance of socialization opportunities. Since we know that young children learn through interactions with their environment and other people, opportunities for exploration of the environment and play are valued. The caring staff ensures positive experiences for all children within a safe learning environment.

PROGRAM GOALS

1. Our program is designed to encourage and support each child to grow in all areas of development, thus creating a positive self-concept and a realistic opportunity at succeeding in life.
2. Our program has developed a workable philosophy of early childhood that can best serve the children and their parents. This philosophy will grow and change with the needs of the children, parents and staff.
3. Our program continuously strives for quality child care by enriching our philosophy of early childhood education and by frequently evaluating our program.
4. Our program provides consistency in order to develop a sense of security in children which will enable them to gain from their environment and to learn from the developmentally appropriate materials and activities offered.
5. Our program strives to adapt to societal and educational changes in order to provide a curriculum and activities that foster the constant development of all our children and families.

ADMISSIONS POLICY

The Center is available to students, faculty and staff of SUNY Ulster and to community residents. The center serves children between the ages of 6 weeks and five years. Admission priority is given to students; faculty, staff and community enrollment is subject to space being available. Date of application will be used in priority determinations. The Center does not discriminate in admissions and treatment of children on the basis of race, sex, religion or national origin.

REGISTRATION

At the beginning of each semester, a nonrefundable registration and insurance fee of \$25 is required. Parents fill out a registration form with their child's information and their information. They fill in the days and times that they will need care for their child.

Parents must complete the required admissions, registration, and medical forms before a child is admitted to the program. The medical /immunization form must be filled out by the child's doctor to verify a yearly physical and updated immunizations. This medical form **must** be handed in before a child is admitted to the program. Returning children must have the medical form updated on a **yearly** basis.

The program has a waiting list so interested parents are encouraged to sign up for future placement. A fee schedule is available at the center and a limited number of child care tuition subsidies are offered to low-income student families through SUNY.

Each classroom has their own informational packet for families as well. These packets include a welcome letter, questionnaires, emergency contact sheets, class schedules, and a topical ointment permission slip.

A Registration Packet includes:

- Registration Form
- Blue Registration Card
- Authorization to Leave Form
- Authorization for First Aid to Minor
- Health Information for Parents and Physicians
- Medical Form
- Background Information Packet
- Campus Walk Permission Slip
- Photograph Permission Slip
- Transportation Responsibility
- Contract Agreement
- Nap Policy Agreement

COMMITMENT

Your commitment is to adhere to the specific hours and days your child attends each week. This is a mutual agreement based on your child care needs and the available openings at the Center. Once a schedule is agreed upon and a contract is signed, we reserve that space for your child. So that we may be in compliance with New York State day care regulations, it is important for us to maintain a schedule this way. Parents are required to give written notice prior to any change in schedule. Such changes are subject to available openings.

ARRIVAL

On arrival at the Center, children should be escorted to their classrooms by their parent. The parent will then SIGN IN their child noting the date and the time of arrival. Children should be greeted by the teacher at the child's eye level. This is an opportunity for the teacher to visually scan the child and conduct an initial health check. This is also an opportunity for the teacher to briefly speak to the parent to find out how the child is doing on any particular day. All children should be awake before they are left for the day and dressed in appropriate clothing, not pajamas.

If you need extra hours (with prior approval) or your child will be picked up early or late on a certain day, please notify the classroom teacher and the child. The child will now be aware and will realize if he or she needs to rest or not, eat or not, etc.

Always say "good-bye" to your child when you leave rather than sneaking out of the classroom.

Some children do get upset in the beginning, but can become more anxious if they do not know where you are. Also, please be sure to accompany your child into the classroom.

The Children's Center has an "open door" policy. Feel free to visit anytime. The Director and Head teachers will be happy to meet with you anytime.

DISMISSAL

Children are to be dismissed to their parent only, unless staff has been notified by the parent that someone else will be picking the child up. On the enrollment forms and emergency contact form, parents should list the names of individuals, other than themselves, who might pick up their children. Staff will not release a child to another individual without notification from the parent. If staff is not familiar with the person picking up a child, they will ask for a photo ID to verify the person's identity. Children are never to be dismissed to any individual under the age of 18 years. This includes the child's siblings.

The staff of the Children's Center will contact the Campus Office of Public Safety, local police, and the other custodial parent should a parent appear to be under the influence of drugs and/or alcohol. The Center cannot deny a custodial parent access to their child even if the parent is or appears to be impaired. Staff will attempt to delay the impaired parent as long as possible, while contacting the other parent, Campus Office of Public Safety, the local police and Child Protective Services. Staff will note the color and make of the vehicle and the license plate number to report to police. Any other "authorized" person who attempts to pick up a child and appears to be under the influence of drugs and/or alcohol will be denied access to the child. Staff will contact Campus Public Safety, the parents, local

police, and Child Protective Services. That person would be then considered an "unauthorized" person and prohibited from picking up the child at any time.

When parents arrive to pick up their children, they are reminded to respect the Center's policies. The children should not be allowed to run through the halls or go out the door unattended. It is the parent's responsibility to see that their child is escorted safely to their car.

SCHEDULES

Being a campus children's center we have children coming and going at various times throughout the day. When you register your child or children, you sign up for specific drop-off and pick-up times. Based on the times that you have indicated, we determine the number of staff that is needed throughout the day. We have to change some staff members' hours to accommodate the needs of parents, and to be in compliance with state mandated regulations pertaining to staffing ratios.

Should you drop your child off later than your scheduled time, please don't assume that you can pick your child up at a later time than you are scheduled. This is not the case.

Our staff starts going home at 2:00pm, based on schedules provided by you. If children remain after their scheduled times, we may not have the adequate number of adults to be within our ratio requirements. If a state licensor were to come to the center and we were out of compliance, the center would be cited and could face a state imposed fine.

Should you need to adjust your hours, we will do so, if possible. You must speak to both your child's teacher and the director to determine availability before any changes can be considered.

Please remember that the building closes at **5:00 pm**. All parents and children should be gone before this time. This allows time for the staff to close the building for the evening.

The hours for the Rondout Valley School District's Universal Pre-Kindergarten program are from **9:00am-11:30am**. Children should be picked up promptly.

At pick-up time it is expected that parents will greet their child, gather their belongings, speak to the teacher, and exit the center. During their day here, the children are not permitted to run through the halls or use loud voices while indoors. Parents need to respect our policies when picking up their children, and prevent them from running through the building. Other children are still in care and some may include sleeping infants.

HOLIDAYS

The Center will observe the same holidays as the College. Scheduled holiday closing dates and vacation weeks will be posted at the beginning of each semester. Typically the Center is closed the week between Christmas and New Years and the last week in June. These dates vary every year depending on when the holidays fall in the week.

The Center is closed New Year's Day, Martin Luther King Jr. Day, President's Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Thanksgiving, the day after Thanksgiving and Christmas.

Families are not charged for holidays when we are closed.

INCLEMENT WEATHER POLICY

You can find cancellation and delay information at <http://www.sunyulster.edu> and click on the Weather/Closings Tab.

You can find Rondout closings and delay information at <http://www.rondout.k12.ny.us/>

During Fall and Spring semesters when SUNY Ulster classes are in session:

- If the College cancels classes, the Children's Center is **CLOSED**.
- If there is a delay to the start of classes on any particular day, the center will open when the college opens.
- If classes are cancelled during the day, we will contact you to pick up your child, as the center will be closing.

You are expected to pick up your child within **ONE HOUR** of being contacted.

When **SUNY Ulster classes are NOT** in session:

(Inter-Session in January, Spring Break in March, etc.):

- If the Rondout Valley School District schools are closed, the Children's Center is **CLOSED**.
- If Rondout has a delayed opening on any particular day the Children's Center will follow their delay.
 - >1 hour delay : Children's Center opens at 8:30
 - >2 hour delay : Children's Center opens at 9:30
- If Rondout has an early dismissal, the center's closing will be at the discretion of Children's Center staff. We will contact you to pick up your child.

For the **Universal Pre-K program**:

If the Rondout Valley School District schools are closed, the Universal Pre-K program is cancelled. If Rondout has a **two hour delay**, there is **NO** Universal Pre-K program on that particular day. The exception to this is for those students who use the UPK wrap. If the center remains open, the wrap students may attend if it is a day that they are normally scheduled to wrap.

ABOUT THE STAFF

STAFF

The Children's Center staff consists of a Director, Assistant Director, Head Teachers, Assistant Teachers, and a Kitchen Aid/Floater who are all qualified under New York State licensing regulations.

The Center is staffed with trained/experienced teachers and assistants. All staff members are screened through the State Central Registry of Child Abuse and Maltreatment and a criminal history check is performed.

Each classroom has either one or two Head Teachers and/or a Teacher Assistant. All teachers must complete required trainings in all areas of the New York State regulations, child abuse and maltreatment, safety and security procedures, principles of childhood development, nutrition and health needs, identification and prevention of shaken baby syndrome, child day care program development, and classroom management. These trainings keep all teachers current on what is required by the state regulations and the changes in early childhood development.

Staff have different hours so that we always have enough staff at the Center to maintain our regulations. There is a Staff Identification Board on display in the center. This provides parents with the opportunity to become acquainted with all staff members. It includes their name and photograph. If your child comes to the Center at 7:30 or stays until 5:00, they may not always be with their classroom teacher at those times. Children spend the majority of their day with their classroom teachers, but in the morning and the afternoon they may be with other teachers if their teacher has not arrived yet or has left already at the end of the day.

WORK STUDY STUDENTS, STUDENT AIDS, AND INTERNS

The center serves as a teacher training and observation site for students at SUNY Ulster. Work study students, aids, and interns work in the classrooms with the teachers assisting in all daily routines. Students are interviewed by the Director and are required to provide references. They are also required to complete the same clearances that all staff complete. They are required to sign in and out of the Center. Students are not allowed to assist children in the bathrooms or in diapering. Students are never left alone with the children.

ABOUT THE PROGRAM

WELCOME & ORIENTATION

Each new family can have an orientation of the Center and classrooms before their child starts. This would include a tour of the center, time to talk about the goals of our program and all our policies, go over admissions paperwork, and answer any questions the family may have as well.

If a family would like their child to come to the Center for an individual or small group visit that can be arranged once their paperwork has been submitted. The purpose of the visit is to allow the child time to explore the classroom and meet the teachers. A parent will stay with the child during the visit so that he or she can observe what the classroom's daily routine is like and have any questions answered by the teachers.

We are sensitive to parent's concerns about separation and leaving their children in child care. We want to make this a positive experience for you and your child by working with you individually to come up with the best plan for any separation anxiety that may occur.

We encourage parents to be honest with our teachers about their child and to share specific information with us formally and informally at in-take and throughout the year that will help us know each child individually.

NEWSLETTERS AND CALENDARS

The Children Center issues monthly newsletters and calendars to inform families of what is happening at the Center in each classroom. Important dates and reminders are posted on the newsletters as well. Extra copies of newsletters are provided on the Parent Bulletin Board in the Main Lobby.

CURRICULUM

The curriculum of our center provides a safe, nurturing, stimulating, happy, and healthy learning environment in all our classrooms.

Our Center utilizes the Creative Curriculum along with the New York State Common Core Curriculum for the Universal Prekindergarten. Our teachers combine

ideas from these programs with themes to create lesson plans that focus on the children's needs and interests.

The classroom schedules include time for large group, small group, and individual activities, as well as quiet times, large motor and small motor times, and outdoor times. Young children learn through movement, play, interaction and hands-on experiences.

Teachers support children by balancing their role along a continuum of interaction, from directing and leading to facilitating and observing. The teachers' goal is to maintain a close and trusting relationship with the children, while giving them the opportunity to move forward independently with self-initiation.

LEARNING ENVIRONMENT

Classroom environments encourage cognitive development, problem solving skills, literacy and math skills, language development, creativity, physical development, and social and emotional growth.

We place a strong emphasis on the fact that children learn through play. As they interact with their environment and the people in it they make new discoveries. To enable each child to develop and meet the goals we have set, the curriculum provides for various areas of exploration and discovery. Play fosters symbolic, abstract thinking and sets the stage for success in communication, reading and writing. Social make believe play is critical to developing cooperation, empathy, impulse control and social-emotional health.

Teachers are expected to model behaviors that encourage children to develop observing, listening and problem solving skills. Opportunities to make choices, assume responsibility, and express oneself through a variety of mediums are presented often throughout the day.

Encouraging children to realize their capabilities and recognize their accomplishments fosters the development of competence and independence. Children are reinforced positively as they help themselves, but they are also encouraged to ask for assistance when they need it.

CLASSROOM ENVIRONMENT

Each classroom is set up into different learning centers which foster different areas of learning and exploration. These centers or interest areas are Blocks, Dramatic Play, Toys & Games, Art, Reading, Writing, Discovery, Science, Sand & Water, Music & Movement, Cooking, Computers, and Outdoors. Infant and toddler classrooms vary with these centers depending on the children's abilities. The preschool classroom contains all these centers for all early learning skills.

These centers give children the opportunity to learn, play and discover new concepts through different learning modalities. Throughout the school year each center is modified to fit the theme or unit the teachers are implementing in their classroom. This gives children new and exciting opportunities to foster their imagination and creativity.

CHILD ASSESSMENTS

Assessment is an important part of the Children's Center program. The role of child assessments is to enhance child developmental outcomes, develop individual instructional practices and help teachers make appropriate instructional decisions, to identify any behavioral issues and/or developmental delays, and to plan programming and guide the curriculum.

Assessments are used in order to:

- learn about what children are interested in
- learn about children's strengths and areas of difficulty
- make informed decisions about interventions
- discover how children change over time
- learn what children know in particular areas
- make sure instruction is responsive and appropriate
- serve as a basis to report to parents
- plan beneficial opportunities for each child

Methods:

The Children's Center staff employs a variety of methods when completing a child assessment. These methods include observation, anecdotal notes, and checklists. Assessments will be conducted during the months of November, March, and May. Along with each assessment, a letter will be sent to all parents giving them an opportunity to schedule a parent conference and to participate in planning for their child's experiences at the Center.

EARLY INTERVENTION

Children grow, learn, and develop immensely during their early years, but some children need extra help. This extra help is called early childhood intervention and can make a big difference in a child's development. Early intervention in its broadest sense is any planned, systematic program of services necessary to prevent and/or minimize the effects of developmental delays and/or disabilities on young children with special needs and their families. The goal is to help children reach their potential through education and therapy services.

The Children's Center offers assistance as a special education service site for children who have a delay in development. Developmental problems can occur in any of the following areas:

- Speech Therapy
- Physical Therapy
- Occupational Therapy
- Play Therapy
- Special Education
- Hearing
- Vision
- Other

Each school district in New York State has a Committee on Preschool Special Education (CPSE) with a chairperson. If you suspect your child may have a problem, you can refer your child to the CPSE. If your child is under the age of 3, then you can refer your child to Ulster County Early Intervention.

We can assist you in this process if you would like us to by providing resource information to you about special services and by communicating with specialists on how to best meet your child's needs while at the center.

Children younger than three years old will receive services through the New York State Department of Health. You will have many choices as to where and how special services can be provided. Many parents choose to have the services provided in their child's current early childhood program, such as our center at the College. In this case, outside specialists come into our center to provide valuable services to those children who could benefit from them. These services are free to all eligible children. Of course, no referrals or discussions are made with outside special services agencies without full knowledge and permission of the child's parents.

We also recognize that children who receive multiple therapies and require additional supports for daily adjustment, socialization and self-help skills may not always be best served in our child care setting due to our large group setting and child:adult ratios.

It is our goal to provide a happy, healthy, and safe learning environment for all of the children. We appreciate all of your support in making the center a wonderful environment for the children to grow and learn.

THERAPISTS AND CONSULTANTS

Specialized consultants often work within our Center to support staff's efforts to meet the needs of children and families to participate fully in the program including children with disabilities, behavior challenges or special needs.

Consultants are not employed by the Center, but are provided by outside local early intervention agencies. Families will sign consent for us to share information with therapists and consultants when appropriate. Therapists and consultants are given guidelines outlining center policies including working relationships with staff and confidentiality. It is important that parents develop a relationship with their therapists and/or consultants to discuss important aspects of their child's progress.

CLASSROOMS

Infant Room:	6 weeks to 18 months
Young Toddler Room:	18 months to 2 years 3 months
Older Toddler Room:	2 years 3 months to 3 years old
Preschool Room/UPK Room:	3 years to 5 years

STAFF/CHILD RATIOS

Staff ratios are in accordance with the required ratios put forth by the Office of Children and Family Services.

Minimum Staff/Child Ratios Based on Group Size for Infants, Toddlers and Preschoolers

1. AGE OF CHILDREN	2. STAFF/CHILD MAXIMUM RATIO(*)	3. GROUP SIZE(**)
6 weeks to 18 months	1:4	8
18 months to 36 months	1:5	12
3 years	1:7	18
4 years	1:8	21
5 years	1:9	24

DAILY ROUTINES

Each classroom follows a daily routine that allows for various different activities throughout the day. These routines are altered and modified occasionally in order to meet all the children's needs on any given day.

Infant Room Daily Routine



7:30 – 9:00	Arrival and Indoor Activities
9:00 – 9:15	Hand Washing and Diapering
9:15 – 9:30	Snack Time
9:30 – 10:00	Outside Play/Gross Motor Room Play
10:00 – 10:45	Floor Time Activities
10:45 – 11:00	Hand Washing and Diapering
11:00 – 11:30	Lunch
11:30 – 1:30	Nap Time
1:30 – 1:45	Hand Washing and Diapering
2:00 – 2:15	Snack
2:15 – 3:00	Outside Play/Gross Motor Room Play
3:00 – 3:15	Hand Washing and Diapering
3:30 – 4:30	Floor Time Activities
4:30 – 5:00	Departure

Young Toddler Room Daily Routine



7:30-9:00	Arrival/Free Choice Activities
9:00-9:15	Diapering, Toileting & Hand Washing
9:15-9:30	Snack
9:30-10:00	Small Group Activities
10:00-10:30	Outside Play/Gross Motor Room Play
10:30-10:45	Diapering, Toileting, Hand Washing
10:45-11:15	Small Group Activities
11:15-11:45	Lunch
11:45-12:00	Prepare for Rest Time
12:00-1:45	Rest Time
1:45-2:00	Diapering, Toileting, Hand Washing
2:00-2:15	Snack
2:15-3:00	Indoor Free Choice Activities
3:00-4:30	Outside Play/Gross Motor Room Play
4:30-5:00	Indoor Activities (prepare to go home)
5:00	Center Closes

OLDER TODDLER ROOM DAILY ROUTINE



7:30-9:30	Arrival/Free Choice Play/Small Group Activities
9:30-9:45	Toileting & Hand Washing
9:45-10:15	Snack
10:15-10:30	Circle Time
10:30-11:00	Outside Play/Large Motor Skills Room
11:10-11:20	Story Time
11:20-11:30	Toileting & Hand Washing
11:30-12:00	Lunch
12:00-1:45	Rest Time
1:45-2:00	Toileting & Hand Washing
2:00-2:15	Snack
2:15-3:00	Self-Initiated Play/Small Group Activities
3:00-4:30	Outside Play/Large Motor Skills Room
5:00	Center Closes

PRESCHOOL ROOM DAILY ROUTINE



7:30-9:30	Arrival/Free Choice Play
9:00	Universal Prekindergarten Arrival
9:30-10:00	Circle Time
10:00-10:15	Bathroom and Hand Washing
10:15-10:30	Snack Time
10:30- 10:45	Story Time ~ Learning Activity
10:45 – 11:00	Bathroom and Hand Washing
11:00-11:50	Outside Play/Gross Motor Room Play
11:30	Universal Prekindergarten Dismissal
11:50-12:00	Bathroom and Hand Washing
12:00-12:30	Lunch
12:30-12:40	Bathroom and Hand Washing
12:40-2:00	Rest Time
2:00-2:30	Snack
2:30-3:00	Free Choice Activities
3:00-4:45	Outside Play/Gross Motor Room Play
5:00	Center Closes

CLOTHING

Children are engaged in various activities during the course of the day. Some of these activities can be messy, and/or athletic in nature. Additionally, children are engaged in outdoor play daily, weather permitting. Due to these activities, children are required to be dressed in seasonably appropriate, comfortable clothing. The most appropriate type of shoes for participation in school activities are rubber-soled sneakers or tennis shoes. **Flip-flops are inappropriate footwear for active play.**

We go outside every day except for extremely cold, rainy days, in deep snow, and icy conditions, so send sufficient clothing for the day's weather (boots, hat, mittens, snow pants).

Children ages 3 and over should have one seasonably and size appropriate complete change of clothing at the center. Children under 3 years of age should have two seasonably and size appropriate complete changes of clothing at the center. A complete change of clothing includes shirt, pants, underwear, socks, and shoes. Please dress your child in clothing that is easy to undo and pull up and down.

All clothing items must be clearly labeled with the child's first and last name. This includes coats, hats, gloves, scarves, and boots. The Children's Center is not responsible for lost or damaged items of clothing.

CUBBIES

Each child has a labeled cubby for all their belongings. This is where all outdoor clothing and all other belongings may be stored. It is also where projects, notes, letters home and other information will be placed. Please remember to check your child's cubby on a daily basis.

WHAT TO BRING - PROVIDED BY FAMILIES

Each child **MUST** have the following required items available at the Center at all times.

Infants: **EVERYTHING MUST BE LABELED**

- at least two extra sets of clothing
- seasonal outerwear
- baby food (as needed) bottles, formula (must be prepared) (as needed)

- bibs and washcloths (as needed)
- diapers (minimum of one week supply)
- wipes
- ointments and sunblock (with a completed permission slip)
- small blanket for cot (pillows are not allowed in the infant room)
- crib sheet -if you do not want to use ours (blankets are not allowed in cribs)

All other children: **EVERYTHING MUST BE LABELED**

- diapers, wipes, ointments, sunblock (if appropriate and completed permission slip)
- at least one complete set of weather appropriate clothes, including underwear and socks (two to three sets for those in toilet training)
- seasonal outerwear
- blanket, sheet

CHILDREN IN DIAPERS

Parents of children in diapers are responsible for having a one-week supply of diapers and wipes at the Center at all times. Each child is to be freshly diapered upon arrival. Children are changed in a designated diaper changing area (according to classroom). Diapering surfaces are cleaned with disinfectant after each diaper change. Staff members use disposable plastic gloves with each diaper change. Diapers are checked regularly and changed as needed.

CHILDREN BEING TOILET TRAINED

The staff will work closely with each family in order to determine readiness for toilet training. Patience, encouragement, and action in accordance with the child's needs will help to ease him or her through this time. Each classroom follows their Daily Routine and encourages children that are toilet training to use the toilet at different times throughout the day. Parents can choose to have their child in pull ups or underwear, but must provide extra clothes in case of accidents. Parents are encouraged to stick to a routine at home to help with the toilet training and maintain consistency.

CHILDREN USING THE TOILET

Staff members assist children in learning and carrying out habits of personal hygiene (e.g., hand washing). Independence and the development of self-help skills are encouraged.

TOYS FROM HOME

Toys from home are only welcome in the Center when a child has show and tell or it is a stuffed animal they are going to use for nap time. The reasoning for this is to prevent any toys from being lost or broken while at the Center. We appreciate your understanding of this policy.

NAP TIME

Each child is required by State regulations to have an afternoon nap/rest period. The Center recommends that each child have his/her own blanket and sheet provided by the parent. The Office of Children and Family Services does not allow pillows for children under three years of age. A stuffed animal may be provided by the parent if desired. Children in the Infant Room will sleep according to their own schedules. Toddlers and older children will have an afternoon rest period following lunch. If a child is unable to sleep after an appropriate rest period, the teacher will provide quiet activities for him or her to do. When you enroll your child you are given a nap agreement form that states that you understand our Nap Policy that you must sign and return to the Center.

INFANT SLEEP POLICIES

All infants, unless otherwise ordered by a physician, are placed on their backs to sleep on a firm surface manufactured for sale as infant sleeping equipment that meets the standards of the US Consumer Product Safety Commission (CPSC).

Pillows, quilts, comforters, sheepskins, stuffed toys, and other soft items are not allowed in cribs for infants. The infant's head remains uncovered during sleep.

The temperature of the room where the infants sleep should not exceed 70 degrees F.

PEANUT FREE CENTER

Due to so many allergies, the Children's Center is a Peanut Free Center.

We do not allow peanut butter in the school in any form. We do not serve peanut butter to the children for snack or lunch. Please make sure you follow this policy for the safety of all our children.

MEALS

The Center strives to provide a well-balanced and nutritious food program following the guidelines of the New York State Department of Health and the Office of Children and Family Services. Each morning and afternoon children are provided a healthy, nutritious breakfast/snack as well as lunch served mid-day. Parents of infants who choose not to eat Center food must supply their child's formula and special foods.

Children are encouraged to taste each food item on their plate. They are not forced to eat what they do not like. Food is not offered as a reward, nor denied as a punishment to the children.

Snacks and lunch are served on a schedule. If a child is late arriving to the Center and misses a scheduled meal time, the child might not be offered the missed meal as the classroom has moved on to other activities. If parents know that they will be arriving late and, therefore, missing a meal, they should make sure that their child comes to the Center already fed.

Lunch is made by the college cafeteria and follows a four week rotating cycle. Lunch menus are posted in each classroom and copies are in the lobby on the parent bulletin board.

Information regarding any child with allergies or special diets should be brought to the attention of the Director and the classroom staff, and must be in written form.

Parents can choose to have their children eat all of the Center's food or can bring food from home. We are willing to accommodate any child and their eating habits. Parents must provide teachers with any special diet requests in writing so that it may be posted in the classroom and in the kitchen.

Along with milk and juice, drinking water is available to children throughout the day. We serve whole milk to children under 2 years old and 1% milk to children over 3 years old.

Due to choking hazards, we do not offer children these foods: hot dogs, whole grapes, nuts, popcorn, and anything else that is larger than can be swallowed whole. Staff help toddlers cut their food into pieces no larger than $\frac{1}{2}$ inch square.

GOALS FOR MEALTIMES

Teachers and children sit together during snack and lunch. Plates and bowls are placed on the tables family style. Teachers model appropriate social skills and manners, as well as pleasant conversation.

Children are encouraged to serve themselves and pour their own drink. They also assist in setting the tables before the meals.

We encourage the children to try new food. We never force a child to eat. The teachers engage in discussions about healthy food choices and the sources of the food that they are eating.

Mealtime is a great opportunity for the classroom to develop a sense of community and for the children to interact socially.

INFANT/TODDLER FEEDING POLICIES

Infants unable to sit are held for bottle-feeding. All others sit or are held to be fed.

Infants and toddlers do not have bottles while in a crib or on a cot. They do not eat from propped bottles at any time.

Toddlers/twos do not carry bottles, sippy cups, or regular cups with them while crawling or walking.

Staff should offer children fluids from a cup as soon as the families and teachers decide together that a child is developmentally ready to use a cup.

For all infants, staff keeps a daily record documenting the type and quantity of food a child consumes and provides families with that information.

For mothers who are breastfeeding, the center accepts human milk for feedings. The breast milk must be in ready-to-feed sanitary containers* and be labeled with the infant's **full name and date**. Human milk may be stored in a refrigerator for no longer than 48 hours (or no more than 24 hours if the breast milk was previously frozen) or in a freezer at 0 degrees F or below for no longer than three months. Staff gently mix, not shake, the milk before feeding. A comfortable place for breastfeeding is provided for the mother.

Storage guidelines for breast milk:

Refrigerator at 39 degrees F.: 5 days

Freezer at 5 degrees F: 2 weeks

Freezer compartment with separate doors at 0 degrees F: 3-6 months

Chest or upright deep freezer at -4 degrees F: 6-12 months

*Freezer bags are considered ready-to-feed sanitary containers and should be stored according to the above guidelines.

Except for human milk, staff serve only formula and infant food that comes to the facility in factory-sealed containers (e.g. ready-to-feed powder or concentrate formulas and baby food jars) prepared according to the manufacturer's instructions. Parents must have the breast milk or formula measured and/or prepared for their child. Parents must provide extra prepared bottles as a back up for their child in case of a spill or a ripped freezer bag.

Bottle feedings do not contain solid foods unless the child's health care provider supplies written instructions and a medical reason for this practice. Solid foods include cereals, fruits or vegetables. Adding solids to bottles increases risks of choking, food allergies, and obesity.

Any formula or human milk that is served but not completely consumed, or is not refrigerated must be discarded. If staff warm formula or human milk, the milk is warmed in water at no more than 120 degrees F for no more than five minutes.

*****NO MILK, INCLUDING HUMAN MILK, AND NO OTHER INFANT FOODS ARE WARMED IN A MICROWAVE OVEN.**

Solid foods and fruit juices are not offered to infants younger than six months, unless recommended by the child's health care provider and approved by families. Sweetened beverages are avoided. If juice is served (only 100% fruit juice), the amount is limited to no more than four ounces per child daily.

Whole milk is served to children ages 12 months to 24 months. 1% milk is served to children 24 months and above. Cow's milk is never served to children younger than 12 months.

*****THE CHILDREN'S CENTER IS A PEANUT FREE SCHOOL*****

CLEANING AND LAUNDERING

Besides the daily cleaning after classroom activities and meals, all classrooms are cleaned after Center hours. Teachers will disinfect classroom supplies such as cots, toys, play areas, etc. on a regular basis as well as when contagious illnesses pass through the Center. Children's blankets and crib sheets will be sent home at the end of each week (Friday) for parents to wash. This also helps cut down on the spread of germs. Wet or soiled clothing will be placed in a bag and put in a child's cubby to be washed at home.

SUMMER PROGRAM

The Children's Center is open during the summer, Monday through Friday, 7:30-5:00. We serve the same age groups that we serve during the regular school year. We have half our staff working during the summer. The summer program is different from the regular school program. We have themed weeks that focus on various summer activities, outdoor water play, and group games. All of these activities are put in a calendar of events.

OUR PARTNERSHIP WITH PARENTS

COMMUNICATION

Parents are an important part of our program and we encourage constant communication between parents and teachers. Parents are welcome in the Center at any time. Daily communication sheets are available for parents from each classroom to inform parents of specific details from their child's day. Parents can call the Center at any time to check on their child. If their call is not answered, they are encouraged to leave a message. It is important for parents to communicate any and all concerns regarding their child so that the teachers and Director can be informed and work with the parent to resolve the concerns.

CONFIDENTIALITY POLICY

At the Children's Center we respect the privacy of children and their families, and all personal records will be treated in a strictly confidential manner. We will ensure that all parents can share information in the confidence that it will only be used to enhance the welfare of their children. The Center will only share information with other professionals or agencies with consent from the parents.

The Office of Children and Family Services (licensing agency) may have access to personal files without consent.

Personal records include registration and admission forms, medical history forms, signed consents and correspondence concerning the child or family, reports or minutes from meetings concerning the child, an ongoing record of relevant contact with parents, and observations by staff on any confidential matter involving the child. These confidential records are stored in a locked cabinet and are kept in a secure place.

Parents have access to the records and files of their own children, but do not have access to information about any other child. The names of children who have caused injury to other children while at the Center are not to be disclosed to parents or anyone other than the staff members. The name of any child who has an infectious disease will not be disclosed to any other parents.

Staff members are not to discuss any financial details of families using the Center with persons other than the parent/guardian who is responsible for paying the child's fees. If information regarding the financial status, or any other matter relating to the child needs to be discussed with them, and they do not pick up the child personally, a letter should be sent home or they should be contacted by phone. Verbal messages regarding these matters will not be given to friends, neighbors, or relatives who may be picking up the child.

Student aides/interns do not have access to children's files, and are always supervised while working with the children. All students are advised of the Center's confidentiality policy and are required to adhere to it.

Staff will not discuss personal information given by parents with other staff except where it affects planning for the child's needs. Staff is advised of the importance of confidentiality, and breaches of confidentiality may be grounds for dismissal.

Staff personal records, which include medical records, criminal history forms, references, education, evaluations, etc., are to remain confidential. Employees may have access to their own files.

PARENT'S RIGHT TO IMMEDIATE ACCESS

Parents of a child in our care are entitled to immediate access, without prior notice, to their child whenever they are in care at the Children's Center, as provided by law.

In cases where the child is the subject of a court order (e.g. custody order, restraining order, or protection from abuse order) the Children's Center must be provided with a **certified copy** of the most recent order and all amendments thereto.

In the absence of a court order on file with the Children's Center, both parents shall be afforded equal access to their child as stipulated by law. The Children's Center cannot, without a court order, limit the access of one parent by request of the other parent, regardless of the reason. If a situation presents

itself where one parent does not want the other parent to have access to their child, the Children's Center suggests that the parent keep the child with them until a court order is issued, since our right to retain your child are secondary to the other parent's right to immediate access.

Once presented with a court order, the Children's Center is obligated to follow the order for the entire period it is in effect. Employees of the Children's Center cannot, at the request of anyone, except the issuing judge, allow a court order to be violated.

CUSTODIAL MATTERS

In families in which a custody agreement indicates that one parent does not have the right to visit a child at a Center the Center requires the official court papers be on file before preventing a parent from seeing a child. These papers will be strictly confidential and will be kept in the child's file at the Center.

DISCIPLINE AND BEHAVIOR POLICY

Praise and positive reinforcement are effective methods of the behavior management of 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. Based on these practices, the Children's Center will practice the following discipline policy:

We:

DO praise, reward, and encourage the children.

DO reason with and set limits for the children.

DO model appropriate behavior for the children.

DO modify the environment to attempt to prevent problems before they occur.

DO listen to the children.

DO provide alternatives for inappropriate behavior to the children.

DO provide the children with natural and logical consequences of their behaviors.

DO treat the children as people and respect their needs, desires, and feelings.

DO ignore minor misbehaviors.

DO explain things to children on their level.

DO use short supervised periods of time-out sparingly.

DO use effective guidance and behavior management techniques that focus on a child's development.

We:

DO NOT spank, shake, bite, pinch, push, pull, slap, or otherwise physically punish the children.

DO NOT make fun of, yell at, threaten, make sarcastic remarks about, use profanity, or otherwise verbally abuse the children.

DO NOT shame or punish the children when bathroom accidents occur.

DO NOT deny food or rest as punishment.

DO NOT relate discipline to eating, resting, or sleeping.

DO NOT leave the children alone, unattended, or without supervision.

DO NOT place the children in locked rooms or closets as punishment.

DO NOT criticize, make fun of, or otherwise belittle children's parents, families, or ethnic groups.

VIDEOTAPING AND PHOTOGRAPHING

Parents are not allowed to photograph or videotape children under the care of the Center without permission from Center staff.

PHOTO POLICY

Upon registering, parents are asked to sign a permission form regarding photos. We use photos in our classrooms to document the children as they play and learn with their classmates, to use for special projects, and to share with families. If you do not want your child's photo taken at the Center you must notify the Director and teachers. We also use the photos on a closed Facebook page that only approved members have access to.

HOLIDAYS, CELEBRATIONS, & BIRTHDAYS

There are many times throughout the year when families bring in food for their child to share with the other children in their class. These times include holiday parties, birthdays, and other special events. This food should be prepackaged, store bought food items. This is so that we can be sure of what ingredients are being used for children that have food allergies. Families may speak with their individual teacher to find out about any allergies in the classroom so that all children can participate in the event. Additionally, parents who do not want their child to participate in such events, should inform the center in writing; the child will be provided with the regularly scheduled snack on those days.

PLEASE do not bring candy to the Center to share with the children or to give out in a goody bag. If this is done, then it will be sent home for the parents of each child to decide whether their child can have it.

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HEALTH AND SAFETY

PHYSICAL EXAMS AND IMMUNIZATIONS

The Office of Children and Family Services requires children in a child care setting to receive a physical examination following the recommendations of the American Pediatric Association. The Center must keep documentation of immunizations the child has received to date, in accordance with New York State Public Health Law. All immunizations must be kept up-to-date (especially infants since they receive most immunizations early on) and reported to the office in the form of a written statement from the doctor.

When a child is overdue for any routine health services, parents **MUST** provide evidence of an appointment for those services before the child's entry into the program and as a condition of remaining enrolled.

We highly recommends lead testing for every child. Parents are encouraged to talk with their physician or local county health department for more information.

IMMUNIZATIONS

We cannot disclose general immunization information about any of our children, but please note that our program follows the law that the children are either

immunized if required or that have valid waivers. The law does provide for waivers, the population of the children at the Children's Center changes therefore immunization status changes and as parents of children that attend the Children's Center, it is advised that you consider these facts when deciding whether or not to participate in our program.

Please note also that immunization records are covered under HIPAA (HIPAA is the federal Health Insurance Portability and Accountability Act of 1996)

HIPAA provides for the protection of individually identifiable health information that is transmitted or maintained in any form or medium. The privacy rules affect the day-to-day business operations of all organizations that provide medical care and maintain personal health information.

Below is the New York State Regulation from the Office of Children and Family Services that covers immunizations for Day Care Centers:

418-1.11 Health and Infection Control

(1) Any child not yet immunized may be admitted provided the child's immunizations are in process, in accordance with the requirements of the New York State Department of Health, and the parent gives the provider specific appointment dates for subsequent immunizations.

(2) Any child who is not immunized because of the parent's genuine and sincere religious beliefs may be admitted if the parent furnishes the child day care center with a written statement to this effect.

(3) Any child who is missing one or more of the required immunizations may be admitted if a physician licensed to practice medicine in New York State furnishes the child day care center with a written statement that such immunizations may be detrimental to the child's health.

(4) With the exception of children meeting the criteria of paragraphs (2) or (3) of this subdivision, children enrolled in the child day care center must remain current with their immunizations in accordance with the current schedule for immunizations established by the New York State Department of Health.

RESOURCES

A registered nurse visits the Centers to ensure the health and progress of all children. The nurse is available to advise the staff as to the general medical care of the children and to instruct staff on the proper techniques required to preserve the health and general welfare of the children. The College Nurse can be reached at 687-5246 and is located in SENATE 139.

HEALTH STANDARDS

The children at each Center are required to wash their hands after toileting and after each activity as needed. Teachers wash hands before and after handling food, toileting, diapering and cleaning, and they wear disposable gloves when in contact with bodily fluids. Disinfectant is employed for each of the following:

- Diapering surfaces
- Eating surfaces
- Toys mouthed by infants and toddlers
- Tables and chairs after eating
- All contaminated surfaces

DOCUMENTATION

All classroom teachers greet children and parents every day. Teachers will conduct a simple health check of each child at this time. Parents are asked to let the teachers know if their child has been injured, how they are feeling, whether there are any health concerns, and whether the teachers need to know any important instructions for the day in regards to their child. Teachers will keep a log of each child in regards to their health, behavior, accidents, etc as a means of communicating with parents.

If teachers notice a child is not feeling well, rash, fever, diarrhea, vomiting, or any other symptoms during the day, they will bring the child to the Director. The child's temperature will be taken and if the Director determines the child is too sick to remain in school, parents will be notified to pick up their child as soon as possible. If a child has to be taken to the doctor to be checked and has a contagious illness, a call to the center would be appreciated so that we can notify other families and classrooms of symptoms. Contagious illnesses will be noted in the Health Log. The child's name, classroom, and reason sent home will be recorded. This log allows us to monitor the center and track health patterns.

MEDICAL

Do not send your child to the Center if he or she is ill. In the event your child becomes ill during the day and, in the judgement of the staff and/or the college nurse, is too ill to remain at the Center, the parent will be notified and arrangements must be made for the child to be taken home immediately. Please do not try to cover up a child's illness by giving Tylenol or Motrin. These medications only mask the symptoms, and do not address the underlying cause of a child's illness. It is the responsibility of the Center to protect the health of the children and to maintain the safety of the environment. The following procedures are in effect if a child should become seriously ill or injured during the day:

1. The Director will assess the injury/illness and call the college nurse, if necessary.
2. The parents of the child will be called and advised of the situation.
3. College security will locate the parent on campus and advise the parent of the situation.
4. If emergency room treatment is necessary and the parent is not available, the Director or Head Teacher will be responsible for seeing that the parent's permission slip and the child's medical form are available.

Each Head Teacher makes a daily health check and any significant findings are reported to the parent and the Director.

Children will not be administered any medication, prescription or any other remedy or treatment nor special medical procedures carried out. The Children's Center is authorized to administer **over the counter, topical ointments only**. This is stated in our Health Care Plan, required by the New York State Office of Children and Family Services.

A registered professional nurse periodically visits the Center and is available for consultation.

A child should not come to school if they have had a **fever, vomited or had diarrhea within the last 24 hour period**. The reason for 24 hours is to watch for seizures in young children who tend to spike high fevers that can trigger a seizure.

During the first week of school, emergency contact sheets are given to parents to be filled out and returned to the Center. If a child is injured or ill, these sheets will tell the Center where to reach the parent.

MEDICAL ALERTS

Once we are informed that a child has an illness the center will send out a medical alert to all families to make them aware of the symptoms in case their child is exhibiting any of them. This medical alert will also be posted on our Parent Bulletin Board in the main lobby. Please make sure you are aware of these alerts to ensure your child remains healthy and doesn't attend school if they are ill.

MEDICATION POLICY

The Children's Center does not administer over the counter medication such as Tylenol or cough medicine. We do not administer short term medication such as antibiotics or ear drops.

If your child requires medication we request you administer it before and after school. The only administration of medications is done by parents, guardians, and family members. The Director or teacher will document when the medication was given in the health log to keep track of the child's health and behavior.

If your child requires medication for a special health care need including allergies or asthma, an Individualized Health Care Plan will be necessary. This plan will require signatures of parents, physicians, and teachers before medication can be administered.

Common Child Care Illnesses and Exclusion Criteria

***A child should be temporarily excluded from care when the child's illness causes one or more of the following:**

- Prevents the child from participating comfortably in activities.
- A need for care that is greater than the staff can provide without compromising the health and safety of other children.
- An acute change in behavior: lethargy, lack of responsiveness, irritability, persistent crying, difficult breathing, or a quickly spreading rash.

- A fever of 101 degrees F with behavior change or other signs and symptoms in a child older than 6 months (e.g., sore throat, rash, vomiting, diarrhea).

- A child with a temperature elevated above normal is not necessarily an indication of a significant health problem.

***Get immediate medical attention when** an infant younger than 4 months has unexplained temperature of 100°F (37.8°C) axillary. Any infant younger than 2 months with a fever should get medical attention within an hour.

ILLNESS	EXCLUDE*	RETURN TO CHILD CARE
Chicken Pox	Yes.	When all blisters are crusted with no oozing (usually 6 days) and resolution of exclusion criteria.
Diarrhea (infectious)	Yes (there are special exclusion rules for E.coli 0157.H7, Shigella and cryptosporidiosis).	When diarrhea stops and health care provider or public health official states the child may return.
Diarrhea (non-infectious)	Yes, if stool can not be contained in the diaper, or if toiletied child has 2 or more loose stools in 24 hours, or blood in stool.	When diarrhea stops and resolution of exclusion criteria.
Fifth Disease	No. Unless child meets other exclusion criteria.*	If excluded due to presence of other exclusion criteria, resolution of exclusion criteria.
Hand Foot and Mouth Disease	No. Unless child meets other exclusion criteria.* Or is excessively drooling with mouth sores.	If excluded due to presence of other exclusion criteria, resolution of exclusion criteria.

Head Lice (Pediculosis)	No. Unless child meets other exclusion criteria.*	Treatment of an active lice infestation may be delayed until the end of the day. Children do not need to miss school or child care due to head lice. The Iowa Department of Public Health & Healthy Child Care Iowa recommend a 14 day treatment protocol.
Impetigo	Yes, exclude at the end of the day if blisters can be covered.	After child has been seen by the doctor, after 24 hours on antibiotic, and blisters are covered.
Influenza	Yes.	When child is fever free for 24 hours and resolution of exclusion criteria.
Molluscum Contagiosum	No. Unless child meets other exclusion criteria.*	Skin disease similar to warts. Do not share towels or clothing and use good hand hygiene.
MRSA	No. Unless child meets other exclusion criteria.*	Wounds should be kept covered and gloves worn during bandage changes. Do not share towels or clothing and use good hand hygiene.
Otitis Media (ear infection)	No. Unless child meets other exclusion criteria.*	If excluded due to presence of other exclusion criteria, resolution of exclusion criteria.
Pertussis (Whooping Cough)	Yes.	Child may return after 5 days of antibiotics and resolution of exclusion criteria.

Pink Eye (Conjunctivitis)	No. Unless child meets other exclusion criteria.*	Child does not need to be excluded unless health care provider or public health official recommends exclusion. Resolution of all exclusion criteria.
Ringworm	No. Unless child meets other exclusion criteria.*	Treatment of ringworm infection may be delayed to the end of the day. Child may be readmitted after treatment has begun. Cover lesion(s) if possible. Do not share clothing, bedding or personal items.
Strep Throat	Yes.	When resolution of exclusion criteria and after 24 hours of antibiotic.
Vomiting	Yes.	When vomiting has resolved and resolution of exclusion criteria.

EMERGENCY CONTACT INFORMATION

PLEASE keep your emergency contact information updated regularly. If ANY changes occur regarding your contact numbers of persons authorized to transport your child from the Center, we need to document those changes. Even if it is only for a day, this information MUST be kept current.

EMERGENCIES

All staff members are fully trained in emergency procedures. All teachers are certified in First Aid and CPR procedures.

In the case of a minor accident at the Center, the Center staff will administer first aid. First aid supplies are available for minor injuries.

First Aid kits are available in each classroom, in each classroom's emergency bag that is taken outside, in the kitchen, the office, and downstairs. Scrapes and cuts are washed well with soap and water and bandaged. Ice packs are applied to bumps. Tender loving care from a comforting staff member is usually the best "medicine."

An accident report will be completed after any injury, describing the circumstances and the first aid procedures used. Parents are given a copy. A copy will also be placed in the child's file.

In the event of an emergency, the site Director or designee will secure emergency medical care. Campus security will be notified, as well as the College Nurse. Parents are contacted immediately. If for some reason the staff is unable to reach either parent, then the emergency contact listed on the enrollment application will be notified. For this reason, parents should be sure to keep the Center informed of any changes in phone number(s), even if it is only for one day.

FIRE DRILLS

Fire drills are conducted monthly and documented records are kept on file at the Center. Fire drill evacuation plans are posted in each classroom. If the need for evacuation arises, all children will be taken to a safe location and parents will be notified by telephone.

It is essential that parents make sure all contact numbers are updated and accurate.

SHELTER-IN-PLACE DRILLS

The Center must hold two shelter-in-place drills annually during which procedures and supplies are reviewed. Parents will be made aware of the drills in advance. This is a New York State regulation required by the Office of Children and Family Services.

EVACUATION PLAN

Our program has written and posted evacuation plan in the Center. All of our staff are trained in our emergency and evacuation plan. When we evacuate the building we carry our emergency bags with us and in them we have each child's emergency contacts, as well as a first aid kit.

UNIVERSAL PRECAUTIONS

Staff and children wash hands regularly. Disposable gloves must be worn whenever there is a possibility for contact with blood or cleaning surfaces that have come in contact with blood or body fluids. Any spills of body fluids will be cleaned up immediately. Surfaces will be cleaned and disinfected with a bleach and water solution. Disposable materials that have been contaminated with blood or body fluids will be secured tightly in a plastic bag and disposed of in a red bag disposal system.

CHILD ABUSE AND NEGLECT PREVENTION

The "Child Protective Services Act" of New York requires that all persons involved in child care and supervision must take a course in identification and reporting of incidents which might indicate child abuse and maltreatment. As mandated reporters, we are directed by law to report, for further investigation, information we find unusual, repeated incidents and information reported to us by a child. Our Center has an established reporting procedure.

As professionals who are trained in child development our first concern is for the health and safety of each child in our center. We see on a daily basis, normal childhood accidents, behaviors and injuries. Our staff is experienced and well trained. We try to maintain an open and helpful relationship with parents. We are however, mandated by N.Y.S. law to report certain types of information in order to protect children and to establish counseling services for families in need.

STATUTORY AUTHORITY

Dept. of Social Service Regulations:

S.S. Law 17, 20,34,390 section 418.19

New York State Law:

Chapter 544 of 1988 Law-subdivision ©-section 52.2

N.Y.S. Education Law:

Section 207, 3003, 3004, 6507

FIREARMS

Firearms are not permitted at any time at the Children's Center.

COMPLIANCE WITH NYS OFFICE OF CHILDREN AND FAMILY SERVICES

The Children's Center is licensed by the New York State Office of Children and Family Services. Our Center's policies are in compliance with the New York State Child Day Care Center Regulations. We are required by law to follow these regulations in order to provide the safest and highest quality care for all children.

FINANCIAL POLICIES

RATES

The Children's Center is licensed for operation by the New York State Office of Children and Family Services. Our fees are based on the current day care market rate which are set by this agency.

Rates include Lunch and Snack. Discount at 10% for second child in same family.

Weekly Rates: Use of the Center 30 hours or more per week

Daily Rates: Use of the Center for 6+ hours per day
Less than 5 days per week, under 30 hrs week

Part-Day Rates: Use of Center less than 6 hours per day

A complete list of our fees can be found online at sunyulster.edu/childrenscenter or at the Center.

We accommodate all families and their schedules. We do recommend that families take into consideration the classroom daily schedules when scheduling their times for childcare. It is always best for a child to adjust when they have a consistent routine. Schedules can be made with the Center Director depending on availability in each classroom.

CONTRACTS

Contracts will be issued up front for the Full Semester. Students are contracted until the last day of classes and faculty/staff/community members are contracted until the end of the month of each semester. Summer contracts are made for the months used. Students are required to submit a schedule for their study/make up days and finals week and will be billed for these days separate from their contract. These days will be required to be paid for before the start of the study/make up days and finals.

There is a \$25 non-refundable registration fee each semester. The first two weeks of your contract are due up front when you receive your contract. Weekly payments are due by the end of each week for the following week. Monthly

payments and payments in full may be made at any time. There will be no grace period for payments. Delinquent accounts will be forwarded for Collection.

UPK wrap use will be offered on a regular schedule only. Drop in service is not available.

There is a non-student weekly surcharge of \$20, except for UPK wrap families.

Vacation credit for one week will be allowed per contract if requested in advance.

There will be a \$25 service charge for all returned checks.

All questions on billing should be referred to the Director. Contracts must be signed in the Center and must remain in the Center at all times. Please keep the last sheet for your records.

BILLING AND PAYMENT

Payments can be made by check or cash. Checks are made out to UCC Association.

Payments may be made with the Director at the Children's Center or at the Student Accounts Office, VAN 204.

Payments may also be mailed to:

UCC Association PO Box 557 Stone Ridge, NY 12484

Students may be able to use Financial Aid funds to work out payment plans with the Coordinator of Student Accounts, VAN 204.

DELINQUENT ACCOUNTS

If your account becomes delinquent by three weeks, your child's enrollment in the program may be jeopardized. If you are a student there may be a hold placed on your account. If your account becomes delinquent, you will be sent another invoice of the balance that is due and payment will be due immediately. If your child is dis-enrolled you may request to re-enroll your child if you pay off the balance on your account and there is space available in the Center. After dis-enrollment the Center reserves the right to not allow re-enrollment.

HOLDS ON STUDENT ACCOUNTS

If you are a student at SUNY Ulster, Student Accounts may put a hold on your account for unpaid childcare balances. These holds may affect your ability to register for classes, see your grades, and request transcripts.

DISENROLLMENT

The Children's Center reserves the right to disenroll a child. Parents will be given written warning and notification prior to disenrollment. Grounds for disenrollment may include (but are not limited to):

- Unpaid tuition for more than a month.
- Three or more bounced checks within a six month period.
- Chronic lateness in picking up a child after the 5:00 closing time.
- After all attempts have been made to improve any issues or concerns posed by a family and/or parent behavior that is abusive (verbally and/or physically abusive) or detrimental to the program or well-being of children or staff.
- After all attempts have been made to improve the situation, persistent child behavior that is abusive or detrimental to the program or well-being of other children or staff.
- The child requires care beyond the scope of what the center can provide.
- The teachers or director have requested assessment or support services for the child and the parent refuses this request.

APPEAL POLICY

It is important that there be a way that parents can share their concerns and feel that they will be heard. The Children's Center makes every attempt to ensure effective communication with families and strongly encourage parents to let us know whenever they have a concern, question, suggestion, or grievance. These should be brought to the attention of (as appropriate) the Teachers and Head Teachers, followed by the Director. If these individuals are unable to solve any problems, written communication can be directed to the Assistant Dean of Student Services. The Assistant Dean of Student Services will assess the situation and will be the final authority regarding resolving a conflict. This type of cooperative communication can foster the sharing of new ideas and opportunities for the Children's Center to grow and continually improve.

WITHDRAWING

If you plan to withdraw your child from the Center mid-semester you have to submit a withdrawal form regarding your child's last day of attendance. You will be held responsible to pay through the last day your child attended the Children's Center.

If your child stops attending the Center mid-semester and you have not given the Director written notice regarding your child's absence from the Center, you will be responsible for the entire contract.

ATTENDANCE

You are required to pay full tuition even if your child fails to attend during the hours you have chosen. However, notification is requested should your child be late or absent due to illness or some other expected reason. All questions on attendance should be referred to the Director. Excessive absences will be given consideration if due to special circumstances, and these should be requested in writing.

LATE PICK-UP FEE

Parents must pick up their child by 5:00 p.m. If a parent is running late due to unforeseen circumstances, a phone call to the Center is required and a late fee may be assessed.

The Children's Center closes at 5:00 p.m. A fee of \$5 is charged for every five minutes that a child is picked up past closing time. There is NO grace period. The fee will be added to the account.

SNOW DAY CREDITS

If your child is scheduled for a day that the center closes for inclement weather, power outages, or any other unexpected closing then you will receive a credit for that day. The credits will be taken off your account once the possibility of inclement weather has ended.



The Children's Center at SUNY Ulster

The Children's Center at SUNY Ulster is operated by:

- Ulster Community College Association
491 Cottekill Road Stone Ridge, NY 12484
845-687-5047

The Children's Center at SUNY Ulster is licensed by:

- The Office of Children and Family Services of New York State
Spring Valley Regional Office 11 Pearlman Drive
Spring Valley, NY 10977
845-708-2498

The Children's Center at SUNY Ulster is accredited by:

- NAEYC: The National Academy for Education of Young Children
1313 I Street NW, Suite 500
Washington, DC 20005-4101

The Children's Center at SUNY Ulster makes a commitment to all the children and families that it serves to provide the best quality childcare program. We value all our families and all that they do for their children and community. We thank you all for choosing our program and wish your children all the happiness and success that their future can bring.

