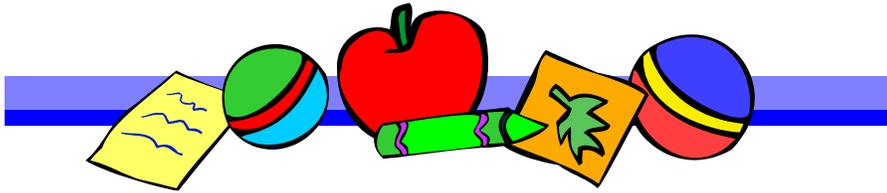


child development center

Parent Handbook



Dear Parent,

Welcome to the Child Development Center! We are very pleased that you have chosen us to provide care and developmental guidance for your child. Right now, there are probably many questions you have about the activities in which your child will be involved while at the Center. We want you to be as informed as possible about how your child will be spending his or her day. To help you gain a better understanding of what goes on in our center, we have prepared this **Parent Handbook**, which we believe will be of real value to you. If questions remain after reading through this information, please feel free to contact the center director. He/She will welcome an opportunity to discuss any questions that you might have.

At the Child Development Center, you will find that we respect and value each and every child that has been placed in our care. Building a strong and lasting relationship with you, the parent will enable us together to do an effective job of educating your child. We look forward to sharing many happy and exciting days ahead with you and your child.

Sincerely,

Staff

Child Development Center Staff

Table of Contents

1.	Handbook is Property of The Child Development Center	3
2.	Our Mission Statement	3
3.	Non-Discrimination Policy	3
4.	Confidential Information	3
5.	Our Staff/ Volunteers	3
6.	Volunteers	4
7.	Types of Care	4
8.	Educational Service Goals and Practices	4
9.	Learning Programs	5
10.	Social Behavior and Discipline	5
11.	Biting	6
12.	Parent Communication	6
13.	Daily Routines	7
14.	Nutrition, Food Service and Infant Bottles	7
15.	Clothing	8
16.	Personal Belongings from Home	8
17.	Naptime	8
18.	Toilet Training	8
19.	Outdoor Fun	8
20.	Illness	9
21.	Accidents, Injuries and Incidents	9
22.	Serious Accident, Illness, or Medical Procedures	9
23.	Minor Problems	10
24.	Health Care Policies and Procedures	10
25.	Hand Washing	10
26.	Handling Bodily Fluids	10
27.	Diapering Procedures	10
28.	Reporting Suspected child Abuse or Neglect	11
29.	Cleaning and Sanitizing	11
30.	Laundering	11
31.	Medications, Medical Emergencies and Accidents	11
32.	Emergency Medical Care	12
33.	Safety and Security	12
34.	Child Release Policy	12
35.	Field Trips	13
36.	Transportation	13
37.	Lost and Found	13
38.	Holidays and Center Closings	13
39.	Birthday Celebrations	13
40.	Enrollment Procedures	13
41.	Tuition	14
42.	Other Fees	14
43.	Right to Change Tuition Fees	14
44.	Absences	15
45.	Vacations	15
46.	Payment Methods	15

47.	Billing Procedures	15
48.	Late Payment Penalties	15
49.	Late Drop-off or Late Pick-up	15
50.	No Private Duty By Employees	16
51.	Termination	16
52.	Inappropriate Parent Conduct	16
53.	Purpose of Parent Handbook	16
54.	Changes to Handbook	16
55.	Annual Staff Training Plan	17
56.	Special Needs Competence Plan	18
57.	Cultural Competence Plan	18
58.	Parent Notification of the Licensing Notebook Requirement	19

Handbook is Property of the Child Development Center

This Handbook is the exclusive property of the Child Development Center and is intended for the exclusive use of the parents/guardians of enrolled children. This Handbook may not be copied or distributed to any third party without the express written permission of the Child Development Center. The Handbook must be returned to the Child Development Center upon termination of childcare services.

Please note that not all Child Development centers have infant programs. Infant policies only pertain to the Child Development Centers with infant programs.

Our Mission Statement

The **mission** of the Child Development Center is: **to cooperate with parents to nurture the development of enthusiasm, confidence and early life skills that are necessary for each child's success in school and later life.** By working together, we can give your child the affection, encouragement and training that is essential for achievement and fulfillment in coming years.

Nondiscrimination Policy

The Child Development Center will maintain and conduct all practices relating to enrollment, discipline, and all other terms and benefits of child care services provided in a manner, which does not discriminate against any child, parent or family on the basis of race, color, religion, national origin, sex, or handicap.

The Program is open to all children ages 2 weeks to 12 years.

The Program accepts children attending full time and part time.

Confidential Information

Each child has a right to confidentiality. All information pertaining to the children in the program, including all reports, records, and data are confidential and used for internal purposes only. Information pertaining to children enrolled in the program will not be released to third parties without the express written permission of Parent, unless required by statute, court order or licensing mandate.

Our Staff / Volunteers

You will find that at the Child Development Center our staff works together as a cooperative team of professional, dedicated individuals. Our senior staff has doctoral degrees. Center directors and teachers of older children commonly have Bachelors degrees and educational certification. Our teaching assistants and care providers are skilled individuals who demonstrate an understanding of and love for children.

Regular staff training opportunities are provided for all staff members, and communication among staff is supported through scheduled staff meetings.

We maintain our child-to-teacher ratios at or lower than what is required by state childcare regulations. Ratios will never be more than:

- 4 to 1 for infants and toddlers
- 8 to 1 for 2 1/2 to 3 year olds
- 10 to 1 for 3 to 4 year olds
- 12 to 1 for 4 to 5 year olds
- 18 to 1 for school age children

Volunteers

It is the policy of the Child Development Center to encourage volunteers to work in the childcare facility. Before volunteering in the center, each volunteer who has contact with children for at least 4 hours per week for more than two consecutive weeks, must provide a form stating that he/she is free from communicable disease and the volunteer's physical and mental health will not negatively affect either the health of the children or the quality of the children's care. **All volunteers must be supervised at all times.**

A volunteer under the direction of the Child Development Center shall sign a statement indicating whether or not he/she is on court supervised probation or parole or has been convicted of a crime. The Child Development Center also requires a criminal history record check. The volunteer under the direction of the licensee shall be in such physical and mental health so as not to negatively affect either the health of the children or the quality of their care and must be suitable to assure the welfare of children. Before a volunteer may have contact with children in the center, the volunteer will be required to provide the center with documentation from the Department of Human Services that he or she has not been placed on the Central Registry for Substantial Abuse or Neglect.

A volunteer under the direction of the Child Development Center will be required to review and familiarize him or herself with the policies and procedures of the Child Development Center. The volunteer's name, address, and telephone number must be submitted to the Director.

A volunteer will not be considered in determining staffing requirements unless the volunteer meets the full qualifications of a care giver.

Types of Care

Children who are 2 weeks through 12 years of age are welcomed into the Child Development Center (CDC). Full time or part-time care is available. Age and developmental readiness are the two primary determiners for child placements within the center. As children grow, mature and develop, they are moved to the next developmentally appropriate area. With the individualized attention that we give to each of our infants, a child's home schedule for feedings, play and sleeping can be followed. Our toddlers may be grouped differently depending on developmental levels and current enrollments; however, in each grouping our emphasis is on helping children explore their exciting world with both group and individualized activities. Preschoolers have specialized programs, which have been designed to foster the development and mastery of early skills necessary for kindergarten admission. School age children have their own before and after school activity program, plus a summer session designed for fun and enrichment. The Child Development Center is generally open Monday through Friday, from 6:30 a.m. until 6:00 p.m. (Please check with the center for variations in hours of operation).

Educational Service Goals and Practices

The Child Development Center's educational goals and practices have been designed with the recognition that a child's future success in life is influenced to a very large degree by early childhood experiences.

Throughout all of our interaction and instruction with children, we seek to nurture several fundamental traits of character:

1. Behavior that demonstrates enthusiasm and competence.
2. Behavior that reflects appreciation of and respect for others.
3. Behavior that evidences a growing sense of responsibility.

To promote the evolution of these traits, we utilize the following specific principles of guidance:

- * We provide a safe, comfortable and affectionate environment.
- * We monitor and record development progress.
- * We establish for each child, individually, the sequence of opportunities and challenges suitable to further development.
- * We encourage the use of rules as aids to success in complex cases.
- * We provide to each child an expanding depth and range of exploratory opportunities.
- * We arrange that each child experience frequent, practical success coupled with social and emotional esteem.

Learning Programs

In designing our developmental programs, we seek to take a balanced approach to learning. By creating a stimulating environment with a wide range of activities from which a child can choose, we foster the development of individuality, allowing a child's own interests to guide their selection and their learning. . Please ask us about the Creative Curriculum!

Social Behavior and Discipline

Every individual's personal satisfaction and social contribution depends upon their interpersonal conduct. With this view we work diligently to help children develop effective social and emotional behavior.

Beginning social rules include:

- a. We listen to our teacher
- b. We follow directions
- c. We share
- d. We take turns
- e. We help
- f. We take turns speaking
- g. We respect other's belongings
- h. We keep our hands to ourselves
- i. We problem solve

We help children learn these practices by following those guidance principles described above, i.e. individual attention, sequenced experiences, and guidance. Employees will always seek to use positive reinforcement of appropriate behavior. Children delight in seeing our smiles and hearing encouraging words, and will most often respond with continued appropriate behavior. When a child's behavior becomes inappropriate and he or she is unable to gain control over his actions, every attempt is made to handle the situation with positive discipline such as, but not limited to:

1. Clarifying the rule for the child.
2. Showing appropriate behavior by example.
3. Offering the words needed to help children solve their problems. Helping them verbalize what they want.
4. For small problems, we redirect, ignore, and offer alternative activity praise to extinguish the problem.

When children are unable to gain control of their actions, we first use the positive discipline steps listed above. If a child is less than 3 years of age and additional direction is necessary, the child is redirected to a different area or activity. For children over 3 years, who need additional encouragement in controlling behavior, a multi-step process is followed:

- Step 1 The child is moved directly next to the teacher and again reminded of the rule and appropriate behavior.
- Step 2 The child is moved outside the immediate group, but his or her participation in the group activity is still expected, and he is again reminded of the rule.
- Step 3 We talk to the child about the importance of the rule and why children must follow it. We then seek to identify small instances when rules are followed and quickly attempt to reward the child for acceptable behavior.

- Step 4 We use “time out” which consists of moving the child to a quiet environment where he or she is required to sit quietly for one minute per year of age. Prior to joining the group, the child will be asked to identify for the teacher which rule was not followed.

For any child who shows a pattern of inappropriate behavior/conduct we will begin to work with that child and his/her family on a plan to decrease the behavior. As a part of our plan, teachers should begin to use a tracking log in attempt to resolve the issue. Once CDC has begun working with the family and child, our goal is to see a behavior decrease. If we do not see a behavior decrease, we will, with parental permission, involve outside additional assistance. If after outside intervention, the behavior has not been decreased, we will, for the safety and well-being of all of the children in our care, have to dis-enroll the child from the facility. If at any time during the child’s enrollment we feel that a child’s behavior causes a significant threat to the safety and well-being of the children and/or staff in the facility, we will be forced to dis-enroll the child from our facility without notice or attempts toward a behavior decrease.

The Child Development Center specifically does not employ certain methods of discipline. We would never humiliate, shame, frighten, or strike a child. Similarly, we would never deprive a child of meals, rest or toilet use.

BITING

Biting is a natural part of a child’s development. It is very common (especially in infant and toddler rooms) to have children bite while attending daycare or pre-school. While it is common and it is natural, it can be very serious. It is our job to look out for the safety and well being of all children in our care. If you have a biting child in your center, the Director, the Teacher, and the Parents must monitor the biting very closely.

It is nearly impossible to write a biting policy that is fair to all involved. It would need to ensure that we try to work with the biting child to:

1. Minimize additional biting
2. Find out why the behavior is occurring.
3. Ensure the child has enough time to work through this stage in his/her development.

The policy would also need to be reasonable in its time frames as we know that not all biters can work through this period quickly enough to meet the safety needs of the rest of the classroom. Our reactions to bites, the reason for bites, and the age of the biting child may vary greatly. Therefore, each biting child circumstance must be reviewed on a case by case basis using the Child Biting Evaluation Form. However, to ensure the safety of all children in our care we need to immediately remove and send home the biting child if the following occurs:

1. Any child under the age of 2 1/2 bites three times in one day.
2. Any child over the age of 2 1/2 bites two times in one day.

Lastly, parents need to be involved in these processes. We will let the parents know when we begin to use the Child Biting Evaluation Form. If the child that was bitten has any type of mark from the bite, the Director will call to inform the parents. If after evaluating and working with the child the behavior does not decrease, please contact the Operations Manager for assistance.

*****All bites will be immediately washed with antibacterial soap and water*****

Parent Communication

Parent-teacher conferences are scheduled by teachers as often as needed. Should you desire a conference with a teacher, arrangements may be made directly with the teacher or through the center director. Likewise, should you need to discuss a matter with the center director; appointments may be scheduled at any time. A Parent Newsletter is sent home periodically. In addition, always check your child’s papers that are collected in his or her “cubby”. Important information to parents may be sent home in this fashion and parents are responsible for checking this daily.

Parents agree to be available to, and interact and counsel with, the Center Director and their child’s teacher on a regular basis. Parents agree to be available for special conferences and regular parent teacher conferences. Parents agree to work cooperatively with Center staff on a coordinated plan of development for their child.

Parents agree to promptly bring all concerns and questions regarding their child to the attention of Center staff and to cooperate fully in the investigation and solution of problems if such arise. Parents agree to keep Center staff fully

informed regarding behavior patterns or problems, which their child may exhibit at home.

The Child Development Center welcomes parents to visit the center at any time. Lunch visits are especially meaningful to children and arrangements can easily be made with the Center Director. Parents should **contact the center if unable to attend scheduled lunch visits** so those children can be notified.

Daily Routines

Research studies help us to know how important the establishments of daily routines are for providing a sense of security in a child. Thus, we encourage all of our parents to develop **consistent, un-rushed** routines for bringing children to the center and for pick up. Since the center is open from 6:30 a.m. until 6:00 p.m., if you need to arrive 5 to 10 minutes early in order to successfully get your child settled for the day, please do so. Likewise, when you arrive to pick up your child, he or she may be finishing a project of some kind. Please allow your child the few extra minutes needed for completion of the project. It will help him to feel good about his day and his accomplishments.

An important **responsibility** of each **parent** is to **sign-in and sign-out** your child as well as walk them to their classroom each day. We need to ensure that we know the whereabouts of each of our children at every given moment. An important **responsibility** of each child is to hang-up his coat, hat, mittens, etc. on his assigned hook. Boots can be placed immediately below hooks on the floor. Each child will also be given a “cubby” in which all of his delightful creations will be placed throughout the day. The contents of the “cubby” should go home with the child each day.

At the center, our days are structured to ensure that snacks, meals and rest periods occur at the same time each day. Check with your child’s teacher or the center director for exact times.

Nutrition, Food Service and Infant Bottles

The Child Care Food Service prepares all food for the center. We serve nutritious and balanced meals in which the use of salt, fats, sugars, colorings and preservatives is minimized. The center provides a breakfast, lunch and afternoon snack, and adheres to the guidelines of the Michigan Child Care Food Program. An early meal option is available to the children at a reasonable cost. Please see the current rate sheet for the cost of the early meal which is offered from 6:30-7:00. Monthly menus are posted in each classroom and are available to take home. Food substitutions will be noted on the day they occur.

Whole milk is served to children up to 2 ½ years of age and 1 or ½% for those over 2 ½ years of age. If a parent wishes to change this policy for their child, a written request from the pediatrician is necessary. **Parents that choose to bring their own food must sign our infant/formula/food sign off statement. Parents providing their own formula in bottles and baby food that are to be given must be clearly labeled with the child’s first and last name and are in a dated, sealed jar or plastic container or bottle. Bottles must also come pre-mixed.**

If a child has any known **food allergies**, parents should **note this on the child’s records**. In addition, a **Food Substitution Form**, available from the center director, **should be completed and returned**. We will make every effort to accommodate special diet needs; however, in some instances we may not be able to accommodate a special diet need. On those occasions, parents may be asked to bring food from home. We request that other food from home be brought into the Center only on special occasions, such as birthdays and holidays. This will help us to insure that each child is treated in a fair and consistent manner while in the Center, and will allow us to emphasize good nutritional habits. **Please Note: we are a peanut free facility.**

In accordance with Federal civil rights laws and United States Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, religious creed, disability, age, political beliefs, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the “USDA Program Discrimination Complaint Form”, (AD-3027) found online at: http://www.ascr.usda.gov/complaint_filing_cust.html *, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by: Mail: U.S. Department of Agriculture Office of the Assistant Secretary for Civil Rights 1400 Independence Avenue, SW Washington, D.C. 20250-9410; Fax: (202) 690-7442 or Email: program.intake@usda.gov. This institution is an equal opportunity provider.

Clothing

At the Child Development Center, our children are active, creative and involved! We encourage parents to dress their children in comfortable, washable clothing that accepts food spills, water, sand and an occasional paint spot. The Child Development Center assumes no responsibility for damage to or loss of a child's clothing or personal belongings. In addition, parents need to **bring one extra set of labeled clothing** (shirt, pants, underwear and socks) on the first day the child begins in the center. When a child has an occasion to use the extra set, parents need to bring another set to the center the following day for future use. **Parents with infants** are encouraged to **provide two sets of clothing**.

Personal Belongings from Home

The practice of bringing personal items from home, especially toys, is strongly discouraged. All too often these items are lost or broken which naturally causes a child to be upset. On those occasions when our teachers plan special "show and tell" days, parents will be informed so that treasured items can be brought.

Naptime

In order to provide a balance with the many active times in our day, the center provides a daily time for rest and sleep. This time of rest is important for young, growing bodies. No child is ever required to sleep before they return to activities. A "quiet time" may follow naptime to allow sleeping children to complete naps without interruption.

Each infant in our care is assigned a crib for daily use. The state of Michigan licensing law states that infants, ages 2 weeks to 11 months cannot have a blanket, or any soft item in the crib with the child. Please see your Director if you have questions regarding this law. Child size cots are provided for each of our older children. Each parent should **bring a small pillow and blanket** from home to be kept in the center for daily naptime use. If a child has a favorite stuffed animal that might help him or her feel more secure during this time of rest, please bring it also. Remember to label all items clearly with the child's name. **Blankets and pillowcases** should be **laundered each week** by parents.

Toilet Training

At CDC, we believe that parents know best when it is time to begin the process of toilet training. We will work with you in helping your child gain success in this important area of development. Every effort will be made to coordinate toilet training in the center with the program that you, the parent, have started at home. Please remember to **share this important information with your child's teacher**. It will also be necessary for you to **provide 2 extra changes of clothing**, (complete sets, including socks). The Child Development Center also reserves the right to require parents to send pull-ups for children who are having repeated daily accidents and are not yet experiencing success in the potty training area.

Outdoor Fun

Unless we experience inclement weather conditions or temperatures below 20 degrees, it is required by state licensing law that your child will spend time everyday in outside play activities. A physician's note must accompany any parent request for exclusion from outdoor play due to illness.

Exercise and fresh air are indeed important to every child's good health. Be sure that you **send your child** to the center in **weather appropriate clothing**.

This may include, but is not limited to: rain gear, jacket, sweater, long pants, hat, mittens, boots, snow pants, etc. If a child arrives at the center and does not have the appropriate outerwear for outdoor activity, the Director reserves the right to call a parent and ask that the appropriate clothing be brought. Where a child is inappropriately dressed, the child cannot go outdoors or will be provided with extra winter clothing items if available. The program does not always have staff who can stay inside with the child while the others are outdoors.

If you pick-up your child during outdoor play activities, please **remember to sign-out your child and inform the teacher that he or she is leaving**.

Illness

If the center Director feels any staff or volunteer is unable to perform their duties due to illness, they will be asked to leave the center immediately.

If your child is unable to attend the center due to sickness, please remember to contact us and let us know of the illness. This helps teachers know how to plan most effectively for the day.

When illness does occur, we do require parents to make other childcare arrangements. Because of the law and regard for others, no child can be allowed into the center with any of the following symptoms:

1. Fever (100 degrees or above)
2. Rash
3. Persistent cough
4. Sore throat
5. Vomiting
6. Diarrhea
7. Eye discharge
8. With nits (head lice) we are a “nit-free” program

Parents are encouraged to **plan ahead** for illness by enlisting the help of a neighbor, good friend or relative who might be able to provide care when sickness occurs.

Should your child develop one of these symptoms while at the center, you will be contacted immediately via phone. If CDC is unable to contact you by home or cell numbers, we will then try your work number. If we are still unsuccessful, we will then call the emergency contact numbers. Arrangements will need to be made in order for you to pick-up your child within 1 hour of notification. **Your child may return to the center when they are symptom and fever free for a full 24 hours without the use of fever reducer.** If your child has an antibiotic, they must be on the antibiotic for 24 hours before they can return to the Child Development Center. Certain communicable diseases may require a doctor’s authorization to return to the Center. See your Center director if you have questions about communicable diseases.

The Child Development Center will take the necessary precautions to contain and prevent the spread of contagious illnesses or diseases. However, the Child Development Center cannot guarantee that contagious illnesses or diseases will be completely contained or will not be spread to other children. Parents must recognize that, while in our care, it is possible that their child may be exposed to a contagious illness or disease. CDC has a health care plan containing information on hand washing, diapering, sanitation, and illness procedures that is available in the office for your review. An exposure control plan is also included in this handbook.

Accidents, Injuries and Incidents

If a child has an accident, injury or incident a parent will be notified verbally (by phone or in person when the child is picked up) and in writing (with a report) by the program director or the child’s teacher. The parent/guardian will be notified by phone immediately follow: a bit, bump to the head, or severe scrapes. All minor accidents, injuries, or incidents will be reported to the parent/guardian at pick-up and asked to sign a health report detailing what happened. Major incidents (kidnapping, lost child, and child abuse), will be immediately reported to the proper authorities and then a phone call to the child’s parent/guardian will be made.

Serious Accident, Illness, or Medical Procedures

- ❖ The caregiver (#1), designee, or PD will remain with the sick or injured child and administer emergency first aid:
 - Insure and maintain an open airway
 - Control bleeding with direct pressure
 - Ensure proper CPR
 - Reassure the child and keep him calm and quiet until emergency medical personnel take over the child’s care.
- ❖ If the caregiver (#1), designee, or PD have to accompany the child to the hospital, another caregiver (#2) will remain in charge of the facility and will take over care of the other children in the absence of the PD or designee. Caregiver #2 will call 911 and report the emergency. **(Address and cross street information is located by each phone and in all classroom binders).**
- ❖ After notification to 911 the parents of the child must be notified immediately.

- ❖ It will be the responsibility of a caregiver that is free or caregiver #3 to make certain that all emergency personnel are directed to the distressed child.
- ❖ If the caregiver, designee, or PD has to accompany the child to the hospital caregiver #2 will remain in charge and caregiver #3 will assist with the remaining children in care.
- ❖ If parents do not pick up a sick child within an hour and child's condition worsens, CDC may send the child to the hospital (Please see above)

Minor Problems

- ❖ Caregiver should move child to office and assess
- ❖ Caregiver should administer first aid
- ❖ Call parent or guardian (especially with all bites and head wound/bumps)
- ❖ Fill out the CDC accident report, get a parent and a Director's signature and file in the office.

Health Care Policies and Procedures

Hand Washing

Hands must be washed with soap under running water. The following procedures are considered best practice for hand washing:

- Have a clean, disposable paper or single-use cloth towel available
- Turn on the water to a comfortable temperature between 60 degree F to 120 degree F
- Moisten hands with water and apply soap
- Rub hands together vigorously until a soapy lather appears and continue for at least 20 seconds
- Rub areas between fingers, around nail beds, under fingernails, jewelry, and the back of hands
- Rinse hands under running water until they are free of soap and dirt. Leave the water running while drying hands.
- Dry hands with clean, disposable paper or a single-use cloth towel
- If the water faucet does not shut off automatically, turn it off with the disposable paper or single-use cloth towel
- Dispose of the single service paper towel in a lined trash container or place the cloth towel in a laundry hamper

Hand washing will occur upon entering the center, after contact with animals or pets, handling garbage, administering medication and prior to the care of children.

Hand washing will also occur when in contact with the following:

- human waste such as urine and feces
- bodily fluids such as saliva, nasal discharge, eye discharge, open skin sores and blood
- touching a contaminated object
- the air in droplets that result from sneezes and coughs

Handling Bodily Fluids

We train all employees on proper handling of bodily fluids upon hire; using a blood borne pathogens video provided by the American Red Cross.

Diapering Procedures

- Lay down the child
- Talk or sing with the child (Quality time)
- Use gloves if preferred
- Take off the soiled diaper
- Note any special instructions (med's or allergies)
- Thoroughly wipe the child FRONT to BACK
- Throw away the gloves and soiled diaper (making sure to keep one hand on the child at all times)
- Put a clean diaper on the child
- Wipe the child's nose if needed
- Wash the child's hands and your hands using the CDC hand-washing policy

- Place the child back with the group
- Three step the entire mat using soap and water, rinse water and bleach water
- Allow the mat to air dry after spraying and wiping the bleach water
- Document the diaper change

Reporting Suspected Child Abuse or Neglect

As caregivers, we are mandated by law to immediately report any suspected child abuse and neglect.

Child care providers are mandated reporters. Under the Child Protection Law, child care providers must contact Children's Protective Services (CPS) **immediately** when they suspect child abuse and/or neglect. The immediate verbal report must be made to Centralized Intake by calling (855) 444-3911. The verbal report must be followed by a written report. The written report must be submitted within 72 hours. DHS encourages the use of the Report of Suspected or Actual Child Abuse or Neglect (DHS-3200) form which includes all the information required by the law. The written report may be faxed to (616) 977-1154 or (616) 977-1158 or emailed to DHS-CPS-CIGroup@michigan.gov. Reporting the situation to administration or other staff does not relieve the caregiver of their mandated responsibility to report to CPS.

Cleaning and Sanitizing

- Wash all surfaces including but not limited to tables, changing tables, cots, toys, highchair, baby equipment and play equipment vigorously with soap and water
- Rinse the surface or article with clean water
- Submerge, wipe or spray the surface or the article with a sanitizing solution (bleach water @ 100ppm)
- Let the article or surface air dry
- The above will be done before and after every meal, after every diaper change, daily, weekly and as needed for all toys and equipment of all ages.
- Carpets are cleaned twice annually and as additionally needed.
- Bathrooms are cleaned and sanitized daily and as additionally needed.

Laundering

Laundering bedding, dress-up clothes, etc. in HOT water and detergent to clean and sanitize items daily, weekly and as additionally needed.

Medications, Medical Emergencies and Accidents

We must receive written permission prior to dispensing any medication to a child in the center. A **Permission to Administer Medication Form** can be obtained from either your child's teacher or the center director and must be **filled out completely**. New forms need to be submitted each week that medication is needed. All medications must be in original container. Prescription medicine must have the pharmacy label in place with the child's name listed. Dosage, instructions for administering the medicine and the physician's name must likewise be present. The State of Michigan licensing laws state that topical non-prescription medication including; but not limited to, sunscreen, insect repellent, and diaper crème, require written parental permission annually.

Should **any** minor accident or injury occur involving your child, a Health Report Form is filled out by center staff and presented to you. This **form** needs to **be signed and returned before leaving the center**.

Should a medical emergency arise, resulting from either a serious accident or some other cause, the Child Development Center will take the following immediate action:

1. First aid will be administered on-site and parents will be contacted.
2. The child's physician will be called and the details of the situation provided. The physician shall make the determination whether the child should be taken to the Emergency Room.
3. The child's teacher will accompany the child to the Emergency Room.

Emergency Medical Care

Parent gives permission to the Child Development Center to call 911 in the event of a serious emergency. Any costs or charges incurred for 911 emergencies are the sole responsibility of parent.

Safety and Security

Recognizing the need to be prepared for all emergencies, the center schedules regular fire and tornado drills. Our staff is regularly trained in handling emergency situations. Emergency exit routes and procedures are posted in each room within the center.

Safe driving habits are of great concern. Parents and staff must always approach the center at a slow rate of speed. With parents dropping-off and picking-up children throughout the day, the possibility that a small child could be in the driveway and/or parking lot must be remembered. **Always use extreme care when approaching the center.**

Child Release Policy

As a condition of providing child care services; parents must supply the name of at least one individual to whom the Child Development Center may release the child in the event of an emergency.

The Child Development Center will not release the child to any individual whose name is not on the list.

Before the Child Development Center releases the child, if the individual is unknown to any one of the Child Development Center staff, we will require that the individual show positive identification in the form of a valid Driver's License or valid state of government I.D. Card. Other forms of identification, such as work identification, are not acceptable.

Should the parent wish to have a one-time special exception to allow an individual not listed on the card to pick the child up, the parent must leave a signed, dated, written note with the Center Director, or designee, the morning of the release. Parents are not allowed to change any release instructions orally.

The Child Development Center assumes no responsibility for any injury or harm to the child who has been released to a person on the child's release card or identified in the written exception process.

Parents must be aware that the Child Development Center staff is not properly trained to make assessments relating to intoxication or other impairment and therefore assume no responsibility to assess the competency or condition of any individual appearing to pick up the child.

The Child Development Center staff respects the family's privacy. However, where other questionable child release situations occur, the Child Development Center has a duty to maintain its role as the child's advocate. In the event that any person appearing to pick up the child shows clear signs of intoxication or impairment, the Child Development Center will do the following:

1. Offer to call an individual from the emergency card on file
2. Offer to arrange for alternative transportation
3. If neither of the above are acceptable to the parent, the Child Development Center will have no other alternative but to release the child and contact the appropriate local authorities.

With respect to child custody disputes, until custody has been established by a court order, neither parent may limit the other parent from picking up the child, and the Child Development Center will release the child to a known identifiable parent.

An alternative care program should be sought if the Child Development Center's child release protocol places a child at risk.

Field Trips

At the Child Development Center, we arrange a variety of enrichment experiences for our children. Thus, we plan field trips and special outings, which bring to the child a new understanding of and appreciation for the world in which he lives. Parents will always be given advanced notice prior to any field trip. **Signed Parent Permission Slips** authorizing your child to accompany us as well as any applicable field trip fees **must be received by the teacher before the date of the scheduled trip.**

Every child feels special when mom or dad escorts them on a new adventure. Occasionally, volunteer drivers and chaperones are needed also. If you are able to accompany us on any of our outings, please let your child's teacher know. We would love to have you join us!

Transportation

For school-aged children who attend our center, transportation between school and the center may be available. Arrangements and fee information can be obtained from the Center Director.

Lost and Found

When items of clothing, etc. are found in the center without a child's identification, we place the item in our Lost and Found. Parents will want to **check this area** whenever they discover a missing item as the center donates these unclaimed items quarterly.

Holidays and Center Closings

The Child Development Center observes and is closed for six national holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. **Other days, such as the day after Thanksgiving and Christmas Eve, the center may closed. This is determined by need. All Child Development Centers closes at 2:00 pm Christmas Eve.**

Where a holiday falls on a Saturday or Sunday, the Child Development Center reserves the right to close to observe the holiday either the preceding Friday or the following Monday. The Child Development Center will provide thirty days advance written notice of a Friday or Monday closure due to a weekend holiday.

Other closings, even for very inclement weather, almost never occur. The Child Development Center makes every effort to provide parents with consistent care. However, should a situation arise due to extremely inclement weather or some other emergency, the closure will be listed on WWMT. The Child Development Center encourages families to subscribe to the WWMT closure list for their center. Parent agrees to arrange alternate emergency childcare for these situations. In the event the Child Development Center is closed for more than two consecutive business days, the parent is relieved of any financial obligation to pay for those days in excess of two business days. Parents further agree to resume use of the Child Development Center as soon as it resumes operation. Nothing in this provision alters the contractual provision relating to the required length of notice for termination of the childcare contract.

The fixed tuition rate will not be adjusted for holiday closures.

Birthday Celebrations

At the Child Development Center, we love birthdays! We enjoy making your child feel extra special as often as we can. Should you desire to bring special treats for the celebration, your child and his or her classmates will enjoy your thoughtfulness. We do ask that you remember our nutrition policy when selecting the treats you bring, as well as specific classmate allergies. The center director has a Birthday Treat Suggestion List, which he or she will be happy to share with you.

Enrollment Procedures

Upon enrollment, the parent is required to submit a nonrefundable enrollment fee. The enrollment fee is used to offset the administrative expenses incurred in processing enrollment applications. The registration fee may not be used to offset childcare tuition. Once paid, the fee will hold a space in the program for a period of not longer than three months.

The forms listed below must be fully completed before the child can be enrolled at the Center. Parents are solely responsible for ensuring the accuracy of the information contained within those forms and for keeping all such information current. The Child Development Center assumes no responsibility for keeping forms updated. Parents will be required to review the forms to ensure accuracy in January and June of each year.

- (a) child information card;
- (b) child care contract;
- (c) Parent's written permission for the Director and/or staff to seek emergency medical care;
- (d) Immunization certificates;
- (e) Michigan family size and Income Data Form (MCCFP Food Form)
- (f) 1 of the following:
 - A signed statement on the state of the child's health based on an evaluation by a licensed physician or his or her designee made within the preceding 12 months and every year thereafter for children ages two weeks to 30 months and every other year for children ages 30 months to school age. Restrictions, if any, on activities shall be stated by a licensed physician.
 - A signed statement that the child is in good health and that the parent assumes responsibility for the child's state of health while at the Center, if the parent objects to physical examination or medical treatment on religious grounds or if the child is a school age child. This statement must be updated annually.

To all our new parents, we recommend that you **bring your child into the center for a relaxed visit** prior to his or her first day in the center. This enables the child to become familiar with his/her new surroundings, meet his teacher and other children and become accustomed to his new routine.

Tuition

Weekly tuition is based upon your child's schedule and age. Tuition is posted in the center lobby.

The fixed tuition rate will not be adjusted for holiday closures, illness or absences for any reason.

Other Fees

A Non-refundable Enrollment Fee is charged at the beginning of service for all new children.

Late payment fees will apply for payments not received by Monday at 6:00 p.m. for the week of service.

A Diaper fee will apply for parents who wish to use CDC diapers.

Program Fees are charged according to the service provided, i.e. educational materials, field trips, etc.

An Early Riser Snack charge is added for any children having this snack between 6:30 am -7:00 am.

A Transportation Fee is charged for transporting children between school and the center. (This fee does not apply in those school districts where busing to the center is provided by the district at no cost to the center).

An overtime charge of \$20.00 per child for every 15 minutes or portion thereof will be due for late pick-up of children after the established center closing time.

A charge of \$25.00 will be assessed for any insufficient funds check returned to CDC.

Right To Change Tuition Fees

The Child Development Center expressly reserves the right to change the above tuition fee schedule upon thirty days' written notice to parent.

Absences

The full fixed rate is due regardless of absences, including sick days and personal days.

Vacations

A holding fee of ½ of your fixed weekly rate will be charged for vacations. A vacation must be 5 consecutive days. There is no charge for any additional consecutive vacation weeks. A holding fee will only reserve your space in the program for a maximum of 3 months. Schedule changes for vacation weeks are due on Monday prior to the week of change. Please note that your fixed weekly tuition rate will be charged for all other weeks.

Payment Methods

Parents may pay childcare tuition fees with cash, credit, debit, check or money order.

Where a check is returned to the Child Development Center for insufficient funds or for the reason that there is no account, the Child Development Center will issue a written demand to the parent for immediate payment of the check, plus the applicable processing fee, civil damages and costs, allowed by Michigan law as outlined below.

The parent will be responsible for the following, as provided by Michigan law:

- * If the full amount of the check is paid within 7 days, excluding weekends and holidays, after the date the demand for payment was mailed, the parent will pay the full amount of the check plus a returned check fee of \$25.00 will be added.

If the amount is not paid as described above, the parent will be liable for all of the following:

- * The full amount of the check
- * Civil damages of two times the amount of the check, or \$100.00, whichever is greater, and
- * Costs of \$250.00

Following a dishonored check, the Child Development Center requires that all future payments be made with cash, money order, or debit/credit card.

Billing Procedures

At the end of each week, the Child Development Center will issue an invoice to parents stating the amount due for the following week.

Late Payment Penalties (Revised 1-1-06)

If payment is not received on or before 6:00 p.m. on Monday the week services are rendered, a \$20.00 per child late fee will be added to the outstanding balance. If payment is not received by 6:00 p.m. on Friday, admission will be denied until full payment, including late payment fees are made. The child's space in the program will not be held and may be given to another family during this time.

If after three (3) weekly invoices have been sent to your last known address, the Child Development Center reserves the right to charge a \$50.00 collections fee and turn your account over to a collection agency.

Late Drop-off or Late Pick-up

Parent is expected to abide by the care schedule, including drop-off and pick-up times, set forth in the ChildCare Contract.

Where parent will be late in dropping the child (ren) off, parent is required to notify the Center Director as soon as it becomes apparent that the child (ren) will be dropped off late. Where the parent will pick up the child after the scheduled pick-up time, parent is required to notify the Center Director as soon as it becomes apparent that parent (or other authorized individual) will pick up the child late.

A late pick-up fee of \$20.00 per quarter (¼) hour, or any portion of a quarter (¼) hour, will be assessed for all late pick-ups past 6:00 p.m. The late pick up fee is payable with the next scheduled tuition fee payment.

The Child Development Center reserves the right to terminate the enrollment where Parent is late more than 2 times in picking up a child.

No Private Duty by Employees

Employees of the Child Development Center are discouraged from accepting offers for private duty (e.g. “babysitting”, serving as a “nanny”, etc.) for any of the children enrolled in the program. The Child Development Center is not responsible for any loss or damage incurred by use of a Child Development Center employee (current or previous) for private duty.

Termination

Either parent or the Child Development Center may terminate the childcare agreement upon two weeks written notice to the other party. Where parent does not provide two weeks written notice, parent is still required to pay for the final two weeks of care, following the notice of termination.

Provider reserves the right to terminate this agreement immediately, without notice to parent, if the child’s continued participation in the program creates a threat to the child, the other children, the Child Development Center or the Child Development Center staff.

Inappropriate Parent Conduct

Parents must be aware that adults serve as role models for children. Additionally, the Child Development Center is responsible for protecting the children in its care, and for providing a safe workplace for staff members. Therefore, it is critical that, while on Child Development Center property, parent conducts himself or herself in a professional and rational manner at all times. The Child Development Center reserves the right to immediately terminate the child care agreement if parent behaves inappropriately.

The following actions are grounds for immediate dismissal (please note, however, that this is not an exhaustive list of inappropriate behaviors):

- * Acts of violence, including assault and battery
- * Harassment of or threats against the staff, other parents or children
- * Possession of illegal substances or firearms
- * Verbal or physical abuse of any child or staff
- * Profanity
- * Indecent exposure.

Purpose of Parent Handbook

This parent handbook contains the policies and procedures of the Child Development Center in the outline form. It is meant to serve as a reference guide. It is not meant to cover every aspect of the child care program or every situation which may arise.

For the purposes of this Handbook, “Parent” means the Parent(s) or Guardian(s) of the child in care.

Parents should feel free to contact the Director with questions concerning the contents of this Handbook.

Changes to Handbook

The Child Development Center reserves the unilateral right to add, delete, or amend the policies and procedures provided for in this Handbook upon thirty (30) days' written notice to Parent.

Changes to policies and/or procedures contained in the Handbook are effective only if set forth in writing signed by the Child Development Center.

Child Development Center Ongoing Staff Training Plan

Orientation: All new staff will be required to complete an orientation prior to contact with children. The orientation will review center policies and licensing rules and regulations.

Infant/Child/Adult CPR: All lead caregivers, program directors, (this is required per licensing rules) will be required to complete CPR training at hire and annually thereafter. Per licensing, it is required that a staff member with this certification be present onsite during business hours at all times. (CDC offers CPR/First Aid and Blood Borne Pathogens quarterly)

First Aid: All lead caregivers, program directors will be required to complete first aid training at minimum every three years. However, CDC offers this training yearly.

Blood Borne Pathogen Training: All caregivers and program directors will be required to prior to unsupervised contact with children to complete blood borne pathogen training. This training will be offered yearly thereafter.

Safe Sleep/Shaken Baby Training: All infant and toddler caregivers will be required to complete safe sleep and shaken baby training prior to providing care for infants and toddlers. This training will be offered yearly thereafter.

Child Abuse and Neglect Reporting Procedures: All caregivers will be required at hire to review mandated reporting procedures and center policies regarding abuse and neglect reporting. This training will be offered yearly thereafter.

Disaster/Emergency Procedures: All caregivers will be trained on emergency procedures at hire and at least 2 times per year.

Professional Development: All caregivers are required to complete at minimum 16 hours of annual training required by licensing. However, the Child Development Center requires 24 annual training hours in the following topics but not limited to:

- Health, Safety and Nutrition
- Family & Community Collaboration
- Child Assessment
- Interaction and Guidance
- Professionalism
- Childhood Development
- Developmentally Appropriate Practice
- Lesson and Activity Planning
- Special Needs and Disabilities
- Cultural Competency
- And other topics pertaining to childcare environments and early childhood education

Training opportunities are also listed below with a variety of sources:

- **DHS-** www.michigan.gov/dhs
- **Great Start Connect-** www.greatstartforkids.org
- **MIAEYC-** www.miaevc.org
- **Michigan Providers' Association, Inc-** www.mpamich.com

Our goal at the Child Development Center is to provide our teachers with tools, trainings, and resources they need to provide our children with a quality learning experience that will guide them to be successful in their walk of life.

Special Needs Competence Plan

Our program is dedicated to integrating policies, procedures and practices that reflect a respect and valuing of special needs children and that demonstrate competence for children with special needs. We strive to follow the following five key components of special needs competence;

1. Value the inclusion of special needs children. Do not turn away any child with special needs.
2. Conduct a special needs assessment with parent, therapists and physicians.
3. Understand the dynamics of the needs of each child and any procedure needed for the child. Working closely with parents, therapists, and physicians to educate staff and implement daily practices to best care for the child.
4. Acquire and integrate knowledge of children with special needs in the classroom and with staff.
5. Adapt to the needs of the individual child.

Special needs awareness is an ongoing and evolving process and CDC is dedicated to promoting our capacity to accept and respect children with special needs through staff training, professional development, assessments, and periodic policy and procedure review.

Cultural Competence Plan

Our program is dedicated to integrating policies, procedures and practices that reflect a respect and valuing of culture and that demonstrate cultural competence.

We strive to follow the following five key components of cultural competence;

1. Value cultural diversity
2. Conduct a cultural self –assessment
3. Understand the dynamics of difference
4. Acquire and integrate culture knowledge
5. Adapt to diversity

Culture competence is an ongoing and evolving process and CDC is dedicated to promoting our capacity to accept and respect difference through staff training, professional development, self-assessment, and periodic policy and procedure review.

Parent Notification of the Licensing Notebook Requirement

Child Care Organization Act, 1973 Public Act 116

All child care centers must maintain a licensing notebook which includes all licensing inspection reports, special investigation reports and all related corrective action plans (CAP). The notebook must include all reports issued and CAP's developed on and after May 27, 2010 until the license is closed.

- This center maintains a licensing notebook of all licensing inspection reports, special investigation reports and all related corrective action plans.
- The notebook will be available to parents for review during regular business hours.
- Licensing inspection and special investigation reports from the past two years are available on the Bureau of Children and Adult Licensing website at www.michigan.gov/michildcare.

I have read the above statement issued by _____
Name of Child Care Center

Parent Name _____

Parent Signature _____ Date _____



Statement Acknowledging Parent's Receipt of Handbook

I/We, _____, hereby acknowledge and agree with the following:

1. I/We have received a copy of the Parent Handbook of the Child Development Center.
2. I/We have read and agree to comply with the policies contained in the Handbook which govern the terms of the child care contract, and have been given an opportunity to ask questions about the content of the Handbook.
3. I/We understand that the Handbook reflects the current policies and procedures of the Child Development Center and that it replaces and supercedes any prior policies, procedures or Handbooks.
4. I/We agree that I will conform to these policies and procedures and understand that these policies and benefits may be amended, modified, terminated or replaced by the Child Development Center.
5. I/We understand that this Handbook is the property of the Child Development Center and must be returned to the Child Development Center upon termination of child care services.

Mother/Guardian Signature

Date

Father/Guardian Signature

Date