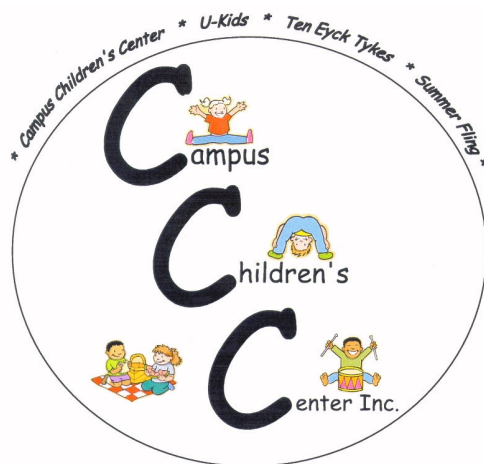


# Parent Handbook

October 20, 2008



**20** years of helping families grow!

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**Campus Children's Center, Inc.**  
PO Box 3701  
Albany, NY 12203

Dear Parents,

Welcome! Choosing childcare is one of the most important decisions you will ever make for you and your child. It is essential for you to find a program with a philosophy, style and hours that are compatible with your family. You need to feel comfortable with the people, the policies and the curriculum used in the setting you have chosen.

We believe that raising children is a great responsibility for all parents. However, we will strive to strengthen and enhance this relationship, and we encourage parent participation in our programming. We look forward to working with you, and will do our best to ensure that your child's experiences will be healthy, happy and foster their complete development.

We have provided the information in this handbook to help you understand and evaluate our program. We believe when you are choosing a child care program for your family it is important to make an informed decision. Additionally, this handbook is an important reference tool for you to use while your child is with us. Please read this handbook carefully and after reading it, if you have additional questions please contact the Site Director, she will be happy to help you.

Please be assured, you are always welcome to visit the Center and to communicate with the staff about any issue, which affects your child, no matter how small. We hope that we will be able to meet your needs and that your family will become a part of ours.

Sincerely yours,

Debra D. Merchant  
Executive Director

Campus Children's Center Parent Handbook

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## **Mission and Operations**

The Campus Children's Center Inc. (CCC, Inc.) is a not-for profit corporation located in the Capital District of New York State. Our mission is to support the integration of family life with work/academic life for the families of our host partners, and others in our community, by providing the highest quality early childhood and school-aged care for their children.

CCC, Inc., operates three child care centers in Albany, providing child care services for infants toddlers, preschool, Pre-K as well as school age holiday and vacation care:

### **Campus Children's Center (CCC)**

Bldg 4, Harriman Campus, Albany

518-457-3210

fax -518-457-5833

### **U-Kids Childcare Center (UKIDS)**

Dutch Quad, University at Albany

1400 Washington Ave., Albany

518-442-2660

fax- 518-442-2665

### **Ten Eyck Tykes (TET)**

40 North Pearl, Mezzanine Level, Albany

518-474-5437

fax 518-402-3934

### **Mailing Address:**

Campus Children's Center, Inc.

PO Box 3701

Albany, NY 12203

Additional information can be found at the Campus Children's Center, Inc. website at [www.campuschildrenscenter.com](http://www.campuschildrenscenter.com)

## ***Part I. Administration***

### **Board of Directors**

A Board of Directors is responsible for oversight of the Campus Children's Center, Inc. (CCC, Inc.). The Board consists of member representatives of the various New York State employee groups, parents, the community-at-large, and the site hosts. Four corporate officers (Chair, Vice-Chair, Secretary, and Treasurer) are elected by the board from its members. All Board members volunteer their time and talents in carrying out the CCC, Inc.'s mission, while balancing the best interests of the centers and the families served. The Board of Directors determines policies and establishes and approves the budget.

Board meetings are held about 10 times per year. Various committees focus on specific issues, such as personnel, property, budget, and fund-raising. The Executive Committee, consisting of the corporate officers, meets as needed to resolve issues that cannot wait for the next Board meeting.

### **Executive Director and Site Directors**

The Executive Director is selected by the Board of Directors and is responsible for the general charge and oversight of CCC, Inc., subject to the overall control and direction of the Board. The Executive Director keeps the board fully informed on all aspects of the program and operations of the CCC, Inc. Each center is managed by a site director.

### **PTO Organization**

Each site may have a separate Parent-Teacher Organization (PTO) organized and run by parents who volunteer.

### **Superseding Clause**

This current set of Parent Handbook Policies supersedes all previous Parent Handbook Policies and shall remain in effect until a new Handbook is issued.

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## ***Part II. Policies***

### **Enrollment Policies**

The Campus Children's Center, Inc. provides services for children without regard to race, color, sex, religion, national origin, income level, sexual orientation, or family status.

#### **Age Requirements**

Children must be at least 8 weeks old to enter any of the Centers. They are eligible for care until Labor Day preceding the start of Kindergarten. A separate program exists for school-age children during summer vacation and various breaks during the school year.

#### **Waiting List**

Parents may put their name on the waiting list for care any time after a pregnancy has been confirmed. The waiting list is maintained in the order names are placed on the list. Each Center maintains a separate wait list. As openings occur, placements are offered in the following order, then by date added to the waiting list:

##### **Campus Children's Center & Ten Eyck Tykes**

###### *First priority:*

- NYS and Harriman Campus "affiliated" employees
- NYS employees at other sites
- Contract staff working on the Harriman campus, 40 North Pearl St., and other state facilities
- University at Albany faculty, staff and students
- SEFCU, CDPHP and other "Patroon Creek" employees

###### *Second priority:*

- Community

##### **U-Kids**

###### *First priority:*

- University at Albany students, faculty, and staff

###### *Second priority:*

- All other NYS and Harriman campus affiliates, and contract employees on state facilities, as above

###### *Third priority:*

- University at Albany Alumni

###### *Fourth priority:*

- Community

#### **Enrollment Requirements**

Prior to enrollment, parents MUST:

- Complete the enrollment packet before attendance begins
- Provide a medical report from the child's physician before attendance begins
- Pay the registration fee and the deposit.
- Pay for the first week's tuition no later than the first day of attendance

The child and parent are encouraged to visit the assigned room prior to enrollment to help familiarize themselves with the program, staff and other children.

### **Withdrawal**

Written notification must be submitted in writing to the office **at least two-weeks prior** to the intended date of withdrawal for children receiving full-time care. Three weeks written notice must be given for children receiving part-time care. Failure to give proper withdrawal notice will result in the full or partial loss of the tuition deposit.

### **Disenrollment**

CCC, Inc. 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 two weeks;
- Three or more bounced checks within a six month period;
- Chronic lateness in picking up a child after the 5:30 closing time;
- 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;
- If parents refuse to meet with staff. Any remaining tuition deposit, after all financial obligations are met, will be refunded;
- The necessity of administering medical treatment for which staff is not trained.
- Care exceeding staffing ratio abilities.

### **Parking and Transportation**

Parking up to 15 minutes is available in designated spots near the entrance to each Center. If parking for more than 15 minutes, parents must utilize an assigned parking lot or the designated visitor's parking lot. For Ten Eyck Tykes, parents must talk to the Center Director for specifics.

Parents should never leave vehicles running in the drop off/pick up area. It is neither safe nor legal.

CCC, Inc. does not provide transportation except for sponsored field trips. For insurance purposes, staff or board members cannot transport children.

## **Arrival And Pick-Up Policies**

### **Key/Card Access System**

Each Center's doors operate on security systems and each center has a protocol for admission to the Center:

- The CCC, U-Kids and TET centers require use of an authorized key/card/number to open. Each family receives a key/card/number. It is very important that these are not lost to prevent unauthorized use. Individuals without a key/card/number

will have to ring the doorbell and wait to be admitted ("buzzed-in"). No one should hold the door open for unfamiliar person, as that person may not be permitted in the Center. Staff may not always be able to get to the door (e.g., if they are needed in classrooms). It is important that families remember and use the key/card/number.

- CCC also requires a security card for access to the main building. Details are available from the site director.

All Centers have monitors in the doorway for screening.

### **Signing In and Out**

Upon arrival it is mandatory that the parent sign-in and report the time of their child's arrival. Each center/classroom has its own sign-out procedures; parents should check with their center for the specifics.

If someone else is dropping off or picking up a child, he or she must follow the same procedures to check the children in or out.

### **Arrival**

Ten Eyck Tykes opens at 7:00a.m. CCC and UKids open at 7:30 a.m. To ensure that each child is safe and supervised at all times (and to foster daily communication between families and teachers) parents must accompany their child to the classroom when they arrive at the Center. This affords parents an opportunity to "share" the Center with their child.

Additional procedures for the Centers:

- Parents should be sure that they never leave their child unattended.
- Parents are expected to bring their child into the classroom and remove outdoor clothing and store it appropriately.
- When a child arrives, parents must ensure each child is freshly diapered or, if toilet trained, each child should have used the bathroom.
- Children must be left under the supervision of a teacher. Parents must let the teacher know when they are leaving.
- Parents should let a teacher know if there are special instructions for their child that day, or a special contact number for that day, etc.
- When parents are at the Center with their child, the child is the parents' responsibility.
- Parents should notify the Center if their child will be absent and the reason for the absence.

### **Departure**

All Centers close at 5:30 p.m. A fee of \$5 per child is charged for every five minutes or part thereof that a child is picked up past closing time. There is no grace period. The fee will be added to the account.

An additional \$10 administrative fee will be added to each late pick-up fee starting with the fourth late pick-up. Once a family incurs the administrative fee it will remain in effect for the duration of the child's association with the CCC, Inc. Parents/guardians who are late more than six times in a six month period, commencing from the first occurrence, may be requested to seek alternate care that better meets their scheduling needs.

Chronic lateness in picking up a child after the 5:30 closing time may result in disenrollment.

Parents must plan to arrive early enough to ensure exit from the building by 5:30 p.m. In the event that a child has not been picked up one hour past closing (and the Center has been unable to contact an authorized person who will pick up the child immediately), the child will be turned over to Child Protective Services.

In accordance with New York State regulations, children will be released only to a parent or legal guardian or to persons whose names are listed on the Child Release form (completed during enrollment). Families must advise the center director and teachers in advance, in writing, if a person not listed on the original form is to pick up their child. For the safety of each child, identification will be requested of all authorized persons picking up children. Parents, relatives and friends should not take offense if staff ask who they are and ask for identification - this is done for the safety of the children. When designating those persons authorized to pick up children, keep in mind that **only an adult** (age 16 or older, proof of age may be required) will be allowed to pick up a child. The Center reserves the right to refuse release of children without written consent.

Once a parent arrives to pick up their child, the child is the responsibility of the parent from that point on. **Parents must personally inform the teacher prior to taking their child from the Center.** Parents are asked NOT to call their child from a distance and assume a teacher has seen or heard that call. The child's safety is of the utmost importance to CCC, Inc.

### **Visitation**

Parents are welcome (and encouraged) to visit with their children at any time throughout the day. Parent visits can enhance the program by promoting continuity and communication between the childcare center and the home. CCC, Inc. requires that parents fit visits into the classroom schedule to be as minimally disruptive as possible.

### **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, CCC, Inc requires the official court papers be on file before preventing a parent from seeing a child. These papers will be strictly confidential and sealed in an envelope in the child's file at the Center.

## **Confidentiality, Communication and Grievance Policies**

### **Confidentiality of Information**

All financial and personal information will be kept strictly confidential. Access to this information will be strictly limited to authorized staff and regulatory agency representatives.

### **Communication**

Parents are an integral part of the program, and CCC staff seek to form a partnership with parents to foster the learning and healthy development of a child. Parents are welcome in the Center at any time (e.g., during the day to join their child for lunch, to

observe their child in the classroom. The aim is to make the Centers an environment of camaraderie, support, and activity.

CCC, Inc. makes every attempt to ensure effective communication with families. The following guidelines for communication are offered to parents:

- Parents are asked to listen carefully to what their child's teacher has to say. Teachers spend a significant amount of time with the child and can share expertise about the child's development.
- If parents have questions about their child or the program, they should speak directly to the child's teacher and/or the Site Director. Staff need to be aware of parent concerns in order to try to help.
- When calling a Center, if no one is immediately available to take calls, parents are asked to leave a message on voice mail. Staff continuously check voice mail from opening to closing. Staff may be temporarily out of the office to assist with the children, and will return all calls.

Formal opportunities for parent teacher communication occur twice a year:

- An open house is held in each classroom in the Fall. Parents are encouraged to attend this event to familiarize themselves with the program provided in their child's classroom.
- Annual Parent-Teacher conferences are scheduled each Spring. These conferences afford the parents and teachers a chance to sit and discuss each child's development on an individualized basis.
- In addition, parents and/or Teachers may request a conference at any time.

CCC, Inc. issues periodic newsletters to keep parents informed about happenings at each site. There is also a general parent information board located in the main entrance hallway, which contains an assortment of information relevant to parenting, family life, events, and issues involving CCC, Inc. and the children.

### **Appeal Policy**

It is important that there be a clear-cut route parents can take with their concerns and feel that they will be heard. CCC, Inc. 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 Site Director, followed by the Executive Director. If these individuals are unable to solve any problems, written communication can be directed to the Board of Directors. This type of cooperative communication can foster the sharing of new ideas and opportunities for CCC, Inc. to grow and continually improve.

## **Financial Policies And Fees**

### **Enrollment Fee**

A \$45 enrollment fee is due at the time a child's placement is accepted for enrollment. This fee is non-refundable. An additional \$5 security card deposit is required at U-Kids and a \$10 security card deposit is required at CCC. There is no security access fee at Ten Eyck Tykes.

## **Tuition Policies**

### **Deposit**

A two-week tuition deposit is required for each child enrolled for full time care at the Center and a three-week deposit is required for each child enrolled for part-time care. It is due at the time the child is accepted for enrollment, but may be paid in four(4) equal bi-weekly installments. ***The deposit is held interest-free and is adjusted as tuition changes.*** It may be applied to the child's last two weeks of attendance or be refunded when the written departure notice of at least two weeks has been given (three weeks for part-time care.)

### **Tuition Payment Due Dates**

**Tuition is due upon arrival on Monday for that week of service.** If a child is absent the day the payment is due, the tuition is due on his/her next day of attendance.

CCC, Inc. offers a direct payment option from any SEFCU (State Employees Federal Credit Union) account. The authorized amount is automatically deducted from the designated account each week on Friday for the following week's care. This option will help make sure that tuition is paid timely. Enrollment forms are available at each Center.

Failure to pay tuition, or any fees, for two consecutive weeks may result in disenrollment. The tuition deposit will not be returned.

Parents are encouraged to explore any dependent care benefit programs available to them. These programs may result in a larger savings than the credit on an income tax return.

### **Tuition Rates**

Tuition rates are flat weekly fees. The current tuition rate are provided in Appendix A. There is no reduction for vacations, holidays, snow days, illness, or emergency center closings which result in a child's absence.

All tuition rate schedules are based on a flat rate for each age group. However, CCC, Inc. does offer a scholarship program for qualifying University at Albany student families and Block grant subsidies for qualifying SUNY student families. These programs are possible as a result of grant funding and are dependent upon this funding being sustained.

Parents should be aware that tuition increases each year CCC, Inc. as expenses increase. Any tuition increase will be announced at least four weeks prior to the effective date.

### **Pre-Paid Tuition Discount**

Families whose tuition is paid in full prior to each week of service will receive a discount for that week. In order to qualify for this discount, tuition and all fees must be paid in full prior to the start of the service week. Payments made using the Direct Payment Option from a SEFCU account qualify for the tuition discount because they are executed the Friday prior to the week of service.

### **Tuition Waiver**

Tuition may be waived only if it is necessary to close a site for a week or more when no services are available, such as a planned University at Albany break. Tuition may also be waived if a child temporarily vacates a slot so a child from a closed site may use it. This requires a written request and must receive written administrative approval. Parents will be notified in advance when this possibility exists.

### **University at Albany Student Scholarships**

Scholarships are available to University at Albany students who qualify through a grant provided by the State University of New York. Scholarship forms and supporting documents must be submitted for anyone requesting a scholarship. Based on their current gross household income, parents are assigned a tuition level from the scholarship calculation chart. This chart may be obtained from CCC or Ukids.

This income statement should include all income for the child's family. It must include wages, commissions, bonuses, dividends, interest, retirement payments, alimony, and child support. Income from such things as businesses, professions, farming, and rental property must be included. Actual cash operating expenses may be excluded, but tax incentives such as depreciation may not be deducted from income.

Supporting documents (original or photocopies) are required. They include pay stubs, federal tax forms, and other income statements. Copies are kept. All financial information is kept in strict confidence. It may be used for statistical purposes without identifying information. Failure to supply accurate information at time of application may result in loss of scholarship.

### **Fee Policies**

#### **Post- Payment Fee**

A fee of **\$25** is charged if payment for a service week is not paid in full by Thursday of that service week.

#### **Returned Check and Incomplete Auto-Withdrawal Fee**

A fee of **\$25** is charged each time a check is returned or a direct deposit is not paid in full. If the payment was made prior to the service week, the discount no longer applies.

#### **Late Pick-Up Fee**

A fee of **\$5** per child is charged for every five minutes or part thereof that a child is picked up past closing time. There is no grace period. The fee will be added to the account. An additional **\$10** administrative fee will be added to each late pick-up fee starting with the fourth late pick-up. Once a family incurs the administrative fee it will remain in effect for the duration of the child's association with the CCC, Inc.

Parents/guardians who are late more than six times in a six month period, commencing from the first occurrence, may be requested to seek alternate care that better meets their scheduling needs. Chronic lateness in picking up a child after the 5:30 closing time may result in disenrollment.

## **Other Financial Activities**

### **Fund-Raising**

Fund-raising is an important source of income for the CCC, Inc. budget; it helps keep tuition costs down. CCC, Inc. participates in many types of fund-raising during the year. *All families are requested to do their share and participate in at least two events per year.*

### **Donations**

CCC, Inc. is a not-for-profit organization and all contributions are tax deductible. A receipt for any donations will be provided upon request. Non-violent toys, books, clothing (adult and child), arts and crafts supplies, and of course, money, are welcome. State employees may contribute to the CCC, Inc. through the SEFA Campaign (State Employees Federated Appeal).

## **Health And Safety Policies**

One of the major concerns of CCC, Inc. is the health and welfare of the children. Because of this concern, CCC, Inc. has developed a comprehensive health policy. The Centers try to work with the parents in developing healthy habits that will become an important part of each child's day. The Centers promote overall wellness, including offering a nutritious diet, and to the extent possible, will cooperate with families in meeting their children's health care needs. CCC, Inc. requires family cooperation in maintaining all of these standards. It is important to remember that children who are in attendance must be well enough to participate in all regular program activities.

### **Child Abuse And Neglect Prevention**

The CCC, Inc. Board of Directors and administration do not tolerate or in any way condone an act of abuse/maltreatment toward a child. All CCC, Inc. staff are mandated reporters of suspected child abuse/maltreatment and will report to the New York State Office of Children and Family Services, whether a parent, staff member, or any person who comes in contact with the child inflicts the abuse.

Information relating to an individual child is confidential and can't be disclosed to anyone other than the Office of Children and Family Services, its designees, or a social services district unless a parent of the child has granted written permission for such disclosure. The local child protective services will notify the parent(s) of the alleged child victim.

All prospective employees will be screened through the Child Abuse and Maltreatment Register and a criminal history check.

### **Emergencies**

All staff members are fully trained in emergency procedures. Most staff are certified in first aid and CPR procedures.

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

### **Gum Chewing**

We do not allow the children to chew gum while at a Center. It is a choking hazard.

### **Physical Examinations and Immunizations**

New York State requires that all children in a day care setting receive a thorough physical within 90 days of enrollment. The Office of Children and Family Services requires children in a child care setting to receive additional physical examinations following the recommendations of the American Pediatric Association. Additionally, the Department of Health requires all children to receive immunizations against polio; diphtheria, pertussis, and tetanus (DPT); measles; mumps; rubella; and HIB and HepB vaccine. 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.

CCC, Inc. highly recommends lead testing for every child. Parents are encouraged to talk to a physician or local county health department for more information.

### **Resources**

A registered nurse visits the Centers to ensure the health and progress of all children. The nurse is available to advise as to the general care of the children and to instruct staff on the proper techniques required to preserve the health and general welfare of the children.

### **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

### **Cleaning/Laundrying**

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. Each site has access to laundry facilities where teachers are able to wash Center owned items on a routine basis. 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.

### **Ill Child Policies**

While that keeping a child home may impose problems on a family, bringing an ill child to day care may affect the health of other children and the staff. If parents are uncertain as to whether or not to keep their child home, they should not hesitate to call the Center for advice.

The **symptoms of suspected illness** are as follows:

- Fever: 101 degrees; lower if with other symptoms
- Diarrhea: 3 occasions
- Vomiting: 1 occasion with other symptoms
- Rashes of suspicious origin

Other symptoms may include a child being listless, tired, cranky, crying, or exhibiting behavior unusual to that child.

If a child is suspected of being ill or having a contagious condition (see below), parents will be contacted and asked to take the child home. If parents cannot be reached, the Center will contact one of the alternate people listed on the enrollment applications. If a child is sent home due to high fever, diarrhea or vomiting, with other symptoms (see below), the child may not return to the Center for 24 hours after all symptoms have cleared. A form will be filled out by the staff member witnessing the illness or the site Director and signed by a parent/guardian affirming that the child may not return for 24 hours.

CCC, Inc. requests that parents call the Center in the morning of the day their child will not be attending, especially if the child is sick and definitely when he/she is diagnosed with a contagious illness. This will enable the Center to take the necessary precautions to help control the spread of contagion. Those families receiving specific subsidies should check with the subsidy administrator to ensure compliance with additional absenteeism requirements.

If a child is sent home and is diagnosed with a **contagious condition**, that child may not attend the Center without written notification from the child's pediatrician that s/he is no longer contagious or all symptoms have cleared and the child is fit to return to day care. This policy also applies to conjunctivitis, chicken pox, and impetigo. In the event that a child is tested for strep, he/she may not attend the Center until a negative result or

the child has been on antibiotics for a minimum of 24 hours. Bacterial infections (except ear infections) being treated with antibiotics require that the child be medicated a minimum of 24 hours before she/he may return to the Center. In cases of head lice, a child may not return to the Center until all nits are completely gone.

### **Medications**

CCC, Inc. strongly encourages parents to administer all medications to their child; however, if parents are unable to come to the Center, and it is absolutely necessary that the child receive the medicine during school hours, the staff will do so under the following conditions:

- The Center must have the *Written Medication Consent Form* signed and completely filled out; these forms can be obtained from a teacher or the Director;
- Medication will only be administered between the hours of 9:15 am to 12:45 pm and 2:45 pm to 3:45 pm when a certified staff member is available;
- Both prescription and over-the-counter drugs must be in their original container and require that the Center has authorization from the child's doctor, on the appropriate form. A FAX from a doctor is acceptable;
- All equipment needed to administer the medication (i.e. measuring spoons, spacers, nebulizers, etc.) must be provided by the parent;
- The prescription and label must match the health care provider/authorized prescriber authorization exactly;
- The *Written Medication Consent Form* must be submitted for each medication.

### **Special Medical Conditions**

The Board of Directors reserves the right to not enroll any child with a medically related condition, the care of which would require special training or expertise not possessed by the staff. Questions/issues about a child's medical condition should be discussed with the Executive Director or site Director prior to a child's enrollment.

### **Supervision and Security**

No child is ever left alone or unsupervised. Each Center operates according to a specific security protocol. For the safety of the children and staff, parents should **NOT grant strangers access to a Center.**

### **Smoking**

There is absolutely no smoking allowed in any Center, during Center-sponsored activities, within 25 feet of the building, or any areas where children congregate.

### **Videotaping and Photographing**

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

### **Center Closing Policies**

#### **Inclement Weather Closings**

CCC, Inc. realizes the importance of dependable, quality child care and, therefore, will

close only in cases of extreme weather conditions.

If Centers will be opening late or not at all, the information will be broadcast on the following television stations:

WNYT, Channel 13  
WTEN, Channel 10  
WRGB, Channel 6

- Parents should watch specifically for "*Campus Children's Center*."
- Parents arriving late due to bad weather are asked to contact the Center to make sure it is open.
- If the decision to close early is made, parents will be notified by phone to pick up their child, so it is essential that the Center always have an updated contact number.

Every effort will also be made to post closing information on the CCC, Inc. website: [www.campuschildrenscenter.com](http://www.campuschildrenscenter.com).

### **Emergency Closings**

Each Center closes when its host agency facilities are closed for an emergency. For example in recent years Centers have closed when there is an announced closing of state agencies by order of the Governor to reduce energy consumption.

### **Holiday Closings**

Holiday schedules differ at each Center, depending on the schedule of the host agency. A specific schedule is available from the Center office.

All centers are closed on New Year's Day, Martin Luther King Jr. Day, Presidents Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving and Christmas. Centers also close at noon on Christmas Eve and New Year's Eve. U-Kids is closed the day after Thanksgiving, and (CCC and TET are closed on Columbus Day and Veteran's Day.

### **Scheduled Closings**

CCC, Inc. also reserves the right to close one or more facilities when operations in the "host" agencies are reduced. For example, the U-Kids Center is typically closed during the holiday break week (December 25 through January 1) and the Center closes as well. Every effort will be made to accommodate children at other CCC, Inc. Centers should families require care.

### **Other Policies**

#### **Babysitting**

CCC is not responsible for and does not endorse staff employed at its Centers for private babysitting arrangement for clients. CCC is not responsible for the activities, judgments, or care employees may give any child during their own free time. Any private arrangements between staff and parents are totally between the two parties. CCC is not liable for any relationship outside its Centers involving parents, children and staff.

## ***Part III: The Learning Environment and Curriculum***

### **Classroom Climate**

Each center strives to provide a safe, happy, stimulating, healthy and nurturing environment for the children and their families. The climate of each classroom will promote love, self-confidence, and mutual respect. CCC recognizes that each child is unique, and its program encourages each child to explore and investigate at his or her own pace. Each child is surrounded by resources to stimulate curiosity, promote knowledge and foster pride in individual accomplishments. The classroom environment encourages cognitive development, problem solving, language arts, creativity, physical, social and emotional growth. Each child is provided with the opportunity to develop these skills through active participation.

### **Staff Interactions**

CCC staff interacts with the children in a positive and considerate manner. They encourage children to develop interpersonal relationships with classmates and adults. The teachers assist the children with their relationships and help them to understand their behavior and feelings. All children are treated with respect and empathy as the staff nurtures them to develop a positive self image.

### **Curriculum**

A child's development is an exciting and continually progressing journey. Each stage lays the foundation for the next and all are equally important. CCC classrooms have been divided into age groups (Infants, Toddlers, Preschool, and Pre-K) to ensure that each group has objectives that are developmentally appropriate with their capabilities.

CCC's curriculum is theme based. Teachers prepare the environment with a variety of activities that are based on a theme, as well as the children's needs and interests, and are child directed and child initiated. The Centers' schedules include time for large group, small group, and individual activities, quiet and active times, large motor and small motor times, indoor and outdoor times and teacher directed and child directed times.

The early childhood programs do much more than help children learn numbers, shapes, colors and letters. These programs help children learn how to learn; to love learning; to question why and discover alternative answers; to get along with others; and to use their developing language, thinking and motor skills.

### **Celebrations**

CCC programs promote cultural diversity and respect for families through its tradition of recognizing celebrations and the customs associated with them. It is CCC's philosophy to expose and share with the children a variety of cultures and traditions through activities, projects, and celebrations. Families are encouraged to share traditions or customs to share with the site director.

### **Outdoor Play**

Every attempt is made to offer a daily outdoor activity period. It is very important for children to get fresh air even in the winter months. However, children must be appropriately dressed for these experiences. Parents should provide seasonal clothing such as: bathing suit, towel, water shoes, light jacket, snow jacket and snow pants (or snowsuit), boots, mittens, hats, gloves, scarf, and all clothing should be labeled. Parents will receive notes from teachers in the child's cubby with information about what items the child is missing. Children will not go out in inclement weather- rain, heavy snow, excessive cold (below 20°) or dangerous heat indexes.

### **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 while on a cot.

### **Meals**

The Center strives to provide a well-balanced and nutritious food program. Each morning and afternoon children are provided a healthy, nutritious breakfast/snack as well as lunch served mid-day. Children are provided with a wholesome variety of food items. There is a menu posted in the Center for parent viewing. Food substitutions must be confirmed in writing from the child's pediatrician, and be supplied by the parent. For children having dietary restrictions for religious reasons, a note stating this from their clergy member is required. Parents of infants who choose not to eat Center food must supply their child's formula and special foods.

CCC participates in the Child and Adult Care Food Program through the federal government, and follows their criteria. For this reason, parents are required to complete a Child and Adult Care Food Program application.

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.

Parents arriving prior to 8:30 a.m. should be sure that their child has had breakfast at home. Morning mealtimes begin after nine.

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. On these occasions, for the safety of everyone, CCC requests that parents remember important food safety protocols. These protocols include only sharing foods that are safe for everyone and safely prepared. More specific information can be obtained from the center's site director. 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.

### **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. Parents choosing to have powder or ointments used on their child during diapering must provide a completed medication form and the desired powders and ointments. 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 may use disposable plastic gloves with each diaper change. Diapers are checked regularly and changed as needed.

### **Children Being Potty Trained**

A question that occurs to all parents is "when do I begin to potty train my child?" The answer to this question is different for every child. The staff will work closely with each family in order to determine readiness. Potty training can be compared most appropriately with a ride on a roller coaster. They go up, they go down, they move slowly, then quickly. The bottom line is that there can be no set pattern. There are many roads to be traveled on the way to potty training success. The most important fact that parents must remember is that this is one area where the child has complete control, and this must not be taken away from him or her. Patience, encouragement, and action in accordance with the child's needs will help to ease him or her through this time.

### **Children Who Use 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. Children should be "pottied" upon arrival.

### **Field Trips**

- The Center participates in occasional field trips for both fun and educational purposes.
- Parents will be notified of scheduled trips in advance.
- Parents are encouraged to participate with their children on these field trips and to assist as chaperones.
- Alternative care is not provided should a parent choose not to have their child attend a field trip. The Center conforms to State regulations regarding staffing ratios, thus prohibiting the placement of those children in other classrooms.

### **Staff/Child Ratios**

Staff ratios are in accordance with the required ratios of the State. The caregiver to children ratios for the Centers are as follows:

Class Name	Staff/Child Ratio	Class Size
Infant	1:4	8
Toddler	1:5	10
Preschool	1:6-7	11-13
Pre-k	1:7-8	16-21

### **Positive Discipline/Guidance Policy**

The Center's philosophy of discipline emphasizes basic respect for the individual child while he or she is learning self control. CCC believes that the best way to deal with inappropriate behavior is to prevent it. The staff attempts to prevent misbehavior by keeping the children involved and by establishing clear and consistent guidelines regarding behavior. The programs offer many opportunities for children to begin problem solving with other children, understand the importance of language instead of physical force and explore a variety of possible solutions to their problems.

It is the goal of the Centers to use positive guidance and communication techniques to facilitate the development of self-control and self-esteem in children. CCC's commitment is reflected in curriculum and program practices and reflected in the the following Guidelines for Positive Discipline:

- Expectations are age appropriate and are clarified for children so they understand what is expected of them.
- Guidelines are clear and consistent.
- An environment is created that enhances and encourages children's positive behavior.
- A classroom environment is provided that minimizes the need for discipline by giving children opportunities to work individually, together in small groups and in a large group.
- Praise for positive behaviors and actions is offered and use of personal attention and special times for the positive times rather than negative.
- Teachers speak and act in ways they want children to speak and act.
- Teachers encourage children to talk about their experiences, ideas and feelings, and listen with attention and respect.
- Children are provided with alternatives, and natural and logical consequences are used to motivate and empower them to make responsible decisions about their behavior.
- Behaviors such as cooperating, helping, negotiating, and problem-solving are recognized and encouraged as they assist in building feelings of self-worth.

Sound discipline is based on helping the child understand the consequences of behavior as much as possible. It begins with setting limits. By setting appropriate limits the staff can enable children to learn respect for themselves and others. Limits are set to keep a child from hurting others, or to keep a child from infringing on others rights or property. If a child does not meet the expected limits, then there must be consequences. CCC uses several types of consequences. Examples of appropriate actions are redirection, active listening, offering choices, talking with children, enabling them to make amends, removal of a privilege and temporary isolation from the group.

Discipline needs to be a cooperative effort between parents and staff. Parents are expected to follow these same disciplinary guidelines while participating in Center activities. Efforts will be made to consistently communicate with parents when a child displays a disciplinary problem. It is important that the lines of communication are open and that staff and parents work together. Should a problem become more severe, teachers will confer with the child's parent(s) and the Site Director to discuss remedial alternatives. This conference will include a plan of action in the classroom and at home to effectively take steps to extinguish the negative behavior. Refusal by parents to meet with staff may result in disenrollment.

In the event that a child continues to be disruptive to his/her classroom and the general activities of the Center's programming, it may be necessary for the staff or administration to request that parents consult a professional for outside alternative intervention. Outside alternative intervention may include, but is not limited to, the child's school district, county early intervention program, pediatrician, psychologist or social worker. The Center will make every effort to work with the parents to address all concerns, developmental delays and negative behaviors. When a consultation does occur, suggestions will be utilized whenever this might be feasible. Should the family not follow through on suggestions, or if problems still negatively affect the rest of the children and/or staff in the Center, it may be necessary to disenroll the child.

### **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 (who may require specialized assistance and/or support services) reach their potential through education and therapy services.

The Centers offer a voluntary developmental screening program in conjunction with the Albany County Department of Health. The purpose of this program is to identify and assist families whose child may have developmental delays or other needs. Child assessment activities assist in identifying the strengths and needs of the individual child. The screening is confidential and free of charge. In cases of developmental concerns, the Center may require a full developmental screening and support services.

The Center fully cooperates with families, the Department of Health, local school districts, and various specialists to ensure continuity of early intervention services. Itinerant on-site services are welcome for a wide range of prescribed needs, including Speech Therapy, Occupational and/or Physical Therapy, Special Education, Play

Therapy, etc. as prescribed by the governing agency. The Centers work with many agencies for the provision of these services.

### **A Child's Daily Needs**

#### **Clothing**

Children learn through active play. Their play should not be restricted by the clothes they wear. Children get dirty when they play. The Center recommends washable clothes that allow children to be 'kids' and that do not interfere with self-potting. Some projects may be messy. In order for children and teachers to feel comfortable, children should be dressed with this type of activity in mind. Each child must have clothes appropriate to the weather every day. Wet or soiled clothing will be placed in a bag and put in your child's cubby. (For sanitary and regulatory reasons feces soiled clothing can not be rinsed out, but will be bagged and sent home.) These must be taken home daily.

#### **Shoe Policy**

For everyone's safety, sneakers or closed-toe shoes are required. For every child's safety, CCC requires sneakers or other closed toed shoes to ensure proper foot support and protection during active play.

#### **Coat Hooks And Cubbies**

Each child has a labeled coat hook/cubby/storage area. This is where all outdoor clothing and all other belongings may be stored. It is also where projects, notes and other information will be placed. Please remember to check and clean this on a daily basis.

#### **Preparing For The First Day**

CCC staff want to help each family with their child's transition into the Center. Each child's adjustment period will vary depending upon his or her age and prior experiences in a child care setting. Helping a child adjust to a new situation can make them feel good about themselves and teach them to trust other adults and children. A smooth transition may ease a parent's mind. The following suggestions can facilitate a child's successful transition into the program:

- Parents should be enthusiastic about the upcoming change. If a parent is excited and confident the child will be too.
- Parents should visit the Center with a child before his or her first day. They should spend some time in the room while their child gets acquainted with the teachers, other children and the new surroundings. This is especially important if a child has never been in a child-care setting. While visiting the Center prior to enrollment, parents may not leave.
- Parents should be sure that their child's admission forms are complete and up-to-date, and that they have read and understood the Center's policies and procedures. Questions can be directed to Center site directors.
- Parents can give their child a photograph of them for to look at and keep in his or her cubby during the day.
- The length of time it takes a child to feel comfortable with the room, children and

teachers varies according to each individual child. The staff will work with parents to make the adjustment go smoothly.

- If possible, arrive early so you are able to say goodbye in a relaxed manner. Be firm but friendly about separating. Saying goodbye to a child rather than slipping out will help the child to recognize that although a parent is leaving they will be back and it helps to instill a sense of trust with the child.
- Despite positive preparations, it is often difficult to say goodbye. Parents should be supportive (e.g., "it's hard to say good-bye.") and should not prolong the good-bye. If a child clings, staying will only make it harder to leave.
- Once a parent has left, the staff will comfort the child, reassuring him/her that the parent will be back later, and get the child involved in the room's activities.
- At the end of the day, parents should set aside some special time to be with their child.
- Even after a child has attended the Center and made a complete adjustment, there may be days when s/he objects to being left. There are a variety of reasons: being tired or rushed in the morning, not feeling well, or perhaps, simply not being in a good mood.
- Parents can be assured that their child will be attended and not left to cry. Parents can wait outside the room, out of sight, until they feel comfortable leaving, or call the Center later to ask how things are going.

### **What To Bring - Provided By Parents**

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 powder (with a completed medication form)
- blanket (pillows are not allowed in the infant room)
- crib sheet -if you do not want to use ours

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

- diapers, wipes, ointments (if appropriate and completed medication form)
- 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
- small pillow, special stuffed animal for rest (both optional)
- toothbrush and toothpaste (Pre-K)

### **Toys From Home**

It is CCC policy to welcome toys at the Center for these reasons:

- A child cannot comprehend true sharing until he or she comprehend true ownership.
- A child who is told to share is not really sharing, but rather following the adult's directions. Only when sharing is by choice is a child truly sharing.
- Home toys sometimes make the daily transition from home to day care a little easier.

Although toys and books from home are welcome, CCC can not be responsible if the article is lost, broken, or given away to another child. Additionally, the child's teacher may not be able to assist in a search for the toy at the end of the day. It is important that parents label all toys.

CCC has found that action figures, guns, swords and other weapons in the classroom tend to be disruptive and present a concern about safety. In a group setting such as the Center, they appear to stimulate excessively aggressive and rowdy behavior. For these reasons they are not allowed at the Center.

### **Staff Qualifications**

The Center is staffed with trained/experienced teachers and assistants. A head teacher/administrative liaison oversees several teachers and/or teaching assistants. Staff members are selected based on their course work in early childhood education, experience, and personal qualities. This is done in order to promote a caring atmosphere in the Centers. All staff, including substitutes and volunteers, are screened through the State Central Registry of Child Abuse and Maltreatment and a criminal history check is performed.

There is a Staff Identification Board on display in each center. This provides parents with the opportunity to become acquainted with all staff members. It includes their name and photograph.

### **Choosing the Right Child-Care Program**

This information has been provided to help a family understand and evaluate CCC's program in order to determine if it is a good fit. Additional questions can be directed to the Center's Site Director.

## ***Appendix A --Tuition Rates***

Following are the tuition rates effective October 20, 2008

<b>Campus Children's Center, Inc.</b> <b>2008-2009 Tuition Rates</b> <i>Effective October 20, 2008</i>				
Tuition Rate	<u>Infants</u>	<u>Toddlers</u>	<u>Preschool</u>	<u>Pre-K</u>
Basic (Payment on first day of service)	<u>\$217</u>	<u>\$207</u>	<u>\$196</u>	<u>\$196</u>
With discount (Payment prior to service week)	<u>\$192</u>	<u>\$182</u>	<u>\$171</u>	<u>\$171</u>
With post- payment fee (After Thursday of service week)	<u>\$242</u>	<u>\$232</u>	<u>\$221</u>	<u>\$221</u>

These rates are subject to change. The Board of Directors of CCC, Inc. establish a budget and set tuition rates annually. New rates typically take effect in September or after 30 days written notice to families.