

Parent Handbook

West Shore Child Care Center
20401 Hilliard Boulevard
Rocky River, Ohio 44116
Phone: 440.333.2040
Fax: 440.333.3490
Email address: mail@wschildcare.org
Web site: www.wschildcare.org

A Program of West Shore Unitarian Universalist Church
Since 1985

Karen O'Hagan
Director

Joan Schwertle
Assistant to the Director

Annette Bristol
School-age Program Manager

The Rev. Wayne Arnason and the Rev. Kathleen Rolenz
Parish Ministers

Revised October 2003

TABLE OF CONTENTS

Mission Statement.....5
West Shore Unitarian Universalist Church Statement of Purpose.....5
Philosophy of West Shore Child Care Center5
Who We Serve5
Hours of Operation5
Staff to Child Ratios.....6
Licensing6
Early Learning Initiative6
Step Up to Quality6
Curriculum.....7
Director.....7
Teacher Qualifications.....7
History7
Governance.....8
Enrollment and Non-discrimination Policy.....8
Registration.....9
Orientation.....9
Fees.....9
 Registration Fee9
 Security Deposit.....9
 Weekly and Monthly Tuition Fees and Late Payment Fees.....9
 Activity Fee9
 Returned Check Fee/Re-deposit Fee10
 After Hour Charges.....10
 Discretionary Credit Due to Illness:.....10
 School Age Fees for Extended Care10
 Tax Identification Number.....10
 Tuition Assistance.....10
Attendance11
Arrival And Departure Policy11
Release of Children From Center.....11
Pick-up by Intoxicated Parent or Authorized Representative11
Policy - Non-custodial Parents11
Absence Policies.....12
 County Assistance Families.....12
 Vacation Absences.....12
 Absence Due to illness12
Withdrawal from the center12
Termination of Care.....12
Holiday and Program Closings.....13
Emergency Closing of the Center.....13
 Weather Conditions/Dangerous Conditions.....13
 Elementary Schools Are Closed Or Delayed13
 Notification of Closing13
 Evacuation of the Building13
Community-Wide Emergencies14
 Parents as Essential Personnel.....14
 Parents of School Age Children.....14
Communication14
 How the Center Communicates:.....14

Grievance Policy for Parents	15
Parent Participation	15
Volunteers	16
Supervision of Children	16
Nursery Description and Daily Schedule	16
Items you will need to bring - please LABEL all items:	17
Sudden Infant Death Syndrome (SIDS)	17
Infant Schedule	17
Toddler One Description and Daily Schedule	18
Items you will need to bring - please LABEL all items:	18
Toddler One Daily Schedule	19
Toddler Two Description and Daily Schedule	19
Items you will need to bring - please LABEL all items:	20
Toddler Two Daily Schedule	20
Young Preschool Description and Daily Schedule	21
Items you need to bring - please LABEL all items:	21
Young Preschool Daily Schedule	22
TIME	22
ACTIVITY	22
Preschool Description and Daily Schedule	22
Items you need to bring - please LABEL all items:	23
Preschool Daily Schedule	23
PRESCHOOL DAILY SCHEDULE	23
School Age Description and Daily Schedule	24
Child Suspended from School for Behavior or Health Issues:	24
KindeRichment/ School Age Daily Schedule	25
ALL SCHOOL AGE STUDENTS	25
AFTERNOON KINDERGARTEN STUDENTS	25
MORNING KINDERGARTEN STUDENTS	25
K-2 nd Grade Students	25
3 rd through 5 th Grade Students	25
Summer Camp Description and Daily Schedule	26
Summer Camp Daily Schedule	26
Transitions as Children Grow Older	26
Birthdays	26
Toys From Home	27
Toothbrushing	27
Naptime	27
Field Trips And Other Special Programs	27
Swim Policy	28
Swimming: Summer Camp	28
Outdoor Play Policy	28
Nutritional Services	28
Modified Diets	28
Child Guidance and Management	29
Toddler Biting	29
Continued Inappropriate Behavior	30
Health	31
Daily Health Screening	31
Hand Washing	31

Medication.....32

- Authorizing Medication for Your Child.....32
- Medication Administration.....32
- Definitions Applying to Medication Administration32

Illness and Communicable Diseases.....33

- Signs of Illness That May Be Life Threatening:33
- Signs of Probable Illness33
- Signs of A Possible Illness.....33
- When Fever Is Present34
- When a Child Shows Signs of Illness34

Safety34

- Accidents34
- First Aid35
- Child Abuse Policy.....35
- Security Plan35
- Tornado Drill Instructions.....35
- Emergency Fire Evacuation And Fire Drill Procedure.....36

Anti-Harassment/Non-Discrimination Policy.....36

Ohio department of Job and Family Services
CENTER PARENT INFORMATION
REQUIRED BY OHIO ADMINISTRATIVE CODE

West Shore Child Care Center is licensed to operate legally by the Ohio Department of Job and Family Services. This license is posted on the bulletin board outside the child care office for review.

A toll-free telephone number is listed on the facility's license (1-866-635-3748, extension 3), as well as on page 5 of this handbook, and may be used to report a suspected violation of the licensing law or administrative rules. The licensing law and rules governing child care are available for review at West Shore Child Care Center upon request. The laws and rules are also linked to the Center's website: www.wschildcare.org.

The administrator and each employee of the facility is required, under Section 2151.421 of the Ohio Revised Code, ORC to report their suspicions of child abuse or child neglect to the local public children's services agency.

Any parent, custodian, or guardian of a child enrolled in West Shore Child Care Center shall be permitted unlimited access to the facility during all hours of operation for the purpose of contacting their children, evaluating the care provided by the facility or evaluating the premises. Upon entering the premises, the parent or guardian shall notify the Administrator of his/her presence.

Rosters of the names and telephone numbers of the parent or guardians of the children attending West Shore Child Care Center are available upon request. The parent roster will not include the name or telephone number of any parent who requests that his/her name or telephone number not be included.

The licensing inspection reports and complaint investigation reports, for the current licensing period, are posted on the bulletin board outside the child care office for review.

The licensing record including compliance report forms, complaint investigation reports, and evaluation forms from the building and fire departments are available for review upon request from the Ohio Department of Job and Family Services. The department's website is: <http://jfs.ohio.gov/cdc>.

It is unlawful for West Shore Child Care Center to discriminate in the enrollment of children upon the basis of race, color, religion, sex or national origin or disability in violation of the Americans with Disabilities Act of 1990, 104 Stat. 32, 42 U.S.C. 12101 et seq.

This information must be given in writing to all parents, guardians and employees as required in 5101: 2-12-30 of the Ohio Administrative Code.

JFS 01237 (Rev. 9/2006)

Welcome!

The West Shore Child Care Center welcomes you and your child. This Handbook is intended to give you information regarding the policies and procedures of this center. We welcome and encourage parent participation and involvement.

MISSION STATEMENT

The mission of the West Shore Child Care Center as a program of the West Shore Unitarian Universalist Church is to promote the well-being of children in our community by providing quality, affordable child care and by supporting their families.

WEST SHORE UNITARIAN UNIVERSALIST CHURCH STATEMENT OF PURPOSE

We welcome all to join us in affirming the vision of our forebears by fostering a spiritual community where open minds celebrate inquiry and diversity, open hearts respond with love to the pain and promise of the world, and open hands work for peace and justice.

In keeping with its Statement of Purpose, and to fill a community need, West Shore Unitarian Universalist Church established the West Shore Child Care Center to serve the local community and beyond by:

- providing quality child care and education for young children
- serving children of working parents
- serving, to the extent that it is possible, families of limited means and children with special needs

In keeping with the Principles of Unitarian Universalism, the congregation and the Child Care Center join together to affirm and promote:

- the worth and dignity of each child and family
- justice, equity and compassion in human relationships
- the inclusion of all families, regardless of religion, race color, gender, disability, sexual orientation, or national origin

PHILOSOPHY OF WEST SHORE CHILD CARE CENTER

We believe:

- Children learn best through their own interests and play.
- The teachers should plan experiences around the children's interests to let them grow, learn and explore the world around them at the child's developmental level.
- The teachers should plan the curriculum to incorporate children's interests, to strengthen areas in which an individual child is challenged, to extend their development in areas where they are strong and to make learning fun. We believe children should be given opportunities to develop to their highest potential.
- All children should be loved and all members of the community, families, children and staff should be treated with respect.
- Parents should be partners in their children's child care experience.
- A diverse community is important to learning to cooperate and to respect others.
- Children, staff and parents should feel safe when they are here.
- Reasonable limits, consistently maintained, give children a sense of security and help them gain self-control.

WHO WE SERVE

West Shore Child Care Center (WSCCC) serves children between 6 weeks old and 5th grade. Children are assigned to specific groups with specific teachers. The center is licensed to serve 112 children.

HOURS OF OPERATION

West Shore Child Care Center is open Monday through Friday from 6:30 a.m. until 6:00 p.m., twelve months of the year.

STAFF TO CHILD RATIOS

CHILDREN'S AGES	OHIO GROUP SIZE	OHIO TEACHER TO CHILD RATIO	WEST SHORE GROUP SIZE	WEST SHORE TEACHER TO CHILD RATIO
Infants: 6 weeks to 12 months	5 12	1 to 5 2 to 12	10	3 to 10
Infants: 12 to under 18 months	1 to 4	7	4	3 to 10
<hr/>				
Toddlers: 18 - 30 months	7	1 to 7	7 (18 to 26 months)	1 to 7
Toddlers: 24 - 36 months	8	1 to 8	7 (26 – 36 months)	1 to 7
<hr/>				
Three year olds	12	1 to 12	10	1 to 10
4 & 5 year olds	14	1 to 14	16	2 to 16
<hr/>				
Kindergarten to 5 th Grade	18	1 to 18	15	3 to 45
<hr/>				

LICENSING

The Ohio Department of Job and Family Services licenses West Shore Child Care Center. Licensing inspections are conducted twice a year. If you have any questions concerning the licensing regulations or if you wish to report any suspected violation of the licensing rules or complaints, please call 216-787-3401 (Cleveland) or 1-866-635-3748, extension 3 (toll free).

All licensing inspection reports and substantiated compliant investigations are posted on the main church bulletin board at the beginning of the hallway leading to the Child Care office and on the Parent Board in the child care wing.

Fire inspections are conducted annually per licensing requirements. The inspection report is available on request.

Since West Shore Child Care Center prepares food on site, we are also licensed by the Cuyahoga County Board of Health, which conducts inspections twice a year. The food license is posted in the child care office and the kitchen. Inspection report is available on request.

EARLY LEARNING INITIATIVE

Starting in July 2005 West Shore Child Care Center will participate in the Early Learning Initiative (ELI). ELI is a collaboration between the Ohio Department of Education and the Ohio Department of Job and Family Services (ODJFS). ELI's goal is to help prepare children 3 and 4 years of age enter into kindergarten ready for success. Eligibility is determined by the Cuyahoga County Department of Job and Family Services. West Shore's curriculum meets the ODE Early Learning content standards, and West Shore's ELI staff participates in professional development as determined by the Ohio Department of Early Learning and School Readiness. As a participant West Shore's program and professional development needs will be assessed biannually.

STEP UP TO QUALITY

Step Up To Quality is a quality rating system which recognizes early care and education programs that exceed quality benchmarks over and above minimum health and safety licensing standards. These benchmarks include low child to staff ratios, group size, accreditation, staff education, specialized training, improved workplace characteristics and early learning standards. West Shore Child Care Center enrolled in Step Up to Quality in August of 2006.

CURRICULUM

West Shore Child Care Center's curriculum is based on the philosophy that younger children learn best through their own interest and play. West Shore believes it is important that children learn by doing and we encourage hands-on experiences. Teachers are required to know where a child is developmentally and where he/she should be and to plan an enriched, stimulating curriculum around this knowledge. Areas that develop cognitive, social, emotional, physical skills as well as language arts, literacy, art, science and math will all be incorporated into a theme-based curriculum. Teachers are given a planning time each week in which to discuss with their co-teachers their plans for the coming week. Lesson plans are posted in each room for that week. Teachers reserve the right to change their activities at any time so that they might follow the interest of the children. However, parents will be informed about the daily activity on their child's daily note.

Please see the classroom description for the school-age program for an explanation of the curriculum for older children.

DIRECTOR

The present director is Karen O'Hagan. Karen graduated in 1988 from Glassboro State College/Rowan University in New Jersey with a specialization in early childhood. She has worked in the early childhood field for 13 years as both teacher and director. The director's hours of availability are posted on the bulletin board to the right of the door of the child care office. When the director is not available, the assistant director will be in charge. If the assistant director is not available, a child care staff member will be appointed supervisor.

A minister or a designee appointed by church trustees supervises the director who is hired by the West Shore Unitarian Universalist Church. The church requires that the director have a bachelor's degree in early childhood education, child development or a closely related field.

TEACHER QUALIFICATIONS

West Shore Child Care Center hires the most qualified applicant for any position that is open. Academic achievement, experience with children and commitment to the early childhood profession are considered.

The minimum requirements for a candidate include possession of a high school diploma and that the candidate is at least 18 years of age. An exception can be made if a candidate is enrolled or a graduate of a vocational child care training program approved by the state board of education. An associate's degree in early childhood, Child Development Associate (CDA), or a four-year degree in education or a related field is preferable. In accordance with our contract with WSEM Head Start, a teacher in the preschool rooms must have or be in the process of earning an education degree or equivalent. The same qualifications are required of our program manager for the after-school program.

Before the first day of employment, all staff must have a medical statement signed within the last 12 months by a physician, three verifiable references and a non-conviction statement on file. All employees and volunteers working directly with children are required to have a clear criminal record check, a TB test and a physical stating that they are free from communicable disease and physically able to work with young children.

All staff are required to have training in first aid, CPR, management of common childhood illness and child abuse prevention, within three years of being employed.

A teacher who does not have an education degree must complete a minimum of 15 hours of training each year for a total of 45 hours within three years. At least 20 hours of the training must be in child development.

HISTORY

The West Shore Child Care Center opened in September 1985 as a program of the West Shore Unitarian Universalist Church (WSUUC) care, when a needs assessment of the community done by the church found a shortage of quality child especially for infants. The center was established as a community service program of the church.

The program opened with 12 children from infants through preschool, with Linda Turk as director from 1985 through 1989. Under her direction, the center expanded to include a school age summer program for siblings who attended the Rocky River recreation program. In 1988, the center offered before and after school care to children in Rocky River Kindergarten. At this time, a playground was built for the center under the direction of Meyer Design, with construction provided by parents.

Faye Beall became director in 1989 and served until 1999. Under her direction, the KinderRichment program expanded to include care for first and second graders.

Dorothy Chadwick, West Shore's former director and preschool teacher at the center, became interim director in 1999 and was appointed director in May of that year. The community need for after-school care continued to grow, and West Shore has responded by expanding its program to third graders in 1999, then fourth graders in 2001 and fifth graders in 2002. Dody left WSCCC in December of 2004.

In 2002, after two years of fundraising, West Shore refurbished and brought up to code the playground under the direction of Meyer Design.

The Cleveland Association for the Education of Young Children has recognized three child care staff members for outstanding service to children and families in their professional practice at the center. In 1991, Joan Elliott, an infant teacher, received the Teacher of the Year Award. Annette Bristol, manager of the school-age and summer camp program, was named the School-Age Provider of the Year in 2000. Director Dorothy Chadwick was the recipient of the 2003 Administrator of the Year Award.

GOVERNANCE

West Shore Child Care Center is governed by its administrative board, which has the ultimate authority for the management of the Child Care Center, subject to the provision of the West Shore Unitarian Universalist Church Board of Trustees. Members of the administrative board serve two year terms, establish policy for the child care center and advise and consult with director and staff.

The board consists of ten members, of whom five are members of the church and five are parents of children served at West Shore Child Care Center. Parent representatives are selected upon recommendation of the director of the center with the approval of the board. More complete information regarding governance may be obtained from the center office or the church board of trustees.

ENROLLMENT AND NON-DISCRIMINATION POLICY

Enrollment is open to all children. The center accepts children 6 weeks through preschool age on a full-time basis only. Parents or guardians must pay full time tuition even if parents choose to bring their child on a part-time basis. Our school age program, kindergarten through 5th grade, provides care part of each day, but families must pay for five days per week. During the summer, we offer full-time care to school-age children through our summer camp program.

It is unlawful for any staff member or child care staff member to discriminate in the enrollment of children at West Shore Child Care Center on the basis of race, color, religion, sex or national origin.

When an opening occurs in the center, the administration will refer to the wait list in order of the date that a family visited the center. However, preference is given to children of siblings already enrolled in the center, children who are members of the congregation of West Shore Unitarian Universalist Church and children of teachers.

Each child and their parent or guardian must have a pre-admission interview by the director or designee.

On the first day of attendance, a child must have on file all requested paper work. Children may not be left without a parent until the center has the following:

- A complete Child Enrollment and Health Information form (JFS 01234). **BOTH SIDES MUST BE COMPLETED IN FULL.** This form follows your child at all times and in case of an emergency will be used by emergency personnel to find you or to transport your child for medical treatment. Correct completion and honesty is a necessity for the safety of your child. **PARENTS/GUARDIANS OR THEIR DESIGNEE MUST BE AVAILABLE BY PHONE AT A PHONE NUMBER KNOWN BY YOUR CHILD'S TEACHER AND/OR OFFICE STAFF WHENEVER YOUR CHILD IS AT WSCCC.**
- A complete medical statement for children, infants through preschool. School-age parents are not required to provide a medical statement for their children; however, WSCCC prefers that parents fill out the immunization schedule on page 2 of the Child Enrollment and Health Information form (JFS 01234) in case of an emergency that would not allow access to the children's records and for field trip emergencies.
- All permission slips and instruction letters applicable to your child's room.
- Medication authorization forms and/or Modification of Diet forms if necessary.
- A statement saying you have read, understand and accept the policies and procedures as set out in the Parent Handbook.

REGISTRATION

Once a family wishes to enroll their child(ren), and a space has been offered, we ask for a non-refundable registration fee per child to reserve the space. At the time of payment, the family receives a Parent Handbook outlining policies and procedures and all required enrollment forms.

ORIENTATION

Helping your child feel comfortable at West Shore is our goal. Prior to your child's first day, we have found that a process of orientation involving both you and your child visiting a few hours in the morning and the afternoon is comforting and informative. Parents and child meet the morning and afternoon staff and experience a sampling of the daily routine together.

For school age children enrolled in our summer program, we also recommend that parents bring them to the center prior to camp, so that the child may be introduced to the center environment and meet the teachers.

FEES

Registration Fee

A non-refundable registration fee is due when space is available and parents wish to secure this space for their child. A registration fee is required for Summer Camp since it is a separate program from the part-time School Age program.

Security Deposit

The security deposit is due within the first month of enrollment. The security deposit will be held by the center throughout your child's enrollment. **THE SECURITY DEPOSIT WILL BE REFUNDED PROVIDED THE DIRECTOR HAS BEEN GIVEN TWO WEEK'S PRIOR WRITTEN NOTICE OF WITHDRAWAL FROM THE CENTER,** and provided all tuition and other charges have been paid as of the date of withdrawal.

Weekly and Monthly Tuition Fees and Late Payment Fees

The West Shore Child Care Administrative Board sets tuition and all fees. Tuition is billed weekly and monthly. Any variation in payment must be requested in advance in order to avoid late payment fees. Parents may sign up with the office to securely view their tuition account online; payment online is not available at this time.

- Tuition paid weekly is due the Friday before each week of child care and parents will not receive printed statements unless specifically requested or there is a balance. If payment is not received by 6 pm the following Monday a late payment fee of \$10 will be applied. Late payment fees and late pick-up fees (see After Hour Charges) are due with the tuition payment immediately following their issuance to avoid a further penalty. If no attempt to communicate or no payment is made after notification of the fees, an additional amount may be assessed.
- Parents whose tuition payments are more than two weeks behind and who have not communicated with office staff must either request tuition assistance or may be asked to keep their child(ren) at home until payment is made.
- Monthly tuition is due on the 15th or the next business day of each month. Monthly tuition is calculated on the number of days of care and therefore varies. Monthly printed statements will be sent out close to the 1st and tuition is due by the 15th each month. A late payment fee will be applied after the 15th of the month. Late payment fees and late pick-up fees (see After Hour Charges) are due with the tuition payment immediately following their issuance to avoid a further penalty. If no attempt to communicate or no payment is made after notification of the fees, an additional amount may be assessed and parents may be asked to keep their child(ren) at home until payment is made.
- Lump sum payments *over* weekly tuition charges may automatically generate monthly tuition charges instead of weekly and will follow the guidelines for monthly payers. The center prefers parents to not pay *more* than they owe.

West Shore Child Care Center does not currently accept credit cards. Checks should be made payable to West Shore Child Care Center or WSCCC. A service charge will be applied for all re-deposited and/or returned checks.

Activity Fee

A yearly activity fee is charged to the parents. The fee is pro-rated for entering families. This fee is used to offset the cost of activities specific for each age group.

Returned Check Fee/Re-deposit Fee

The center charges fees determined by the Administrative board to cover the handling of a returned or re-deposited check.

After Hour Charges

The center closes at 6:00 p.m. daily. Out of respect for the teachers and staff, this closing time is strictly adhered to. We encourage parents to have back-up people in place to pick-up in case they cannot get away from work on time. If a parent is late, an after hours fee is charged and payment is due with the next tuition payment. Parents will be charged per 15-minute segment they are late. The rate for each successive 15 minute segment is double the previous 15 minute segment. After hour charges will appear on your statement and payment is due with the next tuition payment.

Exceptions may be made if inclement weather or emergencies cause a large number of families to be late reaching the center. The director has the authority to determine an emergency after hour charge in such a case. The rate for those families whose children remain after 6:00 will be pro-rated based upon the time that care ends. The charge will cover the cost of the supervisor and staff who stay with the children.

Diaper Fees for Nursery and Toddler Rooms:

Parents are required to bring in diapers and wipes for their children. When your child's supply is low, the teachers will write a note on your child's daily note. If you forget we will use house diapers for one day. After that day, if the center has to buy diapers for your child, you will be billed the cost of the diapers plus a \$10.00 fee.

Discretionary Credit Due to Illness:

No refunds are made for absence or illness except for extended illness or hospitalization as described here. Credits may be applied at the director's discretion only after receipt of a written request from the child's parent or guardian. All requests and their disposition will be acknowledged in writing. If approved, a 25% per day credit for absences in excess of four consecutive days will be applied to future billing periods.

School Age Fees for Extended Care

If a school age child needs care at WSCCC due to a school closing or holiday an additional fee will be charged. Parents request care by filling out a questionnaire. If parents do not fill out the questionnaire we must assume that the child will be at West Shore in order to plan staffing and food preparation. Parents will be charged the additional fee for extended care when parents fail to fill out the questionnaire, and when parents indicate their child needs extended care even if the child does not attend. During school closings and vacation times, families still must pay the regular part-time rate for their child's space even if their child is absent. If there is early dismissal of an additional one hour, there will be no charge.

Tax Identification Number

Since West Shore Child Care Center is a church program, the center uses the tax identification number: 34-0789761 of West Shore Unitarian Universalist Church. West Shore Child Care Center is a non-profit organization.

Tuition Assistance

The West Shore Child Care Center Administrative Board sets aside a Tuition Assistance Fund. This fund will be used to aid families experiencing a temporary financial emergency and who show a willingness to volunteer their time to benefit the center. A family interested in receiving financial assistance may obtain an application from the director or from www.wschildcare.org, and should submit it to the director. The director will forward all applications for assistance to the Tuition Assistance Committee made up of one church member and one Parent member of the WSCCC Administrative Board. This committee will determine whether to present an application to the Administrative Board for final approval. The following criteria will be used:

- Reason the family is applying for assistance
- Past volunteer effort by the applicant
- The applicant's willingness to volunteer his/her time to benefit the center

Funds will be disbursed on a case-by-case basis and when all funds have been disbursed, no other awards will be given until funds are again available.

ATTENDANCE

As each child arrives and leaves, the teacher responsible for that group will keep track of that child. Teacher attendance records, the parent sign-in book with a copy of the Child's Enrollment and Health Information form (JFS 01234) will remain with the child's class at all times throughout the day.

- Infants and toddlers: Parents may use their reserved space any way that they wish. However, young children respond better and have less separation anxieties if their schedule is kept consistent. A young child arriving late often finds it difficult to join in activities and may not be ready to eat or nap with the class.
- Preschool age children: To receive the maximum benefit from the program, we ask that children attend on a regular basis and arrive by 9:30 am when directed activities begin. While special occasions are always the exception, children should attend the program on a consistent basis.

ARRIVAL AND DEPARTURE POLICY

Parents are required to walk their child into the building and to fill in the time of arrival and departure and their signature in the sign-in book daily. West Shore Child Care Center is in a public church and for the safety of the children, we require every child to be escorted to their classroom. Please make a point of verbally notifying the teacher of your child's arrival and departure as well. West Shore Child Care Center's responsibility for your child will begin when you sign your child in, and end when you sign your child out.

If a school age child does not arrive by parent, school bus or usual form of transportation at his/her regular time, the staff will notify office personnel who will call the parent and/or school to locate the child immediately.

RELEASE OF CHILDREN FROM CENTER

A parent must inform us if another adult is going to pick up their child or we will not release the child. If the parent is unable to inform us in advance in writing, they need to call and give us verbal permission, identifying the person and the approximate pick-up time. If the person is unknown to staff, they must identify themselves with picture I.D such as a valid driver's license. If an unauthorized person comes to the center, the supervisor will try to contact a parent for authorization. The center will not release a child unless parent permission has been obtained. In emergency cases or in bad weather, the director or supervisor may authorize a child's release only to those adults on a child's Enrollment and Health Information Form or those adults identified in writing by the parent as emergency contacts.

Children will only be released to adults over the age of 18. Please do not ask a sibling under the age of 18 to pick up your child.

PICK-UP BY INTOXICATED PARENT OR AUTHORIZED REPRESENTATIVE

The West Shore Child Care Center will not permit parents or authorized representatives who are intoxicated to pick up children from our center. We do not wish to expose the center to any legal action from improper release of children, but, more importantly, we do not wish to expose the children enrolled in our center to any danger resulting from their parents' impaired faculties.

We will expect, therefore, our staff to be alert to the possibility of parental intoxication, and if there is evidence of such intoxication by means of speech, gait, or manner, that the staff member will call a second staff member to corroborate. If both staff members agree that the parent is intoxicated, the staff will help arrange alternate transportation.

The Rocky River police department will be called in a case of disorderly conduct, or if a threat is made by the intoxicated individual to one of our staff members.

If a parent insists on removing a child in spite of these staff actions, a conference will be held the following business day between the parent and our director that could result in termination of the child's participation in our program.

POLICY - NON-CUSTODIAL PARENTS

A parent of a child enrolled at the center who is not the child's residential parent will be permitted unlimited access to the center and be afforded the same rights as the residential parent unless there is court documentation limiting access and contact by the nonresidential parent. This documentation must be on file in the child care office. Upon entering the center, the non-custodial parent must report to the administrator or designee in the child care office.

ABSENCE POLICIES

If a child will be absent, we ask that the parent/guardian notify the teachers the day before, or call the center at 440-333-2040 before 10:00 a.m. There is an answering machine that receives calls before, during and after business hours.

If we have not heard from a family by 10:00 a.m., we will call you to check on the status of your child. In this way, we can assure your child's safety, monitor any illnesses that might be in the center and make more accurate meal counts. If we are unable to reach a parent and you have not called, we cannot guarantee that your child will receive lunch if they arrive late.

In the case of the school-age program, parents will be called immediately if a child does not arrive at their expected time and we have not been otherwise notified.

County Assistance Families

If a child is receiving county assistance West Shore Child Care Center is required to report a child's absences to the Cuyahoga Work and Training Agency after two (2) consecutive days of absence.

The county allows for 10 absences per six-month period, January 1 to June 30 and July 1 to December 31. Parents will be charged a daily rate for those days exceeding the 10 days per six-month period.

Vacation Absences

The center regrets that it is not able to allow parents a family vacation period of any length without payment of tuition.

Absence Due to illness

No refunds are made for absence due to illness except for extraordinary circumstances.

WITHDRAWAL FROM THE CENTER

Notice of withdrawal of a child from the center should be made in writing at least two weeks in advance of the withdrawal date. No refund of advance tuition fees or security deposit will be made before that date. If a child is withdrawn without two week's written advance notice, the security deposit will be forfeited.

If a child temporarily withdraws from the center and plans to re-enroll, re-enrollment will be based on space available at that time. If a child withdraws for more than four consecutive weeks and leaves their security deposit with us, no registration fee will be assessed. If you leave a security deposit with us, you will have the right to first refusal when a spot comes available. Paying full tuition during the withdrawal period is the only way to reserve space. If the security deposit is refunded and a child re-enrolls, both a registration fee and the security deposit will be charged.

TERMINATION OF CARE

West Shore Child Care Center may and will terminate care for a family, if any, although not limited to the following, occur:

- Nonpayment of fees
- The center's policies as stated in this handbook are not followed
- Director's or administrative boards' recommendations to parents concerning a child's continued inappropriate behavior are not followed
- Any harassment of staff, children or other parents

HOLIDAY AND PROGRAM CLOSINGS

West Shore Child Care Center will be closed on the following days: New Year's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day and Friday after Thanksgiving and Christmas Day. On Christmas Eve and New Year's Eve, the center will close at 4:00 p.m. No fee adjustments will be made when the center is closed for these holidays.

At the present time, the school-age (part day) program closes when the Rocky River schools close for the summer and does not start up until the first day of school for Rocky River. This means the school-age program does not provide care for two to three days per year so that the staff can switch from the school-age (part day) program to the summer camp (full day) program and back again. Families are not charged for these days. The days we will be closed are announced when school resumes for that school year.

The West Shore Child Care Center Administrative Board reserves the right to close the center if enrollment is too low for a certain day around a holiday or if the facility requires a major repair which might endanger the children or staff if present. Unless an emergency situation, at least 30-day notice will be given to parents.

EMERGENCY CLOSING OF THE CENTER

The center tries to remain open at all times during stated center hours. However, some conditions may arise which require the closing of the center. Following is the center's policy regarding closing.

Weather Conditions/Dangerous Conditions

It is within the discretion of the director, assistant director or designee to determine when weather conditions or other dangerous conditions require the closing of the center.

Elementary Schools Are Closed Or Delayed

If the center is open, but the elementary schools are delayed in opening or are closed due to weather or dangerous conditions, we will provide all-day care for school-age children although no transportation will be provided. The equivalent of a full-day fee will be charged.

Notification of Closing

If the center is to be closed before opening in the morning, parents will be notified through the Weather Alert program which broadcast on television channels 3, 23, 19, 43 and 25 and radio stations AM News Radio 1100, and FM stations 106.5, 105.7, 99.5, 96.5, 100.7. The center's telephone line will also contain a message advising parents of the closing.

If the center is to be closed after the children are already present, Weather Alert will also be notified. Staff members or room parents *may* also attempt to call parents at their place of work, and if unsuccessful, will attempt to call emergency contacts. However, our first concern and obligation is to the children. Please note that we have been unable to call under emergency situations in the past because phone lines were tied up.

Please be advised that parents are responsible for having emergency transportation plans in place in advance and for notifying the center of these arrangements either on the Alternative Pick-up form, a written note or by phone.

Evacuation of the Building

It is within the director's discretion to determine when evacuation of the premises is necessary.

If evacuation becomes necessary the children and staff will proceed to Our Saviors Lutheran Church, directly across the street from the center. If Our Saviors Church cannot be used, the children and staff will proceed to the police station located on the corner of Hilliard and Wagar Road where they will be directed by the police to one of the municipal buildings in that area. Parents should contact the Rocky River police for our location.

Staff members will attempt to call parents or emergency contact people at their place of work if phone systems are working and there is enough available staff to make the calls. The center will also issue notice of the evacuation to both radio and television stations in order to broadcast notice of evacuation.

In the case of an emergency the director or supervisor will make a decision to protect the safety of the children and staff. If the building has lost power, heat or water, parents will be notified through the Weather Alert systems described above. If the building is structurally sound, we will remain in the building as long as possible.

COMMUNITY-WIDE EMERGENCIES

Parents as Essential Personnel

Parents who are considered essential personnel in their work place and would not be able to leave during a community emergency should provide the center with a written plan and list of people who have your permission to pick up and care for your child during such emergencies.

Parents of School Age Children

Children who are at school will remain in the custody of the school until a parent arrives to pick them up during a community-wide emergency situation due to weather or any disaster that would make the building uninhabitable. They will not be transported to West Shore.

COMMUNICATION

Communication between families and staff is crucial if West Shore is to meet the needs of the families and children it serves. Parents are encouraged to share events that are important in their children's lives outside of the center as it will help the teachers to respond to the children's individual needs. Examples of such events are any family changes, ranging from a new pet, a parent going out of town, to a death in the family. Other examples are changes in your child's diet, any administration of medication instructions, changes in pick-up routine for the day and location of children's personal items. Parents can write instructions or notes to the teachers on a clipboard located in the classroom, or tell them directly.

The staff is always happy to discuss a child with his/her parent. However, it is often difficult to communicate when teachers are greeting children and helping them separate from their parents. Please make arrangements to discuss questions or concerns of an extended nature on the phone with teachers during their lunch hour or before or after school. In this way, regular classroom sessions will not be disrupted.

How the Center Communicates:

- Daily Notes: Teachers in the Nursery and Toddler department will write a daily note to parents about each child each day. This report includes information about eating, toileting, diapering, napping and personalized information about the child's activities. Young Preschool and Preschool parents may read about daily classroom activities on a board located just outside the classroom door. Specific information will be conveyed to parents upon request and/or as needed.

School Age parents who wish daily communications should talk to the program manager, Annette Bristol, to make arrangements.

- Newsletters: Young Preschool, Preschool and the school-age program write monthly newsletters to parents to inform them about the activities planned for the month. A general center-wide newsletter is published quarterly or as needed.
- Conferences: Toddlers through Preschool schedule yearly conferences, which include a written report on your child's development and progress. These conferences are traditionally held from February through April. The teachers will assess the children using their knowledge of development, portfolios, observations and daily notes. At times, we may also use developmental assessment tools such as the Learning Accomplishment Profile – Diagnostic (LAP-D) and/or the Ages and Stages System and Questionnaires. The center will ask parental permission in writing before using these assessment tools. The results are used for conferences with parents and for planning the curriculum.

Written conferences are not prepared for the nursery and school-age program unless requested by parents. Infants go through rapid developmental change and one yearly conference would be inadequate. The After-School children already have conferences at their schools. All Parents may request a conference at any time if they have questions or they are concerned about their child.

If a child appears to be having difficulties in the classroom, the teacher(s) or director will contact the parent or guardian for additional conferences in order to obtain insight into the child's behavior.

- Bulletin Board: Notices are posted on the Parent Board located on the outside wall of the Child care office. Parents are welcome to post notices of interest on the bulletin board.

- Yahoo group: Friends of WSCCC have a group web page. It has been used to host a meeting online, to inform parents of a weather emergency, and as a secure environment to post photos of the children during their day.
- Website: West Shore Child Care Center also maintains a website and the address is www.wschildcare.org. This website contains information about the center, policies, tuition payment schedules, upcoming events. It also allows parents to review the Parent Handbook and download forms that they may need. You can also email the director at mail@wschildcare.org.
- Parent Roster: A parent roster that includes names and telephone numbers of parents who have children enrolled at the center is available upon request for parents to communicate with each other. The agreement to have your name listed is found on the Child Enrollment and Health Information form that you fill out yearly. This roster may also be used by room parents to inform families of upcoming events, and may be used by the room parents in case of an emergency closing. Please be advised the roster will not include the names or telephone numbers of those parents who have requested not to be included and room parents will not contact them at any time.
- Center Survey: Once a year, parents and staff are asked to complete a survey about the center to let us know how we are doing. The results are reported to the Administrative Board and staff. If 50% or more are returned the results will be reported in the center newsletter to parents.

GRIEVANCE POLICY FOR PARENTS

It is the intent of The West Shore Child Care Center to provide all parents and guardians with an avenue for discussing and resolving any concerns that they have in regard to the care being provided by the center.

When a concern has been identified, the parent should first discuss the issue with the teacher. It is suggested that in order to facilitate the conversation, an appointment should be scheduled and the parent requesting the appointment should prepare a written list of pertinent discussion points prior to the meeting. Notes of what was discussed and agreed to during the meeting are also encouraged.

Once the classroom teacher has addressed the issue, based on the response, the parent or guardian should consider the issue resolved. If the teacher was unable to address the issue because of its administrative nature, or if the parent or guardian is dissatisfied with the response or outcome, he/she should then discuss the issue with the Child Care Center director. At that meeting, the parent or guardian should be prepared to discuss what has transpired to-date. The Child Care Center director will research the issue and respond to the parent in a follow-up meeting, or at the initial meeting if no research is needed.

A parent or guardian who remains dissatisfied with the response should address their concerns in writing to the president of the West Shore Child Care Administrative Board. The president will contact the parent or guardian in writing, notifying them of receipt of the complaint. The issue will then be discussed at the next administrative board meeting or an earlier meeting will be scheduled, if necessary. The administrative board will review the issue, and respond to the parent or guardian in writing with the final outcome.

PARENT PARTICIPATION

Parents may always visit West Shore Child Care Center at any time, although it is requested that consideration be shown during nap time. If a parent is able to come for lunch, please let your child's teacher know so we can provide an extra place setting. Parents are also encouraged and welcome to participate in West Shore Child Care Center in any manner that they are able. Parent volunteers are welcome in the classroom to read, extend our themes with their knowledge, to share a love of music or help with an activity or field trip. We recognize that many parents work and are unable to help during the day, but volunteer jobs or needs are posted on our website and in the newsletters. Parents are needed to help set policy by volunteering for the Administrative Board, and are crucial to running the Friends of West Shore Child Care Center (please see below).

Friends of West Shore Child Care Center: Friends of West Shore was created within the first year of the center's opening as a parent, staff and friends group to help plan social and educational events for the families. The group also does fundraising for the center to buy supplies and to pay for the social events. Meetings are held as needed and child care and dinner are provided. Parents are encouraged to attend, to bring ideas not only for social and community events but also ideas on how to improve the center. The director or her designee attends all meetings to update parents on the center and to listen to ideas and answer questions.

VOLUNTEERS

West Shore Child Care Center welcomes volunteers of all kinds. Adults who can help in a classroom or read a story or always a treat. We also have a commitment to the early childhood field and as such we serve as a practicum site for early childhood students from local colleges and universities. All volunteers who volunteer on a regular basis must have a medical statement, references and a non-conviction statement on file. For those volunteers that will be with the children for regular periods of time, West Shore will ask for them to be fingerprinted. No volunteers are ever left alone with any children for any reason.

SUPERVISION OF CHILDREN

All children are supervised at all times by a staff member and there is a supervisor or designee at all times as well.

A child of school age is allowed to go unescorted to the restrooms and run errands inside the building. West Shore Child Care Center requires that all school-age children enter and leave with a parent/guardian/authorized adult or authorized transportation. We will not allow a school-age child to leave our care without an adult. A group of no more than six students, fourth grade or older, may engage in activities which pose no physical risk to their safety in a room without a child care staff member as long as the staff member can see or hear the children at all times and check on the children periodically.

NURSERY DESCRIPTION AND DAILY SCHEDULE

We value the trust you place in us by choosing our environment for your child. Infancy is defined by our licensing agency as the important period from birth to eighteen months. Our children form their first attachments to loved ones at this time. The security of a child's attachment to these primary people provides a base for a child's sense of self-worth and trust.

Everyday, specialized time is spent with each baby. Each child is unique and therefore we strive to help each one of them develop at his or her own pace. All schedules are individualized. Please fill out feeding, diapering and sleep instructions and return these before your baby is in our care. We rely on this information so that your child's routine can be followed as closely as possible. We will keep you informed with our activity note about your child each day.

We will serve breakfast to children as they arrive only if food is completely prepared and brought from home and when a staff member is free to serve it.

Children must have a clean diaper before parents leave each morning. If your child needs changing upon arrival at the center, we ask you, the parent, do the changing. At the end of the day your child will be changed and ready for you to take home.

For infants, West Shore Child Care Center provides iron fortified infant formula, cereal and baby foods following the United States Department of Agriculture's suggested daily requirements. All parents must return a letter indicating what their child will be receiving while in care to meet the USDA requirements. While we provide the formula, West Shore Child Care Center does not clean or sterilize the bottles. Parents are required to provide the necessary number of **sterilized** bottles each day. It is suggested you always include an extra bottle in case your child falls asleep during a feeding and we are not able to re-serve that bottle. As your child grows, and parents introduce table food, parents will need to tell staff daily which food on our regular menu your child can eat.

We clean and disinfect continually, but infants typically fall ill more often than older children until their immunity builds up. Please understand that we will call and ask for your child to be picked up at the earliest signs of a common childhood illnesses. We understand this may not be convenient, but we are trying to keep your infant and all the other children healthy. Such symptoms as unidentified rashes or diarrhea all must be taken seriously and checked. We cannot take the chance that these symptoms might only be a reaction to new food and must have the cause identified by a medical doctor. Medications will only be administered with the proper authorization (see [Authorizing Medication for Your Child](#)).

Please dress infants in clothing that makes diaper changing easier. For example, pants that have leg snaps are much preferred over pants or outfits that must be completely removed. Easily removed clothing for eleven children releases staff for more important activities, such as rocking, giving hugs, providing support and individual attention.

All items brought from home must be labeled with your child's name or initials: food, bottles, clothing, pacifiers, diaper wipes, coats, sweaters, blankets, anything that might get confused with another child's belongings.

Infants becoming toddlers are prone to falls as they learn to balance and walk. Children will get in each other's personal space or have disputes over possession of a toy. Staff will prevent accidents as often as possible. However, if your child is the recipient of a minor injury, you will be informed in writing at the end of the day as to the general circumstances of the injury. If another child is involved, it is our policy to withhold the name. When sufficiently provoked, most children will bite, shove, and hit out of frustration. Skills of negotiation are learned as a normal part of growing up.

Your child will remain in this department until approximately 18 months of age. When space is available, your child will be transitioned gradually, making sure s/he is comfortable with the toddler department. Should there be no vacancy in the younger toddler room when your child turns 18 months, staff will bring appropriate older activities into the nursery on a daily basis until space is available. We will not transition any child that is not developmentally ready, and of course, we can't ask a child to leave the center to make room for your child. The cost of care does not change until the child is actually in their new room.

Items you will need to bring - please LABEL all items:

- A supply of disposable diapers and wipes. The teachers prefer boxed wipes rather than pop-up varieties as they are more easily dispensed.
- Diaper ointments with appropriate authorization
- STERILIZED bottles for the day. (1 extra bottle is recommended in case of an emergency).
- Two pacifiers if applicable
- Crib size blanket and comfort toy if desired. (Please be advised that bumper pads are not allowed in child care centers.)
- Two to three *complete* changes of clothes, weather appropriate.
- Outside clothing including hats for summer and winter, mittens, winter coat if applicable.
- Diaper bag for empty bottles and soiled clothing.

Sudden Infant Death Syndrome (SIDS)

In recognition that the risk of SIDS is reduced by putting healthy babies on their backs to sleep, West Shore Child Care Center will only place children on their sides or backs to sleep. If a parent wishes a child to be placed on the stomach a sleep position waiver must be signed and returned to the office.

Infant Schedule

Children are on their own schedule. The following is an approximation of how a day may look. Diapering, feeding and sleeping are done as needed.

6:30- 8:00	Supervising breakfast; Free Play
8:00-8:30	Diapering
8:30-9:30	Play
9:30-10:00	Snack
10:00-10:30	Outside/AM naps/play
10:30-11:00	Diapering/Prepare for lunch
11:00-12:00	Lunch
12:00-2:30	Naps; Quiet Play; Diapering
2:30-3:30	Nap
3:30-4:30	Walk outside or inside/ Play
4:00-4:30	Diapering
4:30-6:00	Afternoon Bottles; Play; Afternoon naps; Cleaning up

TODDLER ONE DESCRIPTION AND DAILY SCHEDULE

Many changes take place moving from West Shore's nursery to the toddler department. There is even more change if a child is moving from a home setting into a toddler group environment. We want to tell you about some of our procedures so that we adults might better work together to meet the needs of your child.

Your child will go from determining his/her own daily schedule to a loosely structured environment. In our nursery and in your home, feeding and sleeping is individualized. In the toddler environment things are done as a group. Children have lunch at the same time and are expected to eat our menu. There is one adult to supervise six children as they feed themselves. In this classroom, we use spill-proof 'sippy' cups. Bottles are not used due to health concerns. Pacifiers are used only on cots at naptime.

Another change is breakfast. While we provide a snack at 9:30 a.m., we do not provide breakfast. However, we are happy to supervise a completely prepared breakfast from home. Most parents find a lunch box works well. Please remember teachers can not leave the classroom. If food needs to be kept refrigerated or heated, parents may use the workroom microwave and refrigerator.

The two toddler classes are together until 8:30 a.m. The ratio of 1 teacher to 6 children is maintained. The toddler classes are also together during outdoor or large muscle times. Toddlers are working on their coordination, and we feel it is important to have two adults present as the children learn to climb, run, swing, etc.

From 18 months to 36 months children begin to establish their own identity. They need lots of reassurance and love, but at the same time they know what they want and when. Often at this age, children are learning language, but do not have enough command to express desires and feelings. This often results in a measure of aggression among two-year olds. Children unintentionally hurt each other in their struggle to cope in a group setting and in learning to express themselves. We ask for your patience and cooperation during these times.

You will find a weekly lesson plan posted in your child's classroom. Please take the time to see what the theme is each week. Mom and Dad can help by reinforcing or discussing what is being talked about in school. There is also a daily schedule posted which tells you the sequence of routines.

A toddler has a small attention span, so our staff tries to gear lessons accordingly. Our goals are: to create positive self esteem, begin vocabulary development, encourage independence, develop socialization skills (caring, sharing and listening), and to provide opportunities to practice small and large motor skills. There will be lots of new learning experiences that may be messy, so please have your children wear clothing we, and they, do not have to worry about keeping clean.

Our staff uses positive language to express directions. Time-outs are used when positive language is not working. Example: "Keep your feet on the floor," instead of, "Don't put your feet on the chair." We tell the child the right way to do something, emphasizing the positive. Sarcasm and shaming is inappropriate for children- neither do we threaten, or use scare tactics.

We ask parents to provide at least two complete changes of clothing that fit, and are weather appropriate. Clothing needs to be kept at school in your child's basket (pants, shirt, socks, and underwear.) PLEASE MARK CHILD'S NAME IN EVERY PIECE OF CLOTHING. Also, we suggest rubber-soled shoes for safety reasons. Toddlers can be unsteady and rubber-soled shoes work best on the climber, in Baker Hall and when running. Please remember all the children will go outside most days unless the weather is extreme so bring the appropriate outside clothing each day.

Items you will need to bring - please LABEL all items:

- Supply of disposable diapers, wipes and ointments
- Two complete sets of clothing, weather appropriate
- Sneakers for Baker Hall and playground.
- Snow jacket, snow pants, hat, snow mittens, boots and scarf (winter)
- Bathing suit, towel, "swimmie" diapers and water shoes
- Crib-size blanket or quilt; (optional) small pillow and cuddle toy
- Pacifier for nap only if needed
- Lunch box if your child will be eating breakfast at the center.

Toddler One Daily Schedule

MORNING	
6:30 – 8:00	Arrival/Breakfast/ Free Choice Play
8:00 – 8:30	Large Muscle Play
8:30 – 9:00	Free Choice Play
9:00 – 9:15	Diapering/ Potty Time
9:15 – 9:30	Circle Time/ Music & Movement
9:30 – 10:00	Snack/Books
10:00 – 10:45	Creative Art/Free Choice Play
10:45 – 11:00	Diapering/Potty Time
11:00 – 11:30	Table Toys/Quiet Activities
11:30 – 12:00	Lunch/Clean Up
12:00 – 2:30	Nap Time
AFTERNOON	
2:30 – 3:15	Wake up/Care Giving Routine/Snack
3:15-3:45	Outdoor/Large Muscle Play
3:45-4:00	Circle Time
4:00 – 4:30	Creative Activity
4:45 – 5:30	Free Choice Play
5:30 – 6:00	Quiet Play/Table Toys/Departure

Schedule subject to change.

TODDLER TWO DESCRIPTION AND DAILY SCHEDULE

Moving from Toddler One to Toddler Two is a passage, but it is not as dramatic as the move from the Nursery to Toddler One. At the same time your young toddler is entering the Toddler Two program, three year olds that are toilet trained are moving out of the room to Young Preschool. This does not mean that your child should have started toilet training when entering Toddler Two. What is most important is your child exhibits readiness before training is begun. This will happen naturally, at the right time for your child. We will support toilet training, but parents need to have started the process at home and have had some success before expecting your child to toilet train at school. While there is peer support at school, the teacher also has other children to care for and cannot sit with one child in the bathroom for long periods of time. Please ask your child's teacher or the director for more information.

There is a measure of aggression in our room because toddlers are still learning communication and socialization skills. We focus on language and the needs of the children; e.g., a child may need some time alone and is encouraged to play alone at the table or another area. Toddlers unintentionally hurt each other while learning to express themselves. We ask for your patience and cooperation during these times.

We use positive language to express directions. "Your feet belong on the floor. Chairs are for sitting." We use redirection if possible. Children will be removed for a brief amount of time from the group when positive language is not working and a child needs to be in a space alone because they are out of control or they are hurting other children. After such discipline is used, we let each child know that while we did not like their actions or words, we do care for them very much.

Sarcasm and shaming are not appropriate for children. We do not threaten or use scare tactics.

You will find a weekly lesson plan posted in your child's classroom. Please take the time to see what the theme is each week. Parents can help by reinforcing or discussing what is being talked about in school. There is also a schedule posted which tells you the sequence of routines, daily. Daily notes will inform parents of what your children ate, when they slept and when they were diapered.

A toddler has a small attention span, so our staff tries to gear lessons accordingly. Our goals are: to create positive self esteem, begin vocabulary development, encourage independence, develop socialization skills (caring, sharing and listening), provide opportunities to practice small and large motor skills, and complete toilet training before moving on to the Young Preschool room.

We ask parents to provide an extra supply of play clothing that fits and is weather appropriate. Clothing needs to be kept at school in your child's basket (pants, shirt, socks, and underwear.) PLEASE MARK CHILD'S NAME IN EVERY PIECE OF CLOTHING AND/OR PERSONAL ITEMS BROUGHT IN TO THE CENTER. Also, we suggest rubber-soled shoes for safety reasons. Toddlers can be unsteady and rubber-soled shoes are safer on the climber, in Baker Hall and when running. No open-toe sandals, please. Remember that all the children will go outside most days unless the weather is extreme so bring the appropriate outside clothing each day.

Items you will need to bring - please LABEL all items:

- Supply of disposable diapers, wipes and ointments
- Two complete sets of clothing, weather appropriate
- If toilet training: 6 pairs of plastic coated training pants or 6 pairs of cotton training pants in addition to 2 pairs of plastic pants. 3 pairs of pants or shorts with elastic waists, which are easy for your child to pull up and down. **Please no overalls or pants with belts!** *We strongly recommend that parents do not use pull-ups as they are just like disposable diapers. Children do not feel the discomfort of soiled pants if they have an accident.*
- Sneakers for Baker Hall and playground.
- Snow jacket, snow pants, hat, snow mittens, boots and scarf (winter)
- Bathing suit, towel, "swimmie" diapers and water shoes
- Crib-size blanket or quilt; (optional) small pillow and cuddle toy
- Lunch box if your child will be eating breakfast at the center.

Toddler Two Daily Schedule

All schedules may be changed at the discretion of the teacher.

MORNING		AFTERNOON	
6:30-8:00	Breakfast/Open Activity (T. I & T. II)	12:00 - 2:30	Nap
8:00-8:30	Baker Hall Set Up/Active Play	2:30 - 2:45	Snack
8:30-9:00	Free Play/Diaper Changes/Toileting	3:00-3:30	Diapering/Toileting
9:00-9:15	Art	3:30-3:45	Story/Music/Movem
9:15-9:30	Circle Time/Story/Music	3:45-4:15	Baker Hall/Outside
9:30-9:45	Snack	4:15 - 4:45	Teacher-Directed
9:45-10:00	clean-up	4:45-5:15	Table Toys &
10:00-10:45	Outside or Baker Hall	5:15 -6:00	Stories & Free Play
10:45-11:00	Diaper Changes/Toileting		
11:00 - 11:15	Teacher-Directed Activity		
11:15-11:30	Clean-up/Table Toys		
11:30-12:00	Lunch		

YOUNG PRESCHOOL DESCRIPTION AND DAILY SCHEDULE

There are some facets of the program for older children that you will find different from the toddler level. The most obvious is the size of the group. Your child will be in a family group of 10 three-year-old children, which is a little larger than the class your child left. Before 8:00 am the children will be combined with the older preschool class as children arrive for the day. This will also occur at the end of the day.

Because of this, it is important for children to have developed social coping skills in addition to being chronologically old enough to move into this new department. Children must be able to follow established routines as well as to manage their own jackets, shoes, and toileting (with assistance, of course).

The goal in the young preschool department is to provide children with a safe, loving and stimulating atmosphere. By providing these things, we feel that children will develop the necessary skills needed to successfully progress through their future school years.

We believe the child who feels good about her/himself and comfortable in the environment will learn academics much more quickly than a child with low self-esteem. Children will be exposed to colors, shapes, numbers and the alphabet. Teachers will not drill or expect memorization. Rather, your child will learn through group and self-discovery, supervised by teachers - not controlled by teachers. Through their play activities the children will explore math concepts, science and language arts. We encourage creativity in open-ended art activities where process is stressed not the finished product.

The small group size, between 8:30 and 4:30, provides time for sharing thoughts and ideas. The children will continue to work on waiting their turn. Emotional and social growth is a large part of the curriculum so the children are more comfortable when it is time to move to the larger Preschool group. Their activities are more structured than at the toddler level, but not rigid. There is more independence expected and the children will start to have responsibilities like serving themselves at lunch and being a line-leader. Lesson plans include time for teacher directed activities, as well as time for child initiated activities.

Staff plans several short visits to the new classroom as children transition. Parents are welcome to visit with their child. In fact, there are times that it is essential that parents accompany their child on these preliminary visits so that they can provide assurance as an apprehensive child adjusts. Staff will provide parents with daily reports regarding their child's progress.

When your child starts in the Young Preschool room we ask that they have a blanket and pillow (if your child would like) along with a doll or stuffed animal for rest time. Occasionally a child still has potty accidents or may get clothes wet outside or in the water table. Therefore we ask that there be two complete changes of clothes and if possible, another pair of shoes kept in child's high basket. While a child is transitioning into the new room, we will continue to work on toilet training. However pull-ups are not recommended and if they are used, they may only be used at naptime for a *limited time* only.

If your child did not make a family collage in the Toddler II room, we ask that you send in pictures of your child and family members so they can be mounted and displayed in the classroom. This collage helps your child feel more comfortable while you are at work.

Items you need to bring - please LABEL all items:

- Two (2) change of clothes with shoes if possible (weather appropriate)
- A lunch box if you bring breakfast
- Small blanket and pillow (if desired)
- A comfort toy for nap
- Photographs of your child and their family for a collage
- Weather appropriate outside clothes:
 - Winter: Snow jacket, snow pants or snowsuit, winter boots, hat, mittens.
 - Summer: bathing suit, towel, sunscreen and summer hat.

Young Preschool Daily Schedule

All schedules may be changed at the discretion of the teachers.

TIME	ACTIVITY
6:30 – 8:30	Arrival (Wash Hands) Breakfast/Free Play
8:30 – 8:45	Greeting / Circle Time
8:45 – 9:00	Small Group (Teacher Directed)
9:00 – 9:30	Free Choice
9:30 – 9:45	Snack
10:00 – 10:45	Planning / Child Initiated Work Time / Recall
10:45 – 11:15	Outside Play / Baker Hall
11:15 – 12:00	Large Group (Music, Movement Story) Prepare for Lunch & Rest Time
12:00 - 12:30	Lunch
12:30 – 1:00	Brush Teeth / Quiet Reading
1:00 – 2:30	Rest Time
2:30 – 3:00	Snack / Quiet Reading
3:00 – 3:15	Large Group / Circle Time / Music
3:15 – 4:15	Planning / Child Initiated Work Time / Recall
4:15 – 4:30	Small Group (Teacher Directed)
4:30 – 5:00	Outside Play / Baker Hall
5:00 – 6:00	Quiet Activities

PRESCHOOL DESCRIPTION AND DAILY SCHEDULE

Children at this age learn through independent play, play with peers, and play enhanced by a teacher's guidance. Our preschool program is child oriented, developmentally appropriate, and child initiated. Therefore we do not feel flash cards and worksheets are appropriate in our classroom. It is fact that a strong social background during the preschool years is most important in order to succeed academically later in school. Basic skills for kindergarten are taught through individual and group discoveries guided by the teachers.

The preschool room's goal is to teach the children greater independence through problem solving and social interaction. For example, if a problem arises we first encourage the children to work it out verbally themselves. If a teacher is asked to help, we ask each side to explain the situation. After these explanations, we ask the children to come up with alternative solutions. If a solution is not satisfactory we redirect the children involved.

Reading, writing and language skills are areas of interest that typically develop at this age. With this, we implement songs, finger plays, and stories. The children are encouraged to create class books related to a theme. They act out stories that are presented to small audiences and are asked to describe, through writing or dictation, artwork as it is being created. Along with songs, finger plays, and stories you will notice a 'print rich' environment within the classroom. This is where we introduce upper and lower case letters to the children. Children are encouraged to write their names on their work. As the year goes on we encourage them to use the proper upper and lower case lettering.

While their knowledge is expanding, so is their curiosity to understand numbers – a complex and abstract idea. Our job is to satisfy their curiosity by providing hands-on experiences such as counting objects that the child can see and touch. Through this simple practice the child becomes familiar with addition and subtraction and is able to develop more complex thought.

The teacher directed activities reflect the interest of the children. We ask them directly as well as observe their choices for play when planning themes and activities. Many of our activities are done collectively as a group project. The children are not forced to do a project with the class, but most enjoy the feeling of teamwork and accomplishment while working together; for it is the planning, implementation, and self expression is most important, not the final product.

It is important for your child to have a safe, caring, and consistent environment in which to learn. If you have any concerns or questions, let us know. Conferences are scheduled once a year, before kindergarten screening. But feel free to call any time. We can work together to help your child grow in a healthy and safe environment.

Items you need to bring - please LABEL all items:

- Pillow, pillowcase and blanket (sent home every other week to be washed)
- One soft nap toy
- A complete change of clothes including underwear and socks
- Weather appropriate outside clothes:
 - Winter: Snow jacket, snow pants or snowsuit, winter boots, hat, mittens
 - Summer: swim suit, towel, sunscreen and hat
- Class permission slips for address and phone books
- Lunch box, if your child will be eating breakfast at the center

Preschool Daily Schedule

All schedules may be changed at the discretion of the teachers or the season:

PRESCHOOL DAILY SCHEDULE	
6:30 – 8:30 am	Arrival, Breakfast, Free Choice
8:30 – 8:45 am	Greeting Circle
8:45 – 9:00 am	Large Group Activity (Teacher Directed)
9:00 – 9:30 am	Outside Play / Baker Hall
9:30 – 9:45 am	Snack
9:45 – 10:00 am	Quiet Reading Time/ Set Up for Small Group Activity
10:00 – 10:15 am	Small Group Activity, Teacher Directed
10:15 – 11:15 am	Planning / Work Time (Child Initiated) Recall
11:15 – 11:45 am	Outside Play / Baker Hall
11:45 – 2:30 pm	Lunch / Rest Time
2:30 – 3:00 pm	Snack & Quiet Reading Time
3:00 – 3:15 pm	Large Group Activity (Teacher Directed)
3:15 – 4:15pm	Small Group Activity (Teacher Directed) Planning / Work Time (Child Initiated) Recall
4:15 – 4:30 pm	Prepare for Outside Play / Baker Hall
4:30 – 5:00 pm	Outside Play / Baker Hall
5:00 – 6:00 pm	Quiet Activities Free Choice

SCHOOL AGE DESCRIPTION AND DAILY SCHEDULE

Our program is designed to reinforce the skills your students gain in school through utilizing monthly themes. These themes explore history, art, different cultures and much more. Each theme integrates reading, math, science, writing and verbal skills.

The teachers encourage students to explore their personal interests within the theme. For example, during our Invention Convention students may choose to invent something, give a talk about an existing invention or demonstrate a scientific principle. If we have a dramatic production, children may choose a role or help make the scenery. Within this framework there is a balance between teacher and student directed activities. The daily routine outlines when these times generally occur. The schedule and themes are continuously altered by the students' interest or involvement with a theme or project. There is also scheduled time for large motor activities every day. These times are also posted.

Our classroom is equipped with age-appropriate toys with which to be creative, including blocks, Legos, Lincoln Logs and many others. There are also games, dramatic play props, books, microscopes, magnifying glasses, art supplies and writing materials. Computers with educational software are also available.

Students display their creations and successes during parent programs. Parent Programs give you, the parent, the opportunity to become involved in your child's learning, to establish rapport with fellow students' parents and foster a positive relationship between teachers and parents.

This teacher-parent relationship is encouraged during drop-off and pick-up times. A parent bulletin board located opposite Classroom 1 keeps parents informed about upcoming events, staff changes, daily activities and much more. Mail is distributed using a file crate located in the hallway and used for office/parent communication and more personal communication between teachers and parents. The center has a website with billing information, Center-wide events, and much more information, at www.wschildcare.org. Conferences are not regularly scheduled; however, parents may request one at any time. These requested conferences need to be scheduled through the program manager to insure staff coverage for the children. We will do our best to work within your busy schedule. The program manager can also be reached by phone; generally, in the fall, from 9:00 to 5:00; in the summer, from 8:00 to 4:00. However, these are subject to change so please check the bulletin board outside the office door.

Our classroom focuses on respect and teamwork. We believe this involves teachers, parents, and students. If a child is exhibiting negative behavior in our classroom we discuss the problem with the student and help them develop a plan for positive behavior. If a student refuses or is having trouble implementing their plan the program manager will request a conference with the parents to discuss the problem and together seek a new and unified solution.

Child Suspended from School for Behavior or Health Issues:

If a child is suspended from school for behavior or health issues, the program manager and the director will review each specific circumstance and decide if all-day care can be provided. Points to be reviewed will be:

- The nature of the suspension and whether there is concern at West Shore
- Staffing concerns and child/teacher ratios during the day
- The age of the child in relation to the other children

A child can attend his/her normal hours but transportation would need to be provided by the parent.

KindeRichment/ School Age Daily Schedule

(schedule changes when all-day care is provided)

ALL SCHOOL AGE STUDENTS			
6:30 – 9:00		Table Activities and Free Choice	
7:45 through 9:00 am		buses arrive	
AFTERNOON KINDERGARTEN STUDENTS			
9:00 –9:30		Story and Music	
9:30 – 10:00		Large Muscle play outside or Baker Hall	
10:00 – 10:15		Snack	
10:15 – 11:00		Teacher directed activity	
11:00		Lunch	
12:00		Meet the Bus	
MORNING KINDERGARTEN STUDENTS			
12:00 – 12:30		Large Muscle Outside/Baker Hall Play	
12: 30 – 1:00		Lunch	
1:00 – 1:30		Rest	
1:30 – 2:00		Teacher directed activity	
2:00 – 2:45		Free Choice	
2:45 – 3:00		Snack	
3:00 – 3:45		Teacher and student directed activities	
K-2ND GRADE STUDENTS		3RD THROUGH 5TH GRADE STUDENTS	
3:45 – 4:00	Snack and quiet play	3:10 – 3:45	Outside time
4:00 – 4:30	Large Muscle play Outside/Baker Hall	3:30-4:30	Snack and Homework
4:30 – 5:30	Teacher directed activity	4:30 – 5:30	Teacher directed activity
5:30 – 6:00	Clean up & table activities	5:30 – 6:00	Clean up & table activities

SUMMER CAMP DESCRIPTION AND DAILY SCHEDULE

West Shore provides a summer camp program for children who have graduated from kindergarten through 4th grade and is based on the Rocky River School calendar. This program is run as a totally separate program from our school-age program. We provide full-time care for children who have completed kindergarten through those students going into 5th Grade. Families receive separate paperwork and handbook for this program.

Summer Camp Daily Schedule

Monday Wednesday Friday		Tuesday Thursday	
6:30 - 9:00	Free Choice	6:30 - 9:00	Free Choice
M & F 9:00 - 9:30	Hand washing; Snack	9:00 - 9:30	Hand washing; Snack
Wed. 9:00 – 12:30	Weekly Field Trip	9:30 – 10:00	Outside/Baker Hall
M & F 9:30 – 10:00	Outside/Baker Hall	10:00 – 11:00	Teacher Directed Activity
M & F 10:00 – 11:00	Teacher Directed Activity	11:00 – 11:30	Hand washing; Lunch
M & F 11:00 – 11:30	Outside/Baker Hall	11:30 – 12:30	Sunscreen Changing to Swim
M&F 12:00 – 12:30	Sunscreen Hand washing	12:30 – 3:00	Weekly Field Trip
M W F 12:30 – 1:00	Lunch	3:00 – 4:00	Hand washing, Snack, Quiet Activities
M 1:00 – 3:00	Weekly Field Trip	4:00 – 5:00	Teacher Directed Activity
W & F 12:00 – 3:00	Small Group Activities	5:00 – 6:00	Outside/Baker Hall Cleanup
4:00 – 5:00	Teacher Directed Activity		
5:00 – 6:00	Outside/Baker Hall Cleanup		

Subject to change for special field trips

TRANSITIONS AS CHILDREN GROW OLDER

West Shore Child Care Center transitions children when they are chronologically and developmentally ready for the next room **and** when a space comes available. When a child is held back in a room due to space limitations, their present teacher(s) will modify the program to meet their developmental needs and whenever possible the child will visit with the older classroom.

When a space becomes available in the next classroom, the teacher or director will talk with the parent to discuss whether their child is ready for the transition. The teacher of the older children will then draw up a transition schedule with your child's present teacher in agreement. Parents will review the schedule and make any changes they feel necessary and sign the office copy. A copy of this schedule will then be given to the family, office, the child's present classroom and the classroom they are visiting.

BIRTHDAYS

Birthdays are special times for children and we like to recognize their special day too. Parents are encouraged to bring in a special treat that your child can share with his/her friends (see Modified Diets). There should be enough for every child in the class. Examples of special treats are a birthday cake, cupcakes, popsicles, cookies and even fruit cups if that is what your child likes. If you are having a birthday party outside of school we ask that you do not talk about the party

in front of other children to avoid hurt feelings. If invitations cannot be mailed and need to be given to other children please have a parent put it in their school mailbox and do not have your child hand them out.

TOYS FROM HOME

West Shore Child Care Center provides a rich environment with many toys. We discourage children from bringing special toys from home except a comfort toy for nap because we do not want children to be upset when toys get broken or lost. Teachers are busy taking care of children and we cannot be responsible for toys. However, we recognize that children like to share and the Young Preschool and Preschool classes do have Share Days. Some times there will be a theme and other times it will be a Free Choice Share Day. If a child wants to show his/her friends a special toy but not share it, the toy will be placed out of reach so no child can harm it.

The school-age department allows toys from home only on days children do not go to school.

West Shore Child Care Center believes that children should have the right to a peaceful environment. Toys that promote violence such as guns will not be allowed at school.

TOOTHBRUSING

Children between the ages of three and five who are in the Young Preschool and Preschool classrooms brush their teeth after lunch. WSCCC supplies the toothbrush and toothpaste. Parents will need to sign a permission slip when their child enrolls.

NAPTIME

In the Nursery Room, we follow the children's schedule so children sleep when they are tired or when their parents indicate that it is their children's normal naptime. For children in our Toddler through Preschool departments, a nap period is provided after lunch. The length of the nap varies according to the classroom and age of the children. West Shore Child Care Center provides a sanitized cot, and a cot sheet that is washed weekly. Parents are asked to provide a small blanket and pillow clearly labeled with the child's name. Children are asked to rest for a portion of naptime, but may have books or other appropriate diversions, like a soft toy, on their cots if they do not sleep. Children that remain awake are allowed to play with table toys after this rest period until nap time is over for everyone.

Naptime is also the time when teacher planning and breaks are given. In compliance with the State of Ohio licensing rules, during naptime the staff may supervise twice the number of toddlers, preschool and school children allowed by the staff/child ratio providing all children are on cots resting and there are enough child care members readily accessible within the building. No children are allowed to get up until classroom ratios can be maintained once more.

KindeRichment may have a rest time if the teacher decides the children need to rest depending on individual children's needs. Cots or mats will be provided for each child. The children will move towards eliminating all naps as they prepare to go to school all day.

FIELD TRIPS AND OTHER SPECIAL PROGRAMS

Children who are three years old and older at West Shore may go on off-site field trips depending on the curriculum and the specific class. Younger children go on less frequent field trips than older children. If transportation is needed, a hired service will transport the children and all children will be in car seats or seat belts as required by Ohio law. At least one if not more West Shore Child Care Center employees will be present in each van with the driver at all times. West Shore Child Care Center staff/child ratios will be maintained at all times throughout the trip. At a minimum, no matter how many children are on the field trip, two staff members must be present no matter how many adult volunteers are with the group. One of the staff members will be trained in First Aid and a First Aid kit will accompany the group. Each child will wear an ID with the center's name, address and phone number. All field trips must have specific parent permission unless the class goes on a walk close to the grounds of the church for which we get parent permission when you enroll. These permission slips for routine field trips within the neighborhood will be updated yearly. If any major street is crossed, specific information will be given and parent permission will be obtained. If there is an off site field trip there may be a cost charged to the parent to help cover expenses.

West Shore will arrange for extra curricular activities such as music, gymnastics or a physical education program if there is family interest. These programs may require an extra fee paid directly to the instructor by the specific families who sign up.

In addition, special programs may be brought to the center such as the Rocky River librarian, special music or community worker. All such programs will be announced to parents beforehand.

SWIM POLICY

During the summer months, the children in the Nursery through Preschool will have the opportunity to swim in small wading pools at the center. Parental written permission and restrictions will be obtained each summer for that season's swimming activities. When a group swims in the small wading pools, two adults must be present at all times. The pools are emptied and disinfected after each group uses them. Non-toilet trained children must wear a special type of swim diaper at all times.

Swimming: Summer Camp

Children attending summer camp will go to the Rocky River Municipal pool twice a week, unless otherwise stated. All scheduled times will be posted to notify parents. Parents must give written permission and instructions indicating if their children can swim and what restrictions are needed. In addition to the lifeguards already at the pool, West Shore maintains a ratio of 1:12 with a minimum of two staff present at all times.

OUTDOOR PLAY POLICY

As required by the State of Ohio all children will go outside if the weather permits. We have a fenced playground and we also take walks around the church grounds. If advisories are issued due to the weather, the children will remain inside and use Baker Hall as a large muscle area. Examples of this type of weather condition are extreme cold or hot, wind chill alerts, ozone alerts or storm warnings. While children may be outside if it is warm and lightly raining, any thunder, lightning or storm warnings require that mean all children must move inside the building.

NUTRITIONAL SERVICES

The center's meal program is planned according to the nutritional guidelines provided by the Child and Adult Care Food Program, a division of the Ohio Department of Education. Our meals and snacks are prepared on the premises.

Breakfast is not offered by the center. If parents work early, children may bring a breakfast from home that the parent serves and teachers supervise until 8 am. After that, parents should plan to stay and supervise their child's breakfast so the teacher may begin the day's activities.

The center provides a morning snack to children present at 9:30 am and an afternoon snack at 2:45 pm. School children have snack when they arrive after school. Parents may bring in snacks to celebrate birthdays or holidays from home (see Modified Diets). We appreciate being notified so that we can modify our day accordingly.

All children present will be served lunch at the scheduled time for their class between the hours of 11:30 am and 12:30 pm, or if parents request an exception. Each room has our menu posted. If there is a food listed that your child cannot have, please have your physician complete our form to that effect. Otherwise teachers encourage children to taste each item on their plate. We hope to provide variety and occasionally new food experiences.

Parents of children with special dietary needs (food allergy, food intolerance) need to provide documentation and a plan for modifications provided **by your doctor**. West Shore will accommodate any food substitutions requested by parents for religious or cultural reasons as long as our CACFP meal pattern requirements are met and it is financially feasible for us to do so.

We enjoy having parents join us for lunch whenever possible. Please just let us know when you are coming.

When a family enrolls, each family will be given a menu. New menus will be distributed to every family when necessary and are posted in each classroom. Quantities of food served are posted on the menus. Any changes in the menu will be posted for that day.

Modified Diets

When possible, West Shore will accommodate modified diets required by a doctor or required for cultural or religious reasons. In these cases, a specific form needs to be obtained from the Child Care office and signed with specific instructions from the physician or parent. If a child needs an alternate juice or milk, a parent must provide these daily. When parents provide treats for a classroom, the center always verifies the ingredients and replaces the treat if necessary for children on modified diets.

If a parent wishes to provide specific food, the food must be given to the cook with instructions and stored in a proper fashion. The meal must fulfill one-third of the child's recommended daily dietary allowance. With the food provided by the center all four food groups must be provided.

CHILD GUIDANCE AND MANAGEMENT

West Shore provides a loving environment for children to grow and develop. We feel our teachers and all employees of this Center are responsible for helping the children learn to make proper choices and self-control. Discipline is not punishment.

Between the infant room and KindeRichment our children experience amazing growth and development. Therefore our ways of handling discipline must vary according to age. We do not punish our children physically or verbally. With all ages, rules are clear and consistent. The most important technique we use is positive re-enforcement. A smile, a touch, eye contact, a hug and verbal praise tell children their behavior is approved. We use other methods of discipline such as distraction and redirection with infants and toddlers. We role model problem-solving techniques with older children. We ask each child involved in a disagreement to state the problem from his/her point of view. Then we talk about what happened, what should have happened and why, and try to reach a solution that each child can agree to. In other instances, the teachers will explain the reason for our rules and may ask a child to repair any damage he/she has done.

We do not use a time-out chair per se. We may have a child remove himself/herself to an area to cool down so that we may talk to them without getting hurt or them hurting others. If a child is unable to get under control, he/she may be removed to the child care office to calm down. If a child is in danger of hurting herself/himself, another child or a staff member, the child may be physically restrained by a teacher and removed from harm. This would always be a last resort.

A key to discipline is consistency. Rules are consistent within our program from day to day. It is also important that rules be consistent between the center and home. Children can become confused when rules change. Teachers are always willing to discuss our methods of discipline. Any changes in behavior or unusual instances of aggressive behavior will be communicated to the parent. Many child behaviors that we feel are developmentally typical may not be reported to a parent because the teacher feels that they are of a normal nature. Our goal is to help every child realize his potential for controlling his own behavior.

Toddler Biting

Nothing is scarier, more frustrating and more stressful for the children, parents and staff than biting. It is also what the experts call "an unavoidable consequence of young children in group care". There is no blame to be placed and unfortunately, and more importantly in this situation, there is no quick and easy solution.

Children bite for many reasons. In our experience, biting usually occurs because the children are teething, non-verbal and cannot use words to express their desire for a toy, frustration with the situation or their need for attention.

While we can theorize why biting occurs, this does not help us with the anger and frustration that the biting is continuing. The following steps are those we as a staff follow to try to extinguish the behavior:

- The child who bites is immediately removed from the situation and the attention is given to the child who has been bitten.
- We keep a log of each biting incident and look for patterns such as time of day, over stimulation, frustration, stress.
- We work with the biting child to resolve conflicts and frustrations in an appropriate manner.
- We shadow the biting child when the child is with other children.

We work with the parents to make sure we are consistent in our response to the biting and we try to reduce the child's stress while at the center.

In our experience, we have found the biting incidents will decrease as we consistently respond in the same manner, and as the child's teeth break through. We ask for your understanding and patience as we work through these situations.

CONTINUED INAPPROPRIATE BEHAVIOR

In situations where the child consistently disrupts the classroom routines or demands too much of the teacher's attention, the parent will be called for a conference. The purpose of this meeting will be to identify and discuss the problem behavior and to develop a joint plan to correct the situation. Should the unacceptable behavior continue, the center may implement any of the following:

- Call the parent to remove the child from the center for the remainder of a particularly difficult day
- Require the parent to remove the child from the center for a designated period of time
- Recommend professional counseling
- Require the child be removed from the center permanently

The center reserves the right to exclude a child from the center if it is felt that the child may injure himself/herself or others as a result of continued inappropriate behavior, if the child is unable to adjust to the classroom experience, or if the child's behavior is such that it requires the constant attention of the teacher(s). The decision to remove a child from the center for more than one day shall be made by the director in conjunction with an ad hoc discipline committee established by the West Shore Child Care Administration Board.

HEALTH

A healthy environment protects both children and staff, makes children feel cared for and encourages the development of healthy habits for a lifetime. It is a cornerstone of good child care and a priority at West Shore. Our established practices are intended to ensure such an environment and include:

1. Daily health screening of each child upon arrival at the center.
2. Cleaning and sanitizing procedures.*
3. Frequent hand washing by staff and children following established procedure*
4. Use of disposable gloves for changing diapers, toileting accidents of older children, cleaning equipment and surfaces contaminated with body fluids (blood, urine, stool, vomit, mucus)
5. Changing diapers according to established procedure*

Daily Health Screening

The receiving teacher must perform a health check on each child every day upon arrival at the center. The check includes observing the child's appearance and behavior and asking the parent/guardian about the child's well-being since last attending the center. Any unusual observation, such as an injury the child has sustained since being at the center, must be recorded in the daily log. The child's temperature must be taken promptly if fever is suspected.

It is the responsibility of teachers to observe children throughout the day and to notify the director/supervisor immediately if a child's appearance or behavior indicates he/she is unwell. The child observation form is to be used to record observations and interventions and is given to the parent/guardian when the child is discharged.

When it has been determined a child is ill, the teacher releasing the child is responsible for notifying other staff in that department of the illness. This includes written notification to inform staff who work in the classroom during other shifts.

Hand Washing

Proper and frequent hand washing is the most effective way to prevent the spread of infection and must be done throughout the day at the following times:

Staff:

- Upon arrival at work
- Before and after handling food, preparing bottles, feeding children
- After using the toilet, changing diapers, helping a child with toileting
- After contact with body fluids
- After removing disposable gloves used for any purpose
- Before and after administering medication
- After performing cleaning tasks or handling garbage
- After handling pets, their cages, equipment
- Before and after using water tables, after sand play
- After play in the playground
- Before going home

Children:

- Upon arrival at the center
- Before and after eating
- After toileting or diaper changing
- Before and after using water tables, after sand play
- After play in the playground
- After handling pets, their cages, equipment
- Before going home

Note: Children must be given the help they need to wash properly. Infants' hands must be cleansed for them.

MEDICATION

Medication (which includes all medicines used internally or externally, modified diets, vitamins and fluoride treatments - see the next section for definitions) are to be administered in strict accordance with state licensing regulations and West Shore policies.

Authorizing Medication for Your Child

Before any medication is given to a child, the parent/guardian must complete and sign the authorization form provided by the state and available in the center office. A physician's signature is not necessary for a prescription medication.

Nonprescription medications given internally require a physician's instructions and signature on the authorization form.

A physician's signature is not necessary for non-cortisone, nonprescription ointments, creams and lotions, but the parent/guardian must complete the written authorization form.

When such a preparation is used for routine skin care, the authorization must be renewed after twelve months. If used for a skin condition, it cannot be used for more than 14 consecutive days at any one time.

All medication must be in the original container and labeled with: the child's name, a current date (within twelve months), the name of the medication, the dosage and how often it is to be given daily, specific instructions for giving the medication, storage instructions and the medication's expiration date. Prescription medications must also indicate the prescribing physician or dentist's name.

Any questions or concerns arising from a request to give a child medication should be discussed with the director/supervisor immediately.

Medication Administration

Only staff that have completed state training in common childhood illness may administer medications. The written procedure for medication administration is followed. No school age children will be allowed to have or use medications or inhalers. Staff will carry emergency inhalers or medication for a student.

Medications containing a narcotic are only to be administered by the director or supervisor or a parent/guardian.

Each time a medication is administered, it must be recorded immediately on the form provided by the state. All documents related to medication administration must be kept on file for one year.

A child taking any kind of medication is to be observed for possible side effects that, if they occur, must be reported immediately to the director/supervisor. The parent or guardian is notified. Information about what the medication is intended to do and its possible side effects must be obtained from the parent, pharmacy or physician prior to giving the medication at the center.

All medication is stored beyond the reach of children. Internal medications are kept in a locked box or locked cabinet, depending on the classroom. Medications requiring refrigeration are placed in the refrigerator closest to the child's room and separated from food and beverages in the refrigerator. Ointments, lotions and creams are kept in baskets on a high shelf convenient to where they will be used.

Any error that occurs in the administration of a medication must be reported to the director/supervisor immediately. If the error involves a child receiving an overdose of medication or the medication of another child, the poison control center must be contacted for advice. The child's parent/guardian is informed promptly and an incident report is completed. The child must be observed for any possible reaction.

Definitions Applying to Medication Administration

Under state regulations, medications administered in a child care center include all medicines used internally or externally, modified diets, food supplements and fluoride treatments, and are defined as follows:

Medication is any substance or preparation containing active chemical ingredients for the purpose of prevention or treatment of a wound, injury, infection, or disease.

Modified diet is any diet eliminating the use of any one or more of the four food groups or altering the amount of food required to be served to meet one-third of the recommended daily dietary allowance.

Food supplement means a vitamin, mineral, or combination of one or more vitamins, minerals and/or energy-producing nutrients (carbohydrates, protein, or fat) used in addition to meals or snacks.

Fluoride supplement is any fluoride preparation prescribed to be taken internally for the purpose of preventing dental cavities.

ILLNESS AND COMMUNICABLE DISEASES

Communicable diseases are illnesses that are spread from one person to another either directly by such means as coughing, sneezing, or skin contact with infected body fluids, or indirectly by handling contaminated objects such as diapers, tissues, linens, toys etc, or through contaminated food, or by a living carrier of disease such as a fly, tick or mosquito. The communicable disease chart is displayed in the director's office.

Control and prevention of these diseases among children and staff are important in order to promote well-being, prevent absenteeism and avoid serious health problems. Several illnesses that can have serious consequences can be prevented by immunization. Proper and frequent hand-washing is the most effective measure that everyone can take to help prevent the spread of illness.

Staff must also be alert to signs that a child is not feeling well so he/she can be isolated promptly and cared for appropriately.

Signs of Illness That May Be Life Threatening:

If the illness may be life threatening, the director/supervisor will be notified immediately. The emergency squad will be called and a parent is contacted.

- Severe coughing, high pitched whistling (barky) sound, redness or blueness in face, rapid or difficult breathing
- Vomiting with other signs such as fever, headache
- Temperature of 100 degrees Fahrenheit or more (axillary) when combined with any other sign of illness such as lethargy, abnormal activity, vomiting, extreme tiredness, difficult to wake, stiff neck
- Difficulty in breathing or swallowing

Signs of Probable Illness

If signs of a probable illness are identified the director/supervisor will be notified. A parent will be called and advised to take child to a doctor.

- Fever of 100 degrees F (axillary)
- Sore throat
- Eye redness, swelling, drainage
- Unusual spots/rash with fever or itching
- Crusty, bright yellow, gummy skin sores
- Diarrhea and/or vomiting two or more times in day (teething does not cause diarrhea)
- Yellowing of skin and white part of eyes
- Clay-colored stools and/or tea-colored urine

Signs of A Possible Illness

If signs of a possible illness are identified, the director/supervisor will be notified. A parent is informed and the child observed closely.

- Earache; check for fever , discharge from ear
- Headache
- Itching of scalp; if nits are found the child is isolated and parents are notified and advised to seek treatment
- Evidence of other parasitic infestation (scabies, intestinal worms.)
- Fever, but less than 100 degrees F (axillary)
- Fussiness
- Runny nose
- Mild cough

When Fever Is Present

When a fever is present, the director/supervisor will be notified. A parent will be called to take a child home when a fever of 100 degrees F. is present. A parent will be called and advised to take the child to a doctor promptly if the child is acting sick and if:

- Child 4 to 24 months has an axillary temperature of 101 degrees F or higher
- Child over 24 months has an axillary temperature of 102 degrees Fahrenheit or higher

Notify director/supervisor, emergency squad called, parents called if:

- Infant under 4 months has an axillary temperature of 100 degrees Fahrenheit or higher
- Any child over 4 months has an axillary temperature of 105 degrees Fahrenheit or higher

Resource Teacher Guidelines for Common Childhood Illness for Child Care Programs: Ohio Department of Health and Ohio Department of Human Services

When a Child Shows Signs of Illness

A child who is suspected of having a communicable disease is to be isolated immediately in the child care office. Infants who cannot separate comfortably from the usual caregiver may be isolated in a portion of the infant room away from other children. Parents are immediately called and a parent is asked to come pick their child up or to designate someone else to pick their child up as soon as possible. We cannot provide childcare for mildly ill children who might be contagious to others. **PARENTS/GUARDIANS OR THEIR DESIGNEE MUST BE AVAILABEL BY PHONE AT A PHONE NUMBER KNOWN BY THE CHILD'S TEACHER AND/OR THE OFFICE STAFF.** Parents are asked to inform baby-sitters, relatives or friends of this policy particularly at times when the parent will be out of town. In case of emergency, the center must always know whom to call.

No child is ever to be left alone or unsupervised and an adult must always be within sight and hearing of a child who is ill. A child observation form is used to record observations and interventions and is given to the parent upon discharge.

The sick child is provided with a cot and a blanket while she/he is waiting to be discharged to the care of a parent. The cot and any other equipment used by the sick child must be cleaned and sanitized after the child leaves. The blanket goes home with the parent to be laundered.

In order for a child to return to the center, the child must be symptom free for 24 hours: i.e., fever free, no vomiting or diarrhea, excessive coughing or yellow-green nasal discharge or yellow discharge from the eyes, or have an unidentified rash or nits (eggs from lice).

IF A MEDICATION HAS BEEN PRESCRIBED BY A DOCTOR, THE CHILD MAY NOT RETURN UNTIL 24 HOURS FROM THE TIME OF PICK UP **AND** AFTER RECEIVING ONE FULL CYCLE OF MEDICATION WHICH IS USUALLY 24 HOURS FROM THE FIRST DOSAGE GIVEN.

MEDICATION AS INDICATED ABOVE DOES **NOT** INCLUDE OVER THE COUNTER MEDICATIONS; i.e.; Tylenol, Motrin, cough and/or cold medication or any other medication which masks symptoms.

SAFETY

The safety of our children and staff is of primary importance at West Shore. It is the responsibility of all staff to maintain a safe environment indoors and outside, monitor equipment for safety, and implement safety measures when transporting children in moving vehicles. Regardless of other precautions, there is no substitute for constant supervision when it comes to keeping children safe. **NO CHILD SHALL EVER BE LEFT ALONE OR UNSUPERVISED. NO CHILD IS TO LEAVE HIS CLASSROOM UNLESS ACCOMPANIED BY AN ADULT.** An exception is made for school age children who are going to the rest room or on teacher-directed errand. Compromising a child's safety in any way is cause for disciplinary action or termination.

Accidents

Providing a safe, secure environment where children can play, explore and discover without risk of harm is the foundation of healthy growth and development. Accident prevention is taken very seriously at West Shore. Rooms and equipment are designed to protect children from harm. Staff/child ratios more than meet state requirements and ensure that children are properly supervised at all times. Nevertheless, accidents can still occur. The policies that follow are aimed at caring for the injured child or adult appropriately, maintaining the required documentation and taking any necessary steps to prevent a similar accident from happening again.

Accidents include, but are not limited to: all falls resulting in scrapes or bruises, all bumps to the head, injuries caused by other children (e.g. bites and scratch wounds), injuries caused by toys, furniture, playground equipment etc.

All accidents to children or staff, regardless of how minor they may seem, must be documented in an incident report (available in each classroom and in the office) and signed by the director/supervisor. When a child is injured, the parent/guardian is informed and given a copy of the incident report after signing it. Another signed copy is kept for the child's record at the center. If the incident is serious, jeopardizes the safety of children or staff, or medical attention other than first aid is required, notification will be made within 24 hours to the appropriate office of the Ohio Department of Job and Family Services. A report will be faxed or sent within three business days.

First Aid

If first aid is needed, a member of the staff who has completed state-approved first-aid training must render it. A list of those trained in first aid and in CPR is posted in every room. The first-aid box is kept in the workroom and in the After-School teacher closet. First-aid supplies are always taken on field trips. The following policies are to be observed:

- The director/supervisor is to be notified immediately when a child sustains an injury of any kind to anywhere on the head.
- If it is determined that an injury or illness requires immediate medical care, 9-1-1 is called, the director/supervisor is notified and the child's parent/guardian is contacted.
- Emergency procedures are posted in each classroom and staff members become familiar with them before they are needed.
- While the injured child receives attention, another teacher/director/supervisor must take charge of the remaining children to provide reassurance and supervision.
- If a child is to be transported for medical care by ambulance, a staff member accompanies the child if a parent/guardian is not present. An incident report should be completed to go with the child if time permits. Otherwise all paper work must be completed the same working day. At no time will a child be transported by private car during an emergency.

Child Abuse Policy

Child abuse/neglect can be in the form of physical abuse, emotional abuse, sexual abuse, neglect and/or maltreatment. Any West Shore Child Care Center employee, as mandated by the Ohio Revised Code, Section 2151.421, who believes that a child less than eighteen (18) years of age has suffered any type of injury that suggests abuse or neglect, must and will immediately report such information to the director who will then contact the Children Service Board of the County Department of Human Services.

It is therefore important to communicate with your child's teacher about any serious injury that may have occurred at home.

Security Plan

Visitors to the center are directed to the child care office before being admitted through the key coded locked doors of the education and child care wing. Prospective clients and others who wish to observe our Center are escorted by staff to the child care areas of the building and introduced to the staff.

Two entrances to the child care portion of the education wing have key coded locked doors. The keypads have a code change approximately every three to four months or as needed. We ask parents not to give out that code to anyone but those who may be picking up a child on a daily or weekly basis. An authorized pick-up person should be directed to the child care office so that he/she may be escorted to the classroom. All other entrances to the wing are locked from the outside.

Each classroom has a phone with intercom capabilities. Walkie-talkies available in the office are used by all classes playing outside or going for a walk.

Tornado Drill Instructions

Provided there is ample warning, all teachers and children should attempt to reach the basement, bathroom or their designated area as posted in their room, or as directed by the supervisor on duty. Once there, all children should kneel and cover their heads with their hands. Detailed instructions are posted in every room occupied by children. Drills will be held several times during tornado season April through October.

Emergency Fire Evacuation And Fire Drill Procedure

A detailed plan to evacuate each room used by the children is prominently posted. There are alternate routes mapped out so that substitute as well as regular staff know exactly what procedures to follow.

The Rocky River fire department will be notified of any planned fire drills.

The director will ring the fire alarm.

The EMERGENCY FIRE EVACUATION PROCEDURE begins.

The children and staff will return to their classrooms when the director gives the all-clear signal.

Fire drills occur at least monthly. They are documented with date, time, length of time for evacuation from building, persons participating, and comments. Documentation will be posted in the Child Care office.

ANTI-HARASSMENT/NON-DISCRIMINATION POLICY

West Shore Child Care Center is committed to maintaining a work environment is free of harassment and discrimination. In keeping with this commitment, we will not tolerate any form of harassment or unlawful discrimination against employees by anyone. West Shore Child Care Center expects each employee and parent to respect the individual differences of fellow employees, parents and children, and to be sensitive to the different backgrounds of each.

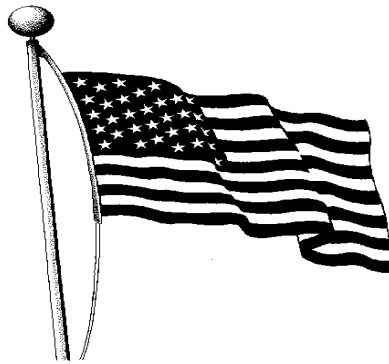
Harassment consists of unwelcome conduct whether verbal, physical, or visual, and is based upon a person's protected status, such as sex, race, ancestry, religion, national origin, age, disability, medical condition, marital status, citizenship status, veteran status, sexual orientation or other protected group status. Harassment includes conduct that denigrates or shows hostility or aversion toward any individual because of his or her protected status or that of his or her relatives.

Unwelcome sexual advances, requests for sexual favors, and other physical, verbal, or visual conduct based on sex may constitute sexual harassment. This conduct is unlawful when (1) submission to the conduct is an explicit or implicit term or condition of employment, (2) submission or rejection of the conduct is used as the basis for an employment decision, or (3) the conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment. Sexual harassment may include such sanctions as: sex-oriented verbal "kidding," "teasing," or jokes; foul or obscene language or gestures; display of foul or obscene printed or visual material; physical contact such a patting, pinching, or brushing against another's body; and demands for sexual favors.

Everyone at West Shore Child Care Center is expected to avoid any behavior or conduct that could be interpreted as unlawful harassment. All employees and parents should also understand the importance of informing an individual whenever that individual's behavior is unwelcome, offensive, in poor taste, or inappropriate.

If you feel you have experienced or witnessed discrimination or harassment, you are to immediately notify the director of the center, who will take steps to ensure that your report is properly investigated. (If the director is involved in the incident, the report should be made to the President of the Child Care Board.) There will be no retaliation against anyone reporting discrimination or harassment, or for cooperating with an investigation of a complaint of discrimination or harassment.

The policy of West Shore Child Care Center is to investigate each complaint promptly and to keep complaints and the result of the investigation confidential to the fullest extent practicable. If an investigation confirms that a violation of this policy has occurred, then appropriate corrective actions, including disciplinary measures, will be taken. In investigating complaints of harassment under this policy, the center may impose discipline for inappropriate conduct without regard to whether the conduct constitutes a violation of the law or if the conduct does not rise to the level of a violation of this policy. The center will advise appropriate parties of the outcome of an investigation, although not necessarily all details of the actions the center has taken to maintain a harassment free environment.



...and justice for all

This facility is operated in accordance with U.S. Department of Agriculture policy which does not permit discrimination because of race, color, sex, age, handicap, or national origin. More information may be obtained here or from the Office of Equal Opportunity, USDA, Washington, D.C. 20250.

Any person who believes he or she has been discriminated against in any USDA-related activity should write immediately to the Secretary of Agriculture, Washington, D.C. 20250.

Secretary of Agriculture
Pursuant to Title VI of Civil Rights Act of 1964.
42 USC 2000d and CFR Part 15
