

**RIVERSIDE UNITED METHODIST CHURCH
CHILD CARE CENTER**

PARENT HANDBOOK

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(revised 10-13)

ORGANIZATION

We are pleased to have your child enrolled in Riverside United Methodist Church Child Care Center ("RUMCCC"). This handbook contains information regarding the childcare program. It is very important that you read this handbook and keep it handy as long as your child is enrolled in the program. It will answer many of the questions you have about RUMCCC. A preschool was established in 1947 for 3 and 4 year olds. In January, 1978, a co-op play group for 2 year olds was organized, in the fall of 1979 a full-day center for 3 and 4 year olds was opened, and in November, 1993, our infant-toddler center was opened. In the fall of 2005 we opened an after kindergarten P.M. class. Our school is sponsored by the Riverside United Methodist Church. The school is operated on a non-profit basis designed to be the fellowship arm of the church in the Upper Arlington community and the surrounding areas. RUMCCC is governed by a Board composed of both church and non-church members. The Church Council of the church approves the Center's operations as planned by the Board and Director.

PHILOSOPHY

RUMCCC recognizes the home as the primary factor in the child's development. It is the goal of the Center to supplement the care of the child while he/she is away from home and to work closely with the parents to facilitate the child's maximum development. Each child is important and unique to us. A loving, caring and nurturing environment will be provided which supports the physical, social, emotional and cognitive needs of the child.

GOALS

- to provide families with quality infant, toddler and preschool care
- to encourage and promote the family as a unit
- to meet the physical needs of each child
- to help each child feel secure and comfortable
- to help each child relate positively to other adults and children
- to help each child learn by using all of their senses
- to encourage language development
- to provide clean, bright classrooms and clean, appropriate equipment
- to provide safe, stimulating toys and equipment and a variety of activities

LICENSING

RUMCCC is licensed by the Ohio Department of Job and Family Services. A Licensing Specialist will observe the Center one or two times a year. The Center is licensed to enroll 64 children, with no more than 20 under 2 ½. At the end of the handbook you will find an attachment about licensing and other valuable information. Please take the time to read this information. Our current license is posted in the Director's Office.

STEP UP TO QUALITY

RUMCCC has been part of the Step Up To Quality program since it started the pilot program in 2004. SUTQ is a voluntary program Star Quality Rating System that recognizes and promotes early care and education programs that meet quality benchmarks. The steps are based on national research. We are assessed annually by a representative from ODJFS, specializing in SUTQ.

ADMISSIONS

A child is considered to be enrolled in the Center after the Director confirms the availability of space, the \$ 50 non-refundable registration fee has been received, and the required paperwork is received. The Director will interview each child and their parent(s)/guardian prior to admission. A deposit equal to one week's tuition will be required when your child begins. This deposit will be applied to the last week your child is in our Center provided two weeks' notice has been given before withdrawal. The paperwork includes basic enrollment and health information. Any change to this information must be communicated to the Center immediately so that current information is always on file. This is for the safety of your child. A medical form signed by a physician or certified nurse practitioner is required to be submitted within 30 days of admission. This medical form must be updated every 13 months. Enrollment is open to members of Riverside United Methodist Church and the community at large, regardless of race, color, religion, sex, or national origin. Priority is given to:

1. Siblings of child already enrolled and children of Staff
2. Families of Riverside United Methodist Church
3. Non-member families

The Center serves children who are able to function successfully in a group setting. Children with special needs may be accepted on a conditional basis.

HOURS AND DAYS OF OPERATION

The Center will be in operation Monday through Friday 7:30 a.m. to 6:00 p.m. Parents must pick up their children by 6:00 p.m. Any late pickups after 6:00 p.m. will require payment of a fee. The fee is \$ 20 for each 15 minutes or fraction thereof. Payments by check or cash should be made to the teacher(s) remaining with the child.

RUMCCC is open fifty weeks of the year. The Center will be closed for: New Year's Day, Good Friday, Memorial Day, Independence Day, One week in August (TBA), Labor Day, Thanksgiving Day and the following Friday, Christmas Day, and one week during the Christmas holiday.

The Center may close early on days of anticipated low attendance, such as days preceding holidays. Parents will be provided with advanced notice of early closures. There will be some days that the Kindergarten Class will not be in session even though the Center will be open.

RUMCCC will close for a snow day when the community is under a Level 2 or Level 3 snow emergency for the morning rush hour. The Staff will contact all parents by telephone to notify them. Parents also may be contacted during the day, if the weather warrants, to pick up their child early.

STAFF/CHILD RATIOS AND MAXIMUM GROUP SIZE

RUMCCC will not exceed the following state required ratios:

1:5 or 2:12	Infants (0 -18 months)
1:7	Toddlers (18 months - 30 months)
1:8	2 1/2 - 3 yr. olds
1:12	3 year olds
1:14	4 - 5 year olds
1:18	School age children

The maximum group sizes are as follows:

12	Infants
14	Toddlers (18 months - 30 months)
16	2 1/2 - 3 yr. olds
24	3 year olds
28	4 - 5 year olds
36	School age children

Maximum group size is defined by the number of children in one group that may be cared for at any time. Limitations do not include nap time, lunch time, outdoor play, or special activities.

Because we desire to provide a higher level of quality care we will strive to maintain a 1:3 ratio in the Infant room, a 1:5 ratio in Toddler I, a 1:5 ratio in Toddler II, a 1:10 ratio in Preschool and Pre-Kdg., and a 1:10 ratio in school age. Ratios for Toddlers and Preschoolers may be doubled for 1 1/2 hours at naptime as long as all children are resting quietly on their cots and enough staff are in the building to meet the regular required staff/child ratio if there is an emergency. Please refer to our staff/child ratio signs posted at the entrance of each classroom.

RUMCCC determines the best classroom for each child. Such factors as maturity, being potty trained and classroom availability will be considered. Children must be completely potty trained before moving to the preschool class.

DAILY SCHEDULES

The children's' daily schedule is flexible enough to provide adaptability when necessary, but structured enough to provide predictability for the children. We want them to view their school as a safe and comfortable place, where they know what to expect and when to expect it.

INFANT DAILY SCHEDULE

7:30 - 8:00	Arrival. Greeting parents and child, getting instructions.
8:00 - 11:15	Morning activities. If child is not napping, eating or being changed, he/she will be involved in personal time with teacher being rocked, read to, singing songs, mat exercises or playing with appropriate toys and equipment in the room. Snack for older infants. Outdoor time, weather permitting. Art activity for older infants.
11:15 - 12:00	Lunch for older infants.
12:00 - 5:00	Same schedule as morning with a p.m. snack for the older infants.
5:00 - 6:00	Preparing to go home. Discussing the day with parents.

TODDLER I DAILY SCHEDULE

7:30 - 9:30	Arrival/ Free Play/Art/Diapers
9:30 - 10:00	Story time/Snack
10:00 - 12:00	Large Motor Play, Outdoor and/or Indoor Play
12:00 - 12:30	Group Games/Music/Art/Science/Diapers
12:30 - 1:30	Lunch & Story Time
1:30 - 3:00	Nap Time
3:00 - 3:30	Diapers/Snack
3:30 - 6:00	Outdoor Play/Indoor Play/Art Going Home

TODDLER II DAILY SCHEDULE

7:30 - 9:15	Arrival, Free Play, Planned Activities
9:15 - 9:30	Potty/Diapers
9:30 - 10:30	Gross Motor (Playground or Fellowship Hall)
10:30 - 10:40	Snack
10:40- 11:45	Free Choice, Planned Activities
11:45 - 12:15	Clean-Up, Circle Time, Story Time
12:15 - 1:00	Lunch, Quiet Reading, Stories, Potty/Diapers
1:00 - 3:00	Nap Time
3:00 - 4:00	Wake Up, Potty/Diapers, Snack, Free Play
4:00 - 5:00	Gross Motor (Playground or Fellowship Hall)
5:00 - 5:45	Free Play, Planned Activity, Departures
5:45- 6:00	Clean-Up, Table Top & Reading Choices, Departures

PRESCHOOL DAILY SCHEDULE

7:30 - 9:15	Arrival/Free Choice of Activities/Art
9:15- 9:30	Snack
9:30 - 10:30	Free Choice of Activities/Art
10:30 -11:30	Outdoors or Fellowship Hall
11:30 - 11:50	Circle Time
11:50 - 12:30	Lunch
12:30 - 1:00	Music/Games/Puzzles/Books
1:00 - 3:00	Nap/Rest Time
3:00 - 4:30	Snack & Free Choice of Activities
4:30 - 5:00	Story Time
5:00 - 6:00	Outdoors or Fellowship Hall Going Home

PRE-K DAILY SCHEDULE

7:30 - 9:30	Arrival & Free Choice of Activities
9:00 - 9:25	Snack Available
9:25 - 9:30	Room Cleanup
9:30 - 9:50	Circle
9:50 - 10:45	Language Arts: Math, Science, Arts (Rotated)
10:45 - 11:30	Large Muscle on Playground or Fellowship Hall
11:30 - 12:15	Lunch
12:15- 1:00	Selected Activity
1:00 - 1:15	Quiet Reading & Nap Prep
1:15 - 2:45	Nap/Rest
2:45 - 5:00	Snack & Free Choice of Activities
5:00 - 6:00	Large Muscle on Playground or Fellowship Hall

KINDERGARTEN DAILY SCHEDULE

11:20 - 11:30	Arrival
11:30 - 12:15	Outdoor Play (Inclement weather-Indoor Play Area)
12:15 - 1:00	Lunch
1:00 - 2:00	Art & Circle Time
2:00 - 2:40	Rest Time
2:40 - 3:00	Choice of Books
3:00 - 4:00	Playground or Fellowship Hall
4:00 - 6:00	Snack, Free Choice of Activities in Room 200 or 201 and Going Home

After 4:00 p.m. the Kindergarten Class may have use of Room 201. This room contains dramatic play items, housekeeping items, blocks, cars & trucks, music items, sensory table, and workbench.

TUITION, FEES AND PAYMENT POLICIES

Tuition

Tuition is due on Monday morning of each week. However, parents may pay biweekly or monthly. The weekly tuition is: Infants \$ 250; Toddlers \$ 215; Preschoolers \$ 200; and Kindergarten \$ 140. There is a \$ 20 per week sibling discount for full-time enrollment. Checks should be payable to Riverside United Methodist Child Care and marked with the week(s) the tuition covers. Payments not received by noon on Wednesday may be subject to a late fee of \$ 10 unless arrangements are made in advance with the Director. The RUMCCC Board of Directors may increase tuition from time-to-time. Parents will be provided with advance notice of all tuition increases. The Center's tax identification number is available upon request.

Registration Fee

A non-refundable registration fee of \$ 50 per family must accompany each application for enrollment.

Advanced Deposit

A deposit equal to one week's tuition will be required when your child begins. This deposit will be applied to the last week your child is in our Center if two weeks' notice has been given before withdrawal.

Holidays

Full tuition is due for any week, including holidays. Staff receive these days as paid holidays.

Vacations

There is no accommodation made for vacations. However, no tuition is charged when the Center is closed one week in August and one week in December.

Late Pickup Fees

Any late pickups after 6:00 p.m. will require payment of a fee. The fee is \$ 20 for each 15 minutes or fraction thereof. Payments by check or cash should be made to the teacher(s) remaining with the child.

Withdrawal Policy

Withdrawal requests must be made to the Director. Two weeks' notice or two weeks' additional tuition payable upon your child's withdrawal is required.

Dismissal Policy

RUMCCC reserves the right to dismiss a child for any reason, including, but not limited to: non-cooperation, delinquency in payment of fees, consistently late pick-up or inability of the child or the parents to adjust to the Center's program. Dismissal will be determined by the Board, the Director, and the Staff.

Extended Leave Policy

For parents requesting a six week or greater extended leave for their child, the parent may pay tuition equal to half the current rate to guarantee a spot in the Center when the child returns. This does not apply to children enrolled in the Infant Class. If the parent agrees to pay half tuition, the child is entitled to attend four mornings per week or two full days. This would need to be approved by the Director. The parent may choose not to pay any tuition and no spot will be reserved for the student to return. However, if any spots are filling up, the Center will contact the parent and offer the remaining spot at half tuition.

SUPERVISION POLICY

A major responsibility of the Staff is to ensure the health and safety of each child. Staff persons are alert to the safety needs of their children, anticipate possible hazards, and take necessary appropriate precautionary and preventative measures. Staff members will always have access to a working telephone. The Center is smoke free.

Arrival/Departure

Parents are required to bring their children into the classroom. Any special messages, medications, etc. are to be given to the teacher. Children may not be dropped off at the entrance of the building or be sent inside alone. Staff must be made aware of each child's presence before the parent departs. At the time of pick up parents are asked to make contact with their child's teacher to insure that staff are aware that the child has been picked up. Parents are responsible for the supervision of their child before drop off and after pick up.

Supervision of Infants/Toddlers/Preschoolers

At no time will a child be left unattended. Staff will supervise children at all times, including nap time. If a child becomes ill, they may be isolated in a section of the room not in use, but within the sight and hearing of a Staff member.

Supervision of Schoolage Children

Schoolage children may use the restroom alone or in groups of no more than six children without adult supervision as long as the following conditions are met: children are within hearing distance of their teacher; teacher checks on the children regularly until they return; and the restroom is for the exclusive use of the Center.

Children Arriving From Other Programs

If a child is scheduled to arrive from another program and does not, the Center will first contact the parent to confirm that the child is scheduled to be at the Center that day, and then contact the program that they are to have arrived from. We will then consult with the parent to determine further action. It is very important that parents let the Center know when their child will not be attending on any given day.

Release of a Child

Staff will release children only to persons on the release form provided by the parent. Parents must notify teachers when someone other than those listed on the release form will be picking up their child. If other persons are to pick up, a picture ID will be required. Staff will not release children to anyone, including parents, who appear to be under the influence of drugs or alcohol. Emergency contacts will be called to transport the child home. Police will be notified if necessary.

Custody Agreements

If there are custody issues involved with your child, you must provide the Center with court papers indicating who has permission to pick up the child. The Center may not deny a parent access to their child without proper documentation.

Transitioning

You will be notified when your child is ready to move up to the next class. As part of the procedure the Staff have developed a transition plan. This plan will include the beginning and ending date of the transitioning period and include a transition schedule. The plan will be signed by the parent.

Child Abuse Reporting

All Staff members are mandated reporters of child abuse. If Staff have suspicions that a child is being abused or neglected, they **MUST** make a report to the local children's services agency. The safety of the children is always our first concern.

GUIDANCE/DISCIPLINE POLICY

The Staff members are responsible for the discipline of all children while they are at the Center. Discipline and training will be handled with kindness, consistency and understanding, recognizing a child's individual needs and age. Positive reinforcement for acceptable behavior will be stressed, and positive redirection will be used for unacceptable behavior. Our hope is that each child will learn self discipline through careful guidance. A child may be asked to sit for a short period of time to give the child a chance to regain control if they are having a difficult time. Staff members are eager to discuss discipline problems with parents and to cooperate with the home to help children with discipline problems.

This discipline policy applies to all Staff and parents while they are at the Center.

If the child demonstrates behavior that requires frequent "extra attention" from the Staff, we may choose to develop and implement a behavior management plan. This plan would be developed in consultation with the parents and would be consistent with the requirements of Rule 5101:2-12-22 OAC

The Center serves children who are able to function successfully in a group setting. Children with special needs may be accepted on a conditional basis. If persistent discipline or adjustment problems with a child occur, Staff members may require a conference with parents to seek solutions to the problems. Staff members will document behavioral problems as a means of identifying issues and assisting with resolution. The Staff may also recommend outside interventions or sources of assistance to help children modify inappropriate behavior.

If, in the professional judgment of the Staff, a child is not able to function in a group setting, or is endangering himself, peers, or Staff, or the Center is unable to meet the needs of a particular child, the Center may ask for the child's withdrawal. Such a course of action will be determined by the Staff, the Director, and the Board in the best interests of the child as well as the best interests of the other children at the Center. The Director would be in communication with the parents prior to any withdrawal actions. Parents should feel free to consult with the Staff or Director about these policies or any matters relating to discipline or the social environment at the Center.

STAFF

The right staff is imperative to a good program. Teachers should be loving, caring, energetic, patient, mature, educated and enjoy working with children. In so far as possible, staff members will be trained in Early Childhood Education, Child Development and/or Elementary Education. A resume', diploma or certificate and health record for each teacher are kept on file at the Center. All employees must have a fingerprint check before they begin. During the school year staff members take additional in-service training. There will always be a staff member present trained in first aid, recognition of communicable diseases, CPR, and child abuse. All staff members are required to report any suspicions of child abuse or neglect to the local public children's services. The teacher-child ratio is in compliance with licensing requirements for a small group size.

ACCIDENTS/EMERGENCIES

The Center has devised several procedures to follow in the event that an emergency would occur while a child is in the Center's care. In the event of a fire or tornado, Staff would follow the written instructions posted in each classroom, describing emergency evacuation routes, and the procedures to be followed to assure that children have arrived at the designated spot. In order to prepare children for the need to evacuate, the Center does conduct monthly fire drills and tornado drills. Should we need to evacuate the building due to fire, weather conditions, loss of power, heat, or water to the Center, our emergency destination is Kare-A-Lot Child Care located at 3164 Riverside Drive (481-7532). A sign will be posted at the entrance of the Center indicating that we have been evacuated and the location where the child may be picked up. Parents will be contacted as soon as possible to pick up their child. If a parent cannot be reached, the Center will call the emergency contacts listed on the child's enrollment information.

In the unlikely event that there would be an environmental threat or a threat of violence, the Staff will secure the children in the safest location possible, contact and follow the directions given by the proper authorities, and contact the parents as soon as the situation allows. An incident report would be provided to the parents.

There is always one Staff member present in the Center who has received training in First Aid/Communicable Diseases and CPR. In the case of a minor accident/injury, Staff will administer basic first aid and TLC. If the injury would be more serious, first aid would be administered and the parents would be contacted immediately to assist in deciding an appropriate course of action. If any injury is life threatening, the Upper Arlington EMS will be contacted, parents will be notified, and a Staff member will accompany the child to the hospital with all available health records. Staff may not transport children in their vehicles, only parents or the EMS may.

An incident/injury report will be completed and given to the person picking up the child on the day of the incident/injury, if any of the following occur: illness, accident, injury which requires first aid; the child receives a bump or blow to the head; the child has to be transported by EMS; or an unusual or unexpected event occurs which jeopardizes the safety of the child. If a child requires emergency transportation, the report shall be available within 24 hours after the incident occurs.

MANAGEMENT OF ILLNESSES

RUMCCC provides children with a clean and healthy environment. However, we realize that children become ill from time to time. If this is your child's first group care experience, it is possible that they may experience more frequent illnesses at the beginning before their immune system becomes more active. We observe all children as they arrive each morning to assess their general health. We ask that you not bring a sick child to the Center. They will be sent home! Please plan ahead and have a back-up care plan in place if you are not able to take time off from work/school to pick up your child.

A child with any of the following symptoms will be immediately isolated and discharged to the parent or emergency contact:

- Temperature of 100 degrees F--in combination with any other signs of illness
Temperature will be taken by the axillary method with a digital thermometer.
The thermometer will be sanitized after each use.
- Diarrhea (more than three abnormally loose stools within a 24 hour period)
- Severe coughing (becoming red in the face or making a whooping sound)
- Difficult or rapid breathing
- Yellowish skin or eyes
- Redness of the eye or eyelid, discharge, matted eyelashes, burning, itching, or eye pain
- Untreated infected skin patches, unusual spots or rashes
- Unusually dark urine or gray or white stools
- Stiff neck with an elevated temperature
- Evidence of untreated lice, scabies, or other parasitic infestations
- Vomiting more than once or when accompanied by any other sign of illness
- Sore throat or difficulty swallowing

Any child demonstrating signs of illness not listed above will be isolated and carefully observed for symptoms. The parent will be notified. If a child does not feel well enough to participate in Center activities, the parent will be called to pick up the child. Any time a child is isolated, he/she will be kept within sight and hearing of a Staff member. The cot and any linens used will be washed and disinfected before being used again.

Children will be readmitted to the Center after at least 24 hours of being free of fever and other symptoms. If they are not symptom free, a physician's note will be required stating that the child is not contagious. Parents will be notified by a posted sign if children have been exposed to a communicable illness.

Staff members exhibiting any of the above-listed symptoms will be sent home and a substitute Staff member will replace them.

A Communicable Disease Chart is posted in each classroom.

Medications

The Center will administer medications to a child only after a parent completes a Request for Medication form. All proper sections must be completed and the medication handed to the teacher each day. Medications will be stored in a designated area inaccessible to children. Medications may not be stored in a child's cubbie or lunch box.

Prescription medications must be in their original containers and administered in accordance with instructions on the label. Over-the-counter medications must also be administered in accordance to label instructions for age and weight of the child. If parents request any different dosages or uses, a physician must provide written instruction on the Request for Medication form. Over-the-counter medications will not be administered for more than three days in a 14-day period without instructions from a physician.

Schoolagers who require the immediate use of an inhaler for a medical condition will be permitted to maintain control of their inhaler. Parents must sign a release form stating that they are permitting their child to have access at all times to the inhaler. The inhaler must be kept on his/her person and not be stored in a cubby or bookbag. Anytime the child is unable to maintain control of the inhaler, it must be given to the child's teacher.

Food Supplements or Modified Diets

If your child requires a food supplement or a modified diet, the child's physician must complete a Request for Medication form--indicating that the child requires food supplements or a modified diet.

MEALS AND SNACKS

Parents are required to provide a lunch for their child. This meal must consist of nutritional food from the following food groups: protein, grain, and two foods from the fruit/vegetable group. Fluid milk is also required which the Center will provide. A copy of the USDA Nutrition Guide is provided to parents at the time of enrollment. All food items must be stored in a lunch box/bag clearly marked with the child's name. The lunch must be put in the classroom refrigerator upon arrival. If a lunch does not meet the nutritional requirements, the Center is mandated to provide the additional food(s). The Center provides a morning and afternoon snack. Each of the snacks will contain at least two nutritional foods.

TRANSPORTATION OF CHILDREN/FIELD TRIPS

The Center will provide transportation on routine trips for Wickliffe Kindergarten children coming from school on days when the weather is not conducive for walking. Transportation will be done by staff members' cars. The cars used for transporting children have passed a safety inspection. A first aid kit will be in each car for emergency purposes. A count will be taken before leaving school and upon arrival at the center.

Preschoolers will be taking periodic field trips. They will be transported in private cars. When children are transported away from the Center a first aid kit will be taken with the group and a Staff member trained in first aid will accompany the children. Each child on the field trip will have identification attached containing his/her name, and the name, address, and telephone number of the Center. All children will have a car seat or seat belt as determined by age and weight.

Before departing the Center, a count will be taken of all the children, and they will be marked on a separate attendance sheet. Upon arrival at the destination, another count will be taken to assure that all the children have safely arrived. This process will be repeated upon leaving the destination and returning to the Center. During the course of the field trip, each Staff member will have specific children that they are responsible for supervising. Before any child participates in either a routine trip or field trip, the Center will obtain written permission from the parent.

OUTDOOR PLAY

Research has shown that children stay healthier when they have daily outdoor play. Based on this information and state requirements, outdoor play will be included in our program on a daily basis. We will limit the amount of time outside when the temperatures are very warm or very cold. Children will not be taken outside when the temperature (wind chill and heat index factored in) drop below 20 degree F or rise above 90 degrees F. If the situation requires it, we will also adjust outdoor time due to rain, threatening weather, ozone warnings, etc. On days that outdoor play is not provided due to these conditions, we will include a time for indoor gross motor activities. Please send your child with the proper clothing so they may be comfortable and safe whenever we are outside.

SWIMMING

Children will be provided with water play opportunities at the Center. These would include small wading pools and sprinklers. The wading pools will be emptied each day and disinfected before use. Parents will be asked to sign written permission slips prior to their child's engaging in water play. The state-mandated teacher/child ratios will be maintained at all times during swimming activities. Please remember to send a bathing suit, towel, and sunscreen for your child. Sunscreen must have a Request for Medication form completed for use. If your child burns easily, please include a lightweight T-shirt that they may wear over their swimsuit.

PARENT PARTICIPATION

Parents are encouraged to participate whenever possible in the activities of the Center. Parents have unlimited access to all areas of the building used for child care during hours of operation. Parents may wish to attend field trips, class parties, or simply stop in to join the daily fun. Staff are available to discuss a child's progress or needs at any time. However, due to staff responsibilities and schedules, parents are asked to make appointments with Staff when it is necessary to engage in any lengthy conversations. Staff want to be able to focus on you and your child at these times.

If parents have any concerns or questions at any time, it is recommended that the following chain of command be used until an answer or solution is found:

1. Child's teacher
2. Director
3. Child Care Board of Directors

Appropriate telephone numbers are listed on the cover of this Parent handbook.

Please feel free to raise concerns when they occur. Often these concerns can be addressed before they grow into bigger problems. Staff fully realize that you are trusting us with your little ones and we want our relationship to be a good one.