

# **FAMILY HANDBOOK**

**The Childcare Center at TC3  
170 North Street  
Dryden, NY 13045  
(607) 844-8222 Ext. 4477**

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# The Childcare Center at TC3

We welcome you and your child to The Childcare Center at TC3. This handbook was designed to communicate the policies of the center and help you feel more comfortable when your child is in our care.

All other fiscal and program policies, whether written or oral, are declared null and void, ceasing to have any effect whatsoever by the publication and dissemination of this Family Handbook. This current Family Handbook supersedes all prior Parent/Family Handbooks.

## MISSION

The Mission of the Childcare Center at TC3 is to provide a safe and nurturing environment that allows children to develop healthy, positive attitudes about themselves, their environment, along with their ability to learn.

## COMMUNICATION

Parents are expected to communicate, on a daily basis, any pertinent information about your child that may be helpful to us in providing the best possible care. Daily communication between parent and staff is vital to the success of your child's experience at The Childcare Center. Communication is expected to be professional and courteous from both parents and staff. Any parental concerns about a classroom or staff member should be first discussed with the lead teacher/head of group and then brought to the director's attention. Parents are asked to turn off their cell phones during drop off and pick up.

Parent communication from the director as well as the classroom will happen through Procure messaging and newsletters. Periodically, notices will be sent home with each child to keep parents informed of upcoming events and plans. Menus and other announcements, are posted outside the director's office and in the classrooms. Office of Children and Family Services regulations governing child care, emergency numbers and the center's license are also displayed.

## **LINES OF COMMUNICATION**

### **Mutual Respect**

The Tompkins Cortland Community College Child Care Center promotes teamwork and cooperation among all constituents. The program aims to achieve a physically and emotionally healthy environment in which people are mutually respected. All shall be treated with utmost respect, honesty and consideration. This includes but is not limited to employees, parents, children, vendors, volunteers, consultants and visitors. If at any time an individual exhibits excessive behavior that is aggressive, vulgar, or grossly inappropriate in front of or to any of the children or staff of TC3 CCC, the administration reserves the right to terminate care without notice. We are committed to providing a safe, nurturing and educational environment.

If parents have a problem with a classroom teacher or a Center staff person, they should follow the appropriate procedure:

1. Set up a time to talk privately with the teacher of the classroom.
2. If the problem/concern is still not settled, talk to the Director.

3. If no satisfactory solution can be found, the matter in question should be directed to the Board President.
4. The Board President will determine how to handle the matter. In any case, a written response will be made to the parent/s by the Board President.
5. If there is still no resolution, the parent/s may make an oral presentation to the full Board. At that time, written materials will also be considered. A final decision will be and submitted in writing to the parent/s.

### CONFIDENTIALITY

The Childcare Center believes in every family's right to confidentiality in regards to personal information and the development of their child. Information collected at the time of enrollment is in the office area secured with limited access to the administrative staff. Teachers are given copies of forms that are necessary in providing care. All teachers, volunteers, and observers are required to sign a confidentiality statement and follow the policy noted in the Employee Handbook. Information will only be shared with outside agencies with parental/guardian permission. Parents requesting to see their child's file should submit a request in writing to the director.

### CURRICULUM

The Childcare Center's curriculum is guided by Early Childhood research, best practice, and framed by Program Descriptions (on pages 8-11). Teachers consider developmental stages, children's interest and individual needs when planning themes and activities. Many resources (i.e. Creative Curriculum, RIE Philosophy, Zero to Three, Caring for Infant and Toddlers in Groups) are used to ensure that the experiences and learning opportunities are developmentally appropriate and aligned with assessment and progress of each child.

### SCREENING AND ASSESSMENT

Children enrolled in the center are screened for any developmental delays within three months of their start date. Beyond the initial screening, Children are assessed twice a year. Checklists and development assessment tools (i.e. Ages and Stages) are used to guide the formal assessment. This assessment evaluates language, cognitive, gross motor, fine motor, and social and emotional development. Parents are offered a Parent-Teacher conference twice a year. During the conferences parents are presented with a portfolio supporting evidence of the child's growth and development and a written report.

Teachers with any developmental concerns regarding a child will notify the Education Coordinator, Director and the parents. With parental consent, the family will be referred to Early Intervention or CPSE at the appropriate school district.

### PARENTAL INVOLVEMENT

Parental involvement is essential to the continuing success of the program. You are encouraged to share your time and talents. The staff welcomes and invites your suggestions and participation in events and activities. The center will conduct 2 fundraising events each year and will ask for parent involvement in these events.

## PHILOSOPHY

The Childcare Center at TC3, strives to achieve a homelike environment, and environment that is characterized by pleasant conversation, spontaneous laughter, and exclamations of excitement. Staff members assist children to be comfortable, relaxed, and involved in play or other activities.

Each staff member is responsible for interaction between children and staff that provides opportunities for children to develop an understanding of them and others. Interactions will be characterized by warmth, personal respect for individuality, positive support, and responsiveness. All staff is responsible for facilitating interactions among children to provide opportunities for development of social skills and intellectual growth.

The developmentally-appropriate behavior management techniques utilized provide children with opportunities to develop self-control. The center has developed, consistently implements, and communicates positive guidelines to all staff and parents. These guidelines and appropriate limits offer children protection, provide opportunities for problem solving, and foster growth of internal controls. Techniques include but are not limited to:

- Redirecting the child(ren) to an alternative activity.
- Anticipating potential problems to minimize conflict.
- Giving positive reinforcement and encouragement rather than competition, comparison, or criticism.
- Encouraging children to talk about their experiences, ideas, and feelings.
- Listening to each other with attention and respect.
- Fostering cooperation and other pro-social behaviors among children.
- Designing classroom environments to minimize the need for discipline. These environments allow children opportunities to work individually, together in small groups, or in a larger group.

## ADMISSION PRIORITIES

The center's enrollment priorities are as follows:

1. Center Staff and Siblings
2. Students and faculty/staff of TC3
3. Community Residents

## FISCAL POLICIES

### **Registration Fee**

There is a non-refundable registration fee of \$50 per child. This fee will serve as an agreement between the parents and the center that an opening exists and that the parents wish to enroll their child in the center. This fee is due at the registration appointment.

### **Tuition Payment**

Tuition must be paid in advance on a weekly basis, all tuition is due through our ProCare online billing system. Parents are responsible for regular tuition payments, regardless of the number of days attended due to illness, vacations, holidays, etc. ALL payments need to be set up as ACH to avoid a 2.5% rate increase.

### **Tuition Invoice**

Will be emailed to the family the Tuesday prior to the next week of services.

### **Late Payments**

Weekly tuition is due on the Friday before the week of service. There will be a \$10 a day late fee charged for any account that is past due. If an account becomes delinquent by 2 weeks, child care services WILL be suspended. Accounts that are not paid will be sent to the college stop list and you will not be allowed to register for future courses until your balance is paid in full.

### **Late Pick-up**

A late fee of \$1 per minute, according to the parent sign out form, will be charged if your child is not picked up by their regular scheduled time. This late fee will be added to your procare account the following week. Please remember that in order to keep within the OCFS staff and child ratios it is important to pick up your child at their scheduled time.

### **Full-time Attendance**

Full-time attendance is considered to be for 5 days a week. Fees are established for full weeks using the center's fee schedule. Registration fees and tuition payments are required in advance for all in attendance. All scheduled days, regardless of illness or vacation, must be paid to maintain a child's slot.

### **Part-time Attendance**

A minimum of two days per week is required for part-time enrollment. Security deposits and tuition payments are required in advance for all in attendance. All scheduled days, regardless of illness or vacation, must be paid to maintain a child's slot.

### **Summer Hold Fee**

Students and faculty that are not enrolled or scheduled to teach summer classes may choose to withdraw their child/ren during the summer break. A signed letter of intent and payment of the summer hold fee will guarantee a slot for the following semester. This is a non-refundable fee. Your summer hold fee is equal to **two weeks' worth** of tuition per child. If you are FBG or DSS, then the summer hold fee is \$300.

### **Winter Hold Fee**

Students and faculty may choose to withdraw their child/ren during the winter break. A signed letter of intent and payment of the winter hold fee of \$150 per child will guarantee a slot for the following semester. This is a non-refundable fee. TC3 staff winter hold fee is one weeks' worth of tuition.

You must notify the director in writing by August 1<sup>st</sup> or January 1<sup>st</sup> if you do not plan to return to the center.

Community residents that withdraw their children for any period of time risk losing their child care slot. Community families that foresee a lap in attendance or a schedule change are urged to see the director immediately.

### **SUNY Federal Block Grant**

Tuition assistance is available for students that qualify financially. Assistance is based on the household gross income and family size. Please see the director if you would like an application. An official class schedule must be presented for care to be provided for class time. Funding is subject to change and is only available when money is allocated. To qualify for funding, students must be in good standing and maintain consistent attendance.

### **Sibling Reduction**

Parents who enroll more than one child will receive a 10% discount on the tuition rate for the oldest child residing in the same household. An effort will be made to give priority enrollment to siblings. This 10% discount applies when all/both children are enrolled at the center. The sibling discount does not apply to families receiving subsidy funding to reduce their family share (i.e. SUNY Federal Block Grant, DSS...).

### **Child Care Assistance through Your Home County Requirements**

Parents receiving a child-care assistance through county funding will be responsible to pay the family share set by DSS. Children with an excessive amount of absences for two consecutive months may be asked to withdraw from the center.

## **SCHEDULES**

Schedules for all children, full-time or part-time, need to be consistent from week to week (i.e. specific days and hours). This consistency is beneficial to your child and helps us schedule appropriate and cost-effective staffing. If a change in schedule is needed, a two week notice in writing is expected to allow administration to try to accommodate your revised needs.

## **THE REGISTRATION PACKET**

You are encouraged to visit the center at any time. These visits provide an opportunity for increased communication between you, your family, and the staff. Parent/Teacher conferences will be scheduled bi-annually. In addition, conferences can be requested at any time by a parent or guardian, teacher, or the director.

Before your child starts in the program, a meeting is scheduled with the director to review your child's registration packet for the following information:

### **Child Physical/Medical Form**

All children entering the center must furnish a written statement from the child's physician signed by a health care provider stating that the child is able to participate in child day care, currently appears to be free from contagious or communicable diseases and is receiving health care, including appropriate health examinations in accordance with the American Academy of Pediatrics schedule of such care and examinations. Your child cannot start without this medical documentation. In addition, copies of your child's annual physical and updated immunization record must be submitted following any well-child visit. Any child that is out of compliance with their immunizations for more than 14 days will be removed from the center. Doctors can provide a note with immunizations dates to be able to stay in care past the 14 days.

All medical records are kept in each child's folder in the administrative area. Files are locked and information cannot be given to anyone other than the parent/guardian that enrolled the child. Your child's pediatrician may fax a completed form to 607-844-6547, attention Child Care Center.

### **Individual Health Care Plan for a Child with Special Health Care Needs**

Children with special needs are included in our programs. Children requiring a health plan will be cared for by classroom staff according to their individual plan.

### **Authorization for Pick-up**

This form gives us permission to release your child to the person or persons on this form. Parents/guardians need to list themselves. Emergency contacts must also be listed on this form. The center will not release any child into the care of a person less than 16 years of age. Please email or bring in a picture of all who are allowed to pick up your child.

### **Emergency Card (Blue Card)**

This card provides us with immediate access to emergency numbers. This form also is used as a medical release form for your child. A copy of this card is carried with your child's class at all times. Therefore, it must be kept up to date. New forms are available from the director or

your child's teacher. In the event that you will be at a different number at any time, please be sure to give it to your child's teacher.

### **Child Information Sheet**

This form provided the center with some family information and allows our teaching staff a chance to get to know your family. Information about who is living in the home, pets, special words, family celebrations, and previous care arrangements are required on this form.

### **Developmental History**

The information requested on this form gives us information to make your child feel comfortable in our program. Questions about physical development, social skills, feeding/eating schedules and emotional needs are asked on this form. Our staff is better able to meet your child's needs when you provide us with this information.

### **Family Information Form**

This form helps to identify any extenuating family circumstances. All legal decisions involving custody issues and parental rights must be documented on this form. Copies of all relevant court documentation are required as well. This form provides a place to list the address of a non-custodial parent so that information regarding the center may be shared.

### **Child and Adult Care Food Program (CACFP) Form**

All families are required to fill out the CACFP form in the registration packet. Although you may not qualify for free or reduced meals, NYS Department of Health officials require that all families fill out *and sign* the application form. The center receives a monthly reimbursement from the Department of Health on behalf of *all* families who have children who eat meals at the center. Please be sure the form is filled out completely. This program helps to keep our food costs down. All information is kept confidential.

### **Permission to Photograph**

The center includes the media in some of our activities. Therefore, we have included a permission slip allowing us to release your child's photograph to the media. With your permission, we will release your child's photo and first name only to the media. If you do not wish to have your child's photograph used by the media, be sure to indicate so on this form.

### **Emergency Transport Permission Form**

Parents are asked to provide the center with emergency information including medical coverage. This form is helpful if a child should need to be transported during an emergency.

## **PROGRAM DESCRIPTIONS**

Under leadership the staff is trained to express warmth, understanding, and sensitivity to the needs of each child in the program. Children are grouped according to age and developmental maturity with an assortment of activities.

The curriculum provides opportunities for the development of social and emotional skills, gross and fine motor skills, and perceptual and cognitive readiness, with sound health and good nutritional practices. It is also implemented in a manner that reflects responsiveness to family's home values, beliefs, experiences, and language. Through teacher/child interaction, children learn language and problem-solving skills. Children are offered a program rich in assorted activities in order to give them opportunity to make choices. Choice of activities alternate between quiet and active play, both indoors and outdoors. During your child's time at the center there will be no screen time no matter the age group. We do not have any televisions or computers in any classrooms. The teachers have tablets in order to communicate with parents or play music. No videos are played from the tablets and are not for children use.

## **INFANT PROGRAM**

Our goal for the infant room is to provide the children with a nurturing, safe and healthy environment where each infant can grow and develop at their own rate by providing the freedom to learn, explore and experiment. Each child (6 wks-18 mos) has a different need for play, for sleep and for eating.

The staff will be aware of individual needs through observation, knowledge of the child's specific routine and through daily communication with families. CACFP guidelines are distributed for the frequency of feeding for infants.

The infant room will offer materials and equipment deemed appropriate to each child's developmental level including but not limited to the following: soft areas, textural areas; cuddly toys; art activities; objects to explore by mouthing, rolling, squeezing, pulling and pushing; sturdy picture books; large cardboard blocks; unbreakable mirrors; and sturdy furniture.

Active play will be provided by allowing the children time for exploration through crawling, rolling, climbing, walking and using appropriate toys, i.e. push-pull toys, balls, etc.

Quiet play will be provided by use of appropriate toys, sorting and stacking objects, books, music, finger plays and nursery rhymes.

When weather permits (over 32°F), infants will be taken for walks in a stroller or to play outside. An outdoor area equipped with age-appropriate structures for the development of large muscles will be available for the older infants.

The staff will develop age-appropriate daily plans. The daily schedule will be in accordance with the needs of the infants. There will be no gender stereotyping of toys, and a concerted effort will be made to teach and demonstrate that our society is a multicultural one.

## **TODDLER PROGRAM**

Our toddler room at the center offers a wide range of age appropriate activities for children ages 18-36 months. Children entering the toddler program will remain in the toddler room with the same teaching staff (if circumstance permit), up to the age of 3 years old. Beyond activities, we offer a loving, nurturing atmosphere for the children when they are unable to be with their parents. Areas of development include social-emotional, motor, language, and cognitive skills. We allow our children to grow and learn in these areas through their play, activities, adult interaction, peer interaction, and books.

***Social-Emotional development*** is often the focus of this room. Our toddler room setting allows a group of peers to interact through social play and activities. The teachers encourage group play by getting involved and modeling desired behavior. Meal time is a social part of their day. Children eat together in a family-style setting. Small and large group play is offered, as well as free choice play. We promote self-help skills and independence by encouraging children to do things on their own or with as little help from adults as possible. Our sensory table and rug areas are great places for a few children to come together to play.

We offer several different opportunities for our toddlers to expand their ***motor skills***. We have a private outdoor playground. The children ride bikes, play ball, climb stepping logs, and run. Fine motor skills are balanced into our program through hands-on projects. Our toddlers get involved with easel painting, coloring, playing with play-dough (and other sensory activities), stringing beads (and many other manipulative toys), and building with blocks, and puzzles.

***Language development*** is an ongoing learning process. The staff give the children many chances to converse among themselves and with the adults. As role models, we model



appropriate language and word order. Children in the program that are exposed to other verbal toddlers often develop stronger communication skills. Added activities, such as center wide sing-a-longs, story times (with open invitations to help read along from memory), and finger plays, help promote language development.

Enhancing ***cognitive development*** comes on an individual basis. Each child's cognitive level varies and is met differently. Activities are introduced and carried out with teacher guidance. Subjects such as colors, numbers, letters, and animals are introduced and incorporated in to planning themes. Children are encouraged to ask questions. Teachers prompt responses and creative curriculum planning engage children in the excitement of learning.

## **PRESCHOOL PROGRAM**

Our goal for the preschool room is to provide the children with a nurturing, safe and healthy environment where each child can grow and develop at their own rate by providing the freedom to learn, explore and experiment.

The Preschool staff will be flexible and have an understanding of individual needs. The staff will continually strive to encourage the uniqueness of the individual while also developing the child's ability to become a member of a group.

Activities, stories and music should conscientiously teach diversity, cultural awareness and sensitivity to the needs of all groups. Encouragement will be given to the teaching of mutual respect among teachers and children.

The curriculum encompasses many areas such as art, science, math, dramatic play and manipulative play, which will enhance small muscle and eye-hand coordination. Also included are developmentally appropriate games, language arts, music and play on large equipment to enhance large muscle development, and large and small group activities. The children will learn about themselves and their environment through play activities focused at learning Centers throughout the room.

The emphasis in the preschool program is to allow the three to five year olds enough choices in their environment to learn freely and to succeed through play. The staff will develop age-appropriate daily plans. The daily schedule will be consistent and predictable but flexible, with constant evaluation and adjustment. There will be no gender stereotyping of toys, and a concerted effort will be made to teach and demonstrate that our society is a multicultural one.

The Preschool rooms are set up with learning centers. The centers and developmental goals for each area are listed below:

### **Block Center**

The block area contains building materials such as wooden blocks and Legos. This area encourages creativity by allowing children to take apart, fill and empty, sort and stack, assemble, design, measure and build various structures. It also promotes language, math, fine motor, and coordination skills.

### **Carpet Area**

This area provides opportunities for large group activities, such as sharing, talking about the calendar, discussing weather themes, and for listening to stories. Depending on the activity, it encourages musical expression, talking, listening, cognitive, motor, or other skills.

### **Sensory Table**

The sensory table has something different in it each week. Some examples are water, sand, bird seed, papers scraps, macaroni, snow, and tissue paper. It provides tactile-sensory stimulation, encourages the use of senses for exploration, develops problem-solving skills, and promotes verbal expression, socialization and emotional relaxation.

### **Fine Motor Center**

Manipulatives such as pegs and pegboards, puzzles, and pattern blocks are found here. It helps to develop eye-hand coordination, visual perception skills and to enhance problem solving, classification, and discrimination skills.

### **Creative Activities**

Children are provided with a large variety of art supplies and opportunities to explore various media in different ways. This encourages individual creativity and expression, enhances fine and visual perception skills, and allows children to develop a sense of personal accomplishment. The focus is on process art versus project art. Children are engaged in discussion about their creations with open ended statements, such as "Tell me about your project?"

### **Reading and Writing Center**

These centers help the Preschool room focus on pre-reading and writing skills. A soft area with an assortment of books and tapes is always open to the children. Books are located in all areas of the classroom to encourage children to read. The books follow the weekly theme. A large table with a selection of writing tools is available to the children as well. Stencils, wooden letters, letter blocks, journals, and letter magnets are just a few of the tools available to the children. Children are offered to opportunity to sign themselves in when they arrive, write notes to each other, and even author their own books any time they wish.

### **Dramatic Play Center**

In this area children are encouraged to act out real life scenarios. The area is equipped with kitchen furniture and accessories, and dress up clothes. The space is set up to allow children to act out different community agencies (i.e. post office, doctor's office, zoo, restaurant, laundromat, and fire station). Children have the opportunity to express themselves and interact with peers.

## **OFFICE OF CHILDREN AND FAMILY SERVICES**

The Childcare Center is licensed to provide child care at the campus through the Office of Children and Family Services (OCFS). OCFS requires all licensed child care centers to renew their license every four years, which includes an on-site visit and review of records. In addition to the renewal visits, programs are randomly visited throughout the year. State regulations and definitions can be found on their website by going to [www.dfa.state.ny.us](http://www.dfa.state.ny.us).

### **Staff Qualifications**

The Childcare Center at TC3 employs professional caregivers who promote the physical, intellectual, social, cultural, and emotional well-being of each child. Staff members are qualified by training and experience to carry out their respective functions in the administration, operation, and maintenance of the center. The staff members are mature, in good physical and mental health, of good character, and possess suitable personal qualifications. Each staff member's background is reviewed and evaluated by the director.

When the center is in operation an adequate number of qualified staff must be on duty to ensure the health and safety of the children in care. The center will provide adequate staff supervision which meets the requirements of the NYS Department of Child and Family Services.

The center will provide adequate coverage for an absent staff member. Center staffing will be shifted to provide children with familiar adults for continuity of care.

### **Mandated Reporters of Child Abuse**

All employees are trained as Mandated Reporters of Child Abuse and Maltreatment. They are required by law to report any suspicion of child abuse or maltreatment. Each teacher receives a minimum of thirty hours of training every two years pertaining to child development, health and safety, classroom management, and other categories set by the Office of Children and Family Services.

### **Center Cameras:**

The center is under camera surveillance at all time for security purposes. There are cameras located in all classrooms, playgrounds and the lobby. The camera system is hooked to a monitor in the director's office for safety and security purposes. The camera footage is viewed only by college officials, OCFS and CPS. Camera footage can be viewed by the named individuals up to 7 days after the recording.

*418-1.15(b)(9)(vi) Day care centers that use electronic monitoring devices or surveillance cameras must allow inspectors and other representatives of the Office to have access to such equipment and to have viewing privileges as required by the Office.*

*418-1.15(b)(9)(vii) Parents of children, staff and volunteers must be notified when electronic monitoring devices or surveillance cameras are used.*

### **Transition Policy**

Children moving from one age group to another because of age or developmental level are given a transition period. The period of time spans over two weeks and allows for flexibility. Parents are given a written schedule of the visits.

### **Outdoor Play**

Unless it is raining, bitterly cold, or unreasonably hot, children will go outside on a daily basis. Sometimes just a walk around campus is taken for an outing. All children will be expected to take part in outdoor activities unless staff is otherwise instructed by a note from the child's physician.

If you question your child's health or ability to function with the rest of the group, it is recommended that your child remain at home until he/she is feeling better.

### **Dress Code**

Please dress children appropriately for current weather conditions. During the winter month's boots, hats, and mittens should be sent. Snow pants and extra clothes are also necessary. Safe and appropriate shoes such as sneakers or rubber soled shoes are needed all year. No open toed shoes (such as flip-flops or sandals) are allowed.

### **Volunteers, Visitors & Therapist**

Volunteers and visitors in the program they are not allowed to work alone with children and are with regularly scheduled teaching staff at all times. All therapists are allowed to take the children within the center and are in ear shot of regular staff. Substitutes work with regularly scheduled teaching staff.

### **TC3 College Students**

From time to time TC3 students are a part of the center. Many degree programs request students observe children in a natural play setting.

The center is approved to have work study students during both the fall and spring semesters. Students interested in a placement with the center are interviewed by the director. As with all other employees, all work study students and interns are subject to a criminal and child abuse background check and must submit proof of a medical examination. Any student that is provided with direct access to the children enrolled are given strict instructions about the confidentiality policy and are under direct supervision of a center employee.

## **STAFF/CHILD RATIOS**

Minimum Staff/Child Ratios Based on Group Size

| AGES            | GROUP SIZE* |     |     |     |     |     |     |     |
|-----------------|-------------|-----|-----|-----|-----|-----|-----|-----|
|                 | 8           | 10  | 12  | 14  | 16  | 18  | 20  | 21  |
| 6wk – 18 months | 1:4         | X   | X   | X   | X   | X   | X   | X   |
| 18– 36 months   | 1:5         | 1:5 | 1:4 | X   | X   | X   | X   | X   |
| 3 years         | 1:7         | 1:7 | 1:7 | 1:7 | 1:6 | 1:6 | X   | X   |
| 4 years         | 1:8         | 1:8 | 1:8 | 1:8 | 1:8 | 1:7 | 1:7 | 1:7 |

(\* ) This term refers to the number of children cared for together as a unit. Group size is used to determine the minimum staff/child ratio based upon age of the children in the group. “X” means this group is not permitted.

Children will be supervised at all times. Teachers position themselves to see as many children at one time. Toddlers are supervised by sight and sound even when sleeping. Older children, who use the bathroom independently, may be supervised primarily by sound for brief periods of time.

### **Door Access**

Each family will be issued 1 key fob at the cost of \$10. Any additional key fobs will be at a cost of \$10. All key fobs must be returned at the end of the child’s care. Any missing key fobs will be a \$50 fee per key fob. Only those individuals who are authorized to be in the center have access to the building. The front doors are locked. Access is gained through the use of a key fob security system.

Please be considerate of the safety of all children in the center and refrain from sharing your fobs with others. The security system is in place for the protection of all families using the center. Sharing fobs could result in an unauthorized person being present in the center. Please do not open the door for people who ring the bell. A staff member will be with them shortly.

### **Arrival Information**

The center requires you to “sign-in” your child at time of arrival. This is done daily in your child’s classroom or wherever your child’s class is located at the time you drop him/her off (i.e. on the playground, gym, etc). Children are not to be left in the hall or any unsupervised area. Children who are unable to stay with their parents without running away need to have their hand held at all times within the center and outside the center. The usages of cell phone is prohibited during drop off and pick up unless to upload information into procare.

We ask that you please turn off your vehicle while dropping and picking up your child unless it needs to idle in extreme heat or cold to maintain interior or engine temperatures. This will help to eliminate environmental pollutions

## SAYING GOOD-BYE – THE FOUR B’S

1. **Be aware** of your own feelings! Don’t pass your anxieties on to your child.
2. **Be firm!** Say “Good-bye, I’m leaving now. I love you.” Avoid saying, “Is it okay if I leave now?” (It’s probably *not* okay, in your child’s mind.) Do not try to sneak away when the child becomes involved in an activity; this can lead to a sense of distrust.
3. **Be specific!** Young children have a hazy sense of time. “I’ll see you right after snack” is better than “I’ll be back later.”
4. **Be there!** Don’t betray your child’s trust. If you’re going to be late, or if someone else will be picking up your child, be sure to let your child know in advance.

### Departure Information

You will be required to “sign-out” your child at the end of each day. Let your child’s teacher know if someone other than the parent will pick up your child. Children will only be released to those persons designated on the *Pick-up Authorization Form*, found in the registration packet. It is *vital* that the form is kept up to date.

Staff members will ask for identification of people unfamiliar to them. Be sure to tell people you have authorized to pick up your child to bring photo identification with them at pick up time. We will ask for identification until we get to know them. Unfamiliar parents will also be asked for ID. Please do not be offended by this policy. It is for your child’s protection.

Children are not permitted to leave their age group without an adult. During your departure please be sure your child is well supervised. To protect the health and safety of your child, please do not allow them to run down the hall to the office area, exit the building, or enter the parking area without you.

The center closes at 5:00pm. Children must be picked up no later than the time stated. If a child remains beyond this time, the center director will be notified and staff will begin calling emergency contacts to pick up the child.

IF YOU KNOW YOU ARE GOING TO BE LATE, please call the center so that we can prepare your child for a change in his or her normal routine, as necessary.

A late charge of \$1 per minute, according to child sign in sheet. You will be charged if your child is not picked up by their regular scheduled time and will be added to your next procare statement.

## HOURS OF OPERATION

The center follows the TC3 College operational calendar. During these times, the center is open from 800am – 400pm, Monday through Friday with the option of before and after care 730-800am, 400-500 pm for an additional fee.

The center will close at 4:00pm the day before Thanksgiving break as well as the day before Winter Break.

### **Holidays**

The center will be closed on the following holidays:

- Martin Luther King Day
- Commencement Day
- Memorial Day
- Last day of college spring break
- Juneteenth
- Last Friday before staff contact day (August)
- Independence Day
- Labor Day
- Thanksgiving Day and the day after
- Christmas Eve through New Year's Day

We follow all the days that TC3 is closed. We will be closed on TC3 fall day (October) and spring day (February). These days are a bit different each year, but you will have plenty of notice to find alternate care.

### **Additional Closings**

We do not require payment for the one week at the end of December.

### **In-service Training Days/Staff Meetings**

There will be two additional days per year that the center is closed for staff training/meetings and in-service workshops. Payment is required for these days. These days will be posted in advance. Every effort will be made to schedule these training days during low enrolment times at the center. (Commencement and last Friday before staff contract day in August)

## **EMERGENCY PROCEDURES AND CLOSINGS**

The center will be closed at any time the *campus* is closed. The center reserves the right to close due to inclement weather or other emergencies. Parents will be expected to pay their normal tuition rate. If TC3 closes early due to an emergency you will be expected to pick up your child no more than 1 hour after notification was posted. Early closing due to weather means your child must be picked up by the announced closing time. After that time late fees will be imposed. This is due to the safety of our staff. Parents will be expected to pay their normal tuition rate.

Emergency closing will be announced on the TC3 website as well as various radio and television channels. You will also receive a procare email letting you know about the closer. An emergency plan exists for the center and is kept with the first-aid supplies in each classroom. You may request a copy. In the event of an emergency, the plan will be implemented by the person designated in charge. You will be contacted via email through procare.

## **MEDICAL/HEALTH POLICIES**

The health care plan for The Childcare Center at TC3 has been developed according to OCFS regulations. The purpose of this plan is to protect the health of the children and maintain the safety of the environment.

All current medical examination forms for staff and children are kept in a confidential file in the center and are not disclosed to unauthorized persons. Written permission for any disclosure is required. Authorized personnel consists of administrators and teaching staff who have consent from a parent or guardian, the child's parent or guardian, and regulatory authorities. Anytime a child is seen by a doctor we ask that you either bring in a note clearing the child to return to care or have it faxed to us. We will need this information for the child to return to care so that we know they are not contagious.

Parents must provide the required medical documentation found in the registration packet. These forms must be updated annually. No child will be permitted into care for more than 14 days without current immunization records. If a physician determines that an immunization may be detrimental to the child's health then the parent and physician must provide medical exclusions. Any child on a "catch up" schedule must submit dates of appointments that are in progress. Any family who does not comply with the required immunizations within 14 days will be discontinued from care.

The center's specific health requirements are as follows:

1. Each child must have a medical examination by a physician, physician's assistant or nurse practitioner before attending and every year thereafter. Please see the office personnel for a medical form.
2. The Medical exam assures the child:
  - a. is free from communicable disease;
  - b. has received age-appropriate immunizations for diphtheria, tetanus, pertussis, poliomyelitis, measles, rubella, mumps, varicella, pneumococcal, hepatitis B and Hib. Medical contra-indication for any immunizations must be documented on the medical form;
  - c. is receiving age-appropriate health and dental evaluations;
  - d. is able to participate in day care.
3. Confidential records of each child will include:
  - a. Immunization records.
  - b. Recommendations of a physician concerning any health issues.
  - c. Medical care received including when and for what.
  - d. Staff observations of child's physical and developmental status.
4. Each child must have dental and other health evaluations appropriate to their age and state of health.
5. A daily check of each child for any indication of illness, injury, or abuse will be noted.

### **ILLNESS CRITERIA**

The criteria for keeping children home or for sending a child home from the center are described below. *It should be understood that the illness criteria serve as guidelines.* The center is registered with the OCFS as a program serving **well children only**. Deviation from these criteria, at the discretion of the director, may occur, since each child's illness is dealt with on an individual basis (see below).

#### **Diarrhea**

If a child has loose/watery stools not contained in the toilet or diaper and poor fluid intake during the course of the day, the child will be excluded from the center. Children may return 24 hours AFTER the last loose stool, or when bowel movements are normal and fluid intake is good.

### **Vomiting**

If a child vomits (not to be confused with an infant's occasional spit ups), he/she will be sent home and will not be permitted to return for 24 hours. A child who has vomited in the preceding 24 hours, is listless, or has a poor appetite should not be brought to the center.

### **Fever**

A child who has a fever over 100.0 degrees will be sent home. A child who has a fever the night before attendance at the center should be presumed ill. If the temperature has been lowered with the use of aspirin, acetaminophen, or other fever reducers, the child is still considered to be sick and cannot attend. The child has to be fever free for 24 hours WITHOUT any medication before returning to care.

### **Upper Respiratory Illness (URI)**

Children who have congestion, large amounts of nasal discharge, sneezing, coughing, listlessness, or an inability to keep up with the day's activities should remain at home. Physician-documented allergic reactions and/or asthmatic-related conditions are excluded.

### **Undiagnosed Rash**

Unless specifically diagnosed by the child's pediatrician as non-contagious, the center will send home any child who develops a rash during the day.

Children may return to the center after all signs of illness and infection have been absent for at least 24 hours. Children placed on anti-biotic treatment for the first time may return to the center *no sooner than 24 hours after* beginning treatment.

These policies are not meant to be an inconvenience to students or working parents. These policies are in place to keep the children and staff in our programs safe and healthy. The center reserves the right to send a child home for any signs/symptoms of illness that could have a detrimental effect on other children or staff.

It is highly recommended that all families have a pre-arranged plan for care should your child become ill and need to remain home.

## **SICK CHILDREN**

Sick children may not attend the center. The staff will keep parents informed of any signs of impending illness by the classroom teacher. It is expected that parents will inform the teaching staff of any signs of illness seen at home or if the child has been exposed to a contagious condition. You are expected to call the center, at (607)844-8222, Ext. 4477 before 9:00am on days that your child will not be attending.

If your child becomes ill while at the center you will be notified. When taking your child to the doctor, please inform the doctor that the child attends child care so that extra precautions may be used in determining when he/she may return.

Sick children and children with a temperature of 100.0 degrees or more will not be accepted at the center. However, your child may return to the center when the fever has been gone for 24 hours *without* the use of fever reducing medication (i.e. Tylenol, Motrin, etc).

The center must be informed when your child has been exposed to a communicable disease. Illnesses within a classroom will be posted for parents on the classroom clipboard. Recommendations and symptoms will be available for parents.



In the event that an vaccine-preventable disease were to happen at the center we would contact the family of that child who is not fully immunized and ask for that child to be taken home and monitored for signs and symptoms. We would also ask for a doctor's note clearing the child to return to care.

Children that are not feeling well enough to participate in regularly planned activities should not be in care. Diet and activity level cannot be modified for children returning from illness without documentation from physician.

**Any child who is seen by a doctor will need a note to return to care. The note can be faxed to the center.**

## **SLEEP POLICY**

The Childcare Center supports the following information found in a policy statement issued by the Office of Children and Family Services. Title 18 of the New York State Code of Rules and Regulations (NYCRR) -416.7 (i), 417.7 (i), 418-1.7 (i), 418-2.7 (i)

All children will be offered a quiet rest/sleep period each day. All children will be offered a rest mat. Children will be given a quiet activity if they awake early. At the end of rest time (see classroom daily schedule) teachers will return the classroom to regular activities and children will be encouraged to help put away their napping blanket, mat and any quiet activities. Children in each classroom will use the bathroom after rest time and children in diapers will be checked for wet or soiled diapers and changed as soon as the child awakes. Questions or concerns can be discussed with individual classroom teachers.

## **SUNSCREEN**

Classrooms at the center spend a lot of time outside. Sunscreen is used to protect children from sun exposure. All teachers are able to apply or assist your child in applying topical sunscreen with parental permission. Parents are asked to provide sunscreen labeled with the child's name and renew permission annually. If no sunscreen is provided but a permission slip is signed the center will administer center issued sunscreen.

## **MEDICAL EMERGENCIES**

Legal guardians will be provided with emergency cards, *Blue Cards*, and an Emergency Transportation Form at the time of registration. It is vital to keep these up to date. Extra *Blue Cards* are available by asking your child's teacher.

The following will take place depending upon the situation:

### **Life-Threatening situation**

The director or person designated to be in charge will call an ambulance and contact the parent or guardian. If a parent or guardian cannot be reached at the time of the emergency, the emergency contact person identified on the Emergency Card will be notified.

Arrangements will be made to meet at the closest hospital. The child will be accompanied in the ambulance by a staff member who will take the child's folder containing the child's records and signed emergency blue card.

### **Illness/injury requiring medical attention**

A staff member will call the child's parent or guardian to request that the child be picked up. If they are unable to be reached at the time of the situation, the emergency contact will be

notified. The staff member will remain with the child until a parent, guardian, or emergency contact person picks up the child.

An incident report is issued for all injuries received by your child while at the center. This includes details surrounding the injury and how it was treated by staff.

## **HEALTH MANAGEMENT**

Universal blood and body fluids precautions are observed as follows:

- I. Disposable gloves are immediately available and worn whenever there is a possibility for contact with blood and body fluid including but not limited to:
  - A. Changing diapers.
  - B. Touching body fluids or blood.
  - C. Administering first aid for cuts or injuries when there is drainage of blood or body fluids.
  - D. Wiping surfaces stained with blood or body fluids.
  - E. Any situations where there is potential or actual contact with blood or body fluids (field trips, playground).
- II. Disposable gloves are discarded after each use.
- III. If blood or body fluid is touched accidentally, the exposed skin is thoroughly cleansed with soap and running water.
- IV. Clothes contaminated with blood or body fluids are placed in a plastic bag and sent home to be washed in a regular manner by the parent or guardian.
- V. Surfaces that have been blood stained are wiped with a germicidal solutions (bleach and water solution).
- VI. In an emergency, a child's well-being takes priority. A bleeding child is not denied care because gloves are not immediately available.

## **CLEANING AND DISINFECTING TOYS AND PLAY AREAS**

The Childcare Center is provided with cleaning services by the TC3 College. Cleaning is done at night so as not to disturb the daily routine. Staffs in the individual rooms clean classroom toys. A disinfectant of bleach and water is used as a universal cleaner. Tables, chairs, play equipment, and shelves are sterilized daily and when soiled.

Changing tables are cleaned after every use. Mats are cleaned weekly.

## **HANDWASHING POLICY**

Parents are encouraged to assist their child with hand washing at drop off and pick up. The hand washing policy is posted at every sink. It lists the instructions indicated below:

Use soap and running water.

Rub your hands vigorously.

Wash all surfaces, including

- Back of hands
- Wrists
- Between fingers
- Under fingernails

Rinse well.

Dry hands with paper towel.

Turn off the water using a paper towel, not your hands.

## **ANIMALS AND PETS**

NO pets are allowed in or adjacent to the facility.

## **NUTRITION**

The center participates in the Child and Adult Care Food Program (CACFP). Breakfast, lunch, and afternoon snack are served. All meals and snacks meet the guidelines of the NYS Department of Health & CACFP for portions and the type of food to be served. Foods that are considered a choking risk to children (i.e. popcorn, hot dogs, raw carrots, nuts, whole grapes, raw peas, and large chunks of meat) will be cut up to avoid any choking. Menus are posted in each classroom and copies will be available for home use if requested.

Meals are eaten family style in a relaxed atmosphere within each classroom. Teaching staff sit with the children and act as role models. Proper table manners are an integral part of our mealtime routine. No child shall be forced to eat, punished because of refusal to eat, and food would never be withheld. Toddlers are offered food and drinks at the table. Regular cups are used when a child is ready.

Please do not send food, candy, or gum with your child.

Any food allergies or religious reasons need a note from the doctor for us to provide substitutes.

## **WITHDRAWAL FROM PROGRAM**

Withdrawal from the center requires written notification no less than two weeks prior to the intended date of withdrawal. Failure to give two weeks, will result in the charge of an additional two weeks tuition after the students last scheduled day.

The center at TC3 reserves the right to require a child be withdrawn if the child's behavior is determined to be detrimental to the program, or if the health and safety of other children are jeopardized. Only after all appropriate referrals have been made and appropriate communication channels with the family have been used will the parent or guardian be asked to withdraw their child from the program.

## **PARENT APPEAL PROCESS**

If parents have a problem with a classroom staff person, they should follow the appropriate procedure:

1. Set up a time to talk privately with the teacher of the classroom
2. If the problem/concern is still not settled, talk to the director.
3. If no satisfactory solution can be found, the matter in question should be directed, in writing, to the Vice President for Student Services.
4. If necessary, the Vice President for Student Services will schedule a time to meet with you regarding your issues/concerns.

## **SERVICES FOR CHILDREN**

The Childcare Center at TC3 will provide child care services to all children without regard to race, color, national origin, sex, religion, or disability. Reasonable accommodations will be

provided. Any child with special health care needs, including any allergies, must submit an individual health care plan.

When a parent or guardian with a child who has been identified as having special needs seeks child care services (whether or not the child has been evaluated by the Early Intervention Services Program) the following procedure will apply:

1. The director will evaluate the individual needs of the child, with input from staff having direct contact with child. The director will determine if the child is a direct threat to self, other children, and/or staff of the center.
2. If the child is not a direct threat, the child will be accepted, on a space available basis. If the child is a direct threat, but the threat can be eliminated through reasonable accommodation, the child will be accepted.
3. If steps necessary to meet the child's individual needs require special equipment or services, or architectural changes requiring substantial financial burden, the Finance Committee of the Board of Directors will determine the costs and make a recommendation to the full Board.
4. If changes are necessary to policies, practices, and/or procedures that fundamentally alter the nature of the program, these will be addressed by the director and the Vice President for Student Services.

If a child who is already enrolled in the program is later suspected by the director and staff to have special needs, the director and staff will:

1. Evaluate their own techniques, skills, and interactions with the child.
2. Evaluate the environment to determine if it is hindering the development of the child or having a negative effect on the child's behavior.
3. Seek advice from colleagues, and outside resources, such as personnel from the Early Interventions Services Program, to determine if any changes can or should be made in the program or daily schedule.
4. Seek advice from the parent or guardian to determine if the parent or guardian are observing the same behaviors or have any concerns similar to staff concerns.
5. Work collaboratively with the parent or guardian to provide consistency between home and the center.

Before the center would make a final determination about exclusion, the family will have the option to discuss the matter with the director and the Vice President for Student Services, within a reasonable time frame.

Each child's case will be evaluated on an individual basis.

## **BEHAVIOR MANAGEMENT**

We help children develop self-control and learn acceptable forms of social behavior by offering them ideas on how to solve problems as they occur, and by praising the child who uses appropriate behavior. We expect children to respect the feelings and property of others and to solve problems without using physical force. We also expect children to respect and obey their teachers. We share these expectations with the children when they are first enrolled, by discussing them at circle time. We remind the children if they forget or as the occasion arises.

We help children resolve conflicts by asking them to use words to express their feelings. If they don't know how to do this, we give them the proper words to use. We prevent them from hurting others by intervening if possible when we see something about to happen, and

reminding them of the rules. We encourage children to problem solve by helping them decide on a course of action, and by praising them when they solve a problem. We remain with the child to make sure that solutions are carried out. Our goal is to limit or eliminate the use of suspensions, expulsion, and other exclusionary measures when possible.

We use proper room arrangement to foster positive interaction and try to have enough play materials on hand to reduce conflict. We guard against over stimulation through a balance of active and quiet play.

The following practices violate regulatory standards for appropriate discipline and are therefore prohibited:

1. The use of corporal punishment is prohibited. Corporal punishment means punishment inflicted directly on the body including, but not limited to: shaking, slapping, twisting or squeezing; demanding excessive physical exercise, excessive rest, strenuous bizarre postures; and compelling a child to eat or have his/her mouth on soap, food, spices, or foreign substances.
2. The use of room isolation is prohibited.
3. No child can be isolated in an adjacent room, hallway, closet, darkened area, play area, or any other area where a child cannot be seen or supervised.
4. Food cannot be used or withheld as a punishment or reward.
5. Toilet training methods that punish, demean, or humiliate a child are prohibited.
6. Physical restraint is prohibited (act of using force to extremely limit a child's body movements for a lengthy period of time) physical intervention (act of using bodily contact as a short-term immediate response to prevent children from incurring substantial or serious injury to themselves or injuring others) is allowed. Parent consultation is required if a child is not receptive to physical intervention.
7. Any abuse or maltreatment of a child, either as an incident of discipline or otherwise, is absolutely prohibited.

Expectations for behaviors will be realistic and respect each child's capabilities. Our goal is to help children learn how to establish positive relationships. In compliance with the federal and state civil rights laws, the FSA Child care center does not discriminate on the basis of race, color, national origin, sex, or disability in our program.

To the extent possible, children will help set up classroom rules. These rules will be posted in a visible location within the classroom and reviewed on a regular basis.

In cases where a child's aggressive, disruptive, or endangering behaviors threaten themselves or others, the following procedure is implanted.

1. The classroom team will examine the situations that precede and follow the aggressive/endangering behavior.
2. After a period of observation the classroom team will brainstorm possible solutions and decide on a strategy to try for several days. These strategies include positive behavior support strategies (ie: personal picture schedule of the day, extra warnings before cleanup, soft distraction fidget toys)
3. If improvement is not evident the team will request a conference with the family in order to revise the plan and ensure consistency between home and the center. Staff may utilize (but are not limited to) Ages and Stages, and observations to document concerns.

4. If the problem persists following implementation of a joint (parent/teacher) behavior plan, a supplemental evaluation will be requested in order to obtain additional assistance from certified special needs professionals through BOCES and/or SNAP (if you are a military family). The above mentioned documentation will be provided with the parent/guardian permission to assist in the evaluation process.
5. If the family is unwilling to pursue the evaluation and the aggressive, disruptive, or endangering behavior does not improve it may become necessary to inform the parent/guardian that the center can no longer continue child care services.
6. If the aggressive, disruptive, or endangering behavior continues despite efforts put in place by the above mentioned agencies, it may become necessary to determine if the center is meeting the needs of the child. This is determined by examining the adult to child ratios needed to address the child's behaviors through **reasonable modifications\***, the necessary structure for programming that may cause **undue burden/fundamental alteration\*** to the program, and the **direct threat\*** posed to the safety of the child and /or others. If this process has been completed and the behaviors continue, the center reserves the right to discontinue child care service either temporarily or permanent discontinuation and provide contact information for families regarding other programs and providers upon request.

Documentation is necessary throughout this procedure. All information throughout this procedure is regarded as confidential and the property of the FSA Child Care Center.

\*As defined by the American Disabilities Act (ADA)

## **CHILD'S CHECKLIST**

The following items must be provided by the parent or guardian and labeled with your child's **FIRST AND LAST NAME:**

At least one complete change of clothing including:

- Underwear
- Socks
- Shirt
- Pants
- Sweater or Sweatshirt
- Shorts
- Shoes

(Please plan on extra clothing during winter months and when your child is potty training).

- Regular sized back pack to transport personal items
- A box of tissues
- Blanket for children over 12 months
- Photographs of all people authorized to pick up your child; be sure to include yourself.  
*(Please label the back of photos with first and last names and the relationship to the child).*

### **INFANTS:**

- Diapers             Wipes
- Diaper cream     Sunscreen
- Multiple sets of Extra clothes
- Bottles             Sleep sack
- Sippy cup if they have one that are attached too
- Breastmilk/Formula/baby food

### **TODDLERS:**

- Diapers             Wipes
- Ointment           Water bottle
- Sunscreen

### **PRESCHOOL/PRE-K:**

- Diapering supplies, if needed
- Water bottle
- Sunscreen