

Program Information

Our staff will provide developmentally appropriate experiences and activities that meet or exceed WVDHHR requirements, as well as therapeutic sessions for children who are in need of those services. The program will be staffed by educators and trained assistants. The Center ensures that the child and child's family have equal access to programs regardless of race, religion, ethnicity, gender, ability or sexual orientation.

The staff and administration will provide a program that: -promotes cognitive, emotional and physical development -maximizes the independence and enhances the function and potential of young children -provides individualized, quality services to children and their families - provides a family centered program to ensure that each family's concerns and cultures are addressed and incorporated into their child's daily activities-provides a an environment where children's overall development is enhanced and enriched.-includes children as active participants in their learning experiences-provides services to children with disabilities in settings which are reasonable and appropriate for the child to promote development and acceptance-maintain and increase the expertise of staff and quality services by providing opportunities for ongoing professional development.

In order to accomplish these goals, we will provide a child development program that promotes; a healthy and safe environment for children, regular communication with parents and guardians, specially trained teachers and assistants, adult-child ratios within WVDHHR requirements which ensure quality care and individualized attention, meals and snacks approved by a licensed dietician, frequent and positive interactions among adults and children, and planned learning activities and materials that are appropriate to each child's developmental age.

Liability Insurance Coverage

Liability Insurance Coverage is provided by Young Hearts, LLC. Access to policy details are available upon written request.

West Virginia License

The Center is licensed by the West Virginia Department of Health and Human Resources (WVDHHR). The re-licensing process is repeated every two years and includes visits from the Health Department and the State Fire Marshal. Unannounced visits may be conducted by WVDHHR to ensure consistent adherence.

Curriculum

The Center's Monongalia County Pre-K program adheres to the Creative Curriculum set forth by all Monongalia County Pre-K programs.

Literacy: vocabulary/language development, letters, words, print, comprehension, books, texts, etc.

Mathematics: numbers, patterns, relationships, geometry, special awareness, measurement, data collection, organization, representation, etc.

We offer on-site Birth to Three services and other services that children qualify for that parents' request to be administered on site with Director Approval.

Program Policies

Inquiries and referrals are accepted over the telephone or via email by contacting:

Cari Murrall, CEO/Director

304.285.5423

youngheartslc@gmail.com

After parents receive notification that placement has been confirmed, registration forms will need to be completed and returned prior to the child's enrollment date along with a \$50.00 registration fee and a deposit for the first week's tuition to hold the child's space. In the event that the parent decided the child is unable to accept placement, tuition and registration fees are non-refundable.

Registration forms include:

- Center Child Information Form
- Center Publicity Release
- Center Permission to Screen Form
- Center Parent Handbook Acknowledgement Form
- Center Authorization for Medication Form
- Acknowledgement of Family Rights and Privacy Form
- Acknowledgement for Receipt of Clothing List
- Center Communicable Disease Policy
- Immunization History from physician's office
- Center Sunscreen Release
- Center Program Release
- Center Authorization for Pick Up
- West Virginia Health Check Form (for appropriate age)
- Center Enrollment Agreement Contract
- \$50.00 annual registration fee
- First week's tuition pre-paid at time of enrollment

This list is subject to change at any time based on need for information for WVDHHR or for Center purposes.

No child will be admitted to the Center's programs without these forms on file with current information. Failure to comply with keeping child's files updated and in compliance with DHHR regulations could result in immediate dismissal from the center.

Waiting List

The maximum number of children in the Center on a daily basis will not exceed WVDHHR licensure. This allows for individualized attention and quality of care. When capacity is reached, children will become eligible for enrollment on a first come, first available space basis as spaces open in the program, with priority spaces made available to the sponsoring agencies first in accordance with the contract. To be placed on the waitlist, there is a non-refundable \$25.00 fee to have your name placed on the list. This does not guarantee that a space will be available to you at any time, only that your name is placed on the list to be called if/when a space becomes available. Parents are encouraged to call in with follow-up calls to check on their place on the wait list. When you are called about a space coming available, should you decide that you want to hold that space for your child you will be required to: 1) fill out all required paperwork and submit the \$50 registration fee. 2) Submit a post-dated check for the first week's tuition. This is non-refundable should you decide to not fulfill the space you requested. If you fulfill the space requested, the check will be cashed the week prior to the start date and will be applied to your child's first weeks' tuition.

Notice of Withdrawal

Parents must notify the Center in writing 30 business days before the child's last day. Full tuition costs will be charged for children who exit prior to the end of the 30 day notice. This includes children who are graduating from the Center.

Services may be terminated when a pattern of any of the following becomes habitual:

- Late pick-ups
- Failure to pay tuition in a timely manner (exceeding 2 weeks past due balances may result in termination of services)
- Failure to comply with center policies concerning ill children
- Falsifying documents or false documents for child's reentry to care following illness
- Inappropriate interactions with staff members on site that may or may not result in children not being supervised due to inappropriate and/or excessive parent interactions/disputes
- Being unreachable and out of touch by phone
- Failure to provide documentation requested by Center staff and/or required WVDHHR regulations
- Failure to keep immunization records current
- Failure to provide emergency contact updates
- Request for special accommodations that the Center/staff cannot meet
- Extreme behavior that prevents the child from participating safely with peers
- Intentional aggressive behaviors that have or may result in injury to staff or other children

Hours of Operation

The Center is a 12 month program that runs Monday-Friday 7:00am-6:00pm. Young Hearts follows the Federal Holiday schedule for closings as well as NETL closings due to inclement weather and unforeseen circumstances. NETL closures will be made known within 48 hours of the center becoming aware of the closing, if possible.

Staff

Each staff member meets WVDHHR criteria set forth to ensure quality staff members who meet the requirements:

- West Virginia State Police Criminal Background Investigation
- Federal Bureau of Investigation Background Check, if needed
- Clearance from listing on the WVDHHR Protective Services Record Check Registry
- TB assessment completed and cleared by the Health Department and/or physician's office
- Physical completed by physician's office

*Requirements may change at any time to meet WVDHHR requirements.

Staff to Child Ratios in Classrooms required for WVDHHR licensure

Child's Age	WVDHHR Staff-Child Ratio	
6 weeks-1 year	1 staff	4 children
1 year-2 year	1 staff	4 children
2 year-3 year	1 staff	8 children
3 year-4 year	1 staff	10 children
4 year-5 year	1 staff	12 children
5 year-6 year	1 staff	15 children
School Age	1 staff	16 children

Field Trips, Water Activities and Other Special Activities

Parents are required to sign permission prior to the child's participation in field trips, water activities and other special activities. Failure to do so will prohibit your child's participation.

Inclement Weather/Center Closures

The Center follows federal government closure plans for weather conditions. If the federal government closes during a workday, parents are required to pick their child up as quickly as possible. In the event that the area where the daycare is located is listed as "state of emergency" or if WVU cancels due to severe weather conditions/road conditions making it unsafe for families and staff to make it to the daycare center, the center will be closed. You may look for those listings on the news stations and you may call NETL hotline to hear if the NETL site, itself, is closed or delayed as well (304) 285-4700.

Drop Off and Pick Up

All parents are required to sign their children in and out each day. This sign-in/out sheet will include the name of the person picking up the child, time of pick up, and date of pickup. Parents participating in the Child Care Resource Center (CCRC) Assistance Program are required to sign additional log forms established by the state.

Teachers must be informed when a child leaves the classroom or outside playground area. The names of all adults authorized to pick up each child must be on file with the Center. Parents must notify the Center in writing if someone who does not regularly pick up their child will be coming to take their child home. If this person is going to be someone regularly allowed to pick up the child from the Center, the person must be added to the child's pick up list. The Center staff reserve the right to request photo identification of any person pick in up a child up from the Center.

If there is a court order prohibiting any individual from having access to a child, the Center must have a copy of the documentation ordering such prohibition. Please be advised that the Center cannot refuse to release a child to the child's parent or legal guardian who has or shares legal custody of the child, who presents apparently reliable evidence of such right and who presents photographic identification. In most cases, both parents have equal custody rights unless and until a Court says otherwise. This is generally true even if parents have separated and one has moved out of the family home. Therefore, if you do not authorize your child's other parent or legal guardian to pick up your child, you must provide the center with a certified copy of the Court order awarding custody solely to you or denying custody to such person. The center cannot refuse to release a child to a parent without a court order on file.

Parents experiencing custody difficulties are strongly urged to keep Center staff fully advised of circumstances that might affect the Center and their child.

Substitutes

In the absence of our regular staff, substitute classroom staff may be used. All substitute staff meet the licensing requirements as Center staff members.

Visitation

Parents have open access to the Center when their child is in attendance. Your free access must NOT disrupt the instructional activities or the classroom routines. The instructional time with every child in the classroom is very important and repetitive disruptions will require us to impose scheduled visitations or limitations to access on a case-by-case basis. You are asked to check in with the director if you are in the center for anything other than pick up and drop off times, if director is on site.

Outdoor Play

Outside play is a vital part of our centers curriculum. Outside play is aimed at promoting overall health, physical development, and socialization. Teachers will take developmentally appropriate and stimulating materials outdoors to extend learning in the outdoor environment. Parents should plan accordingly for outdoor play every day, weather permitting. The center will follow the Child Care Weather Watch for chill factor and heat index. The children will not go outside when the wind-chill falls below 32 degrees or when the heat index is over 90 degrees Fahrenheit.

What to send with your child

- Diapers (if needed), diapering products (if needed), two changes of clothing and a blanket.
- Infants should be supplied with required national meal planning items
- Clothing should be appropriate for the weather and the child's individual needs. Practical play clothes. Children do use paint and other "messy" materials that may stain clothing. Shoes should be worn to protect the child's feet. Flip-flops and jelly shoes and those of similar types are not considered protective and therefore should not be worn. All clothing, blankets, diaper bags and other belongings should be clearly labeled, using permanent marker.
- Children should not bring other toys from home except for when indicated by the Center Director or Classroom teacher. The center provides adequate toys and materials for all children and cannot take responsibility for items from home that may get lost or broken.
- Breakfast, Lunch and Snack ONLY if your child has food sensitivities or food allergies

Meals and Snacks

The Center provides a morning snack, lunch and afternoon snack daily. All food items served within the Center meet the guidelines of the Child and Adult Care Food Program under the USDA. Menus are posted on the board by the mailboxes and are available by request for a hard copy monthly.

Meal and snack times are viewed as an opportunity for developing appropriate social behaviors, conversation skills and nutritional habits. Meals at the Center are served family style to promote and enhance learning opportunities.

Parents of infants who are not yet eating table food must provide formula or breast milk in bottles clearly marked with the child's name and date. Baby food is to be in unopened containers and clearly marked with the child's name and date. Breast milk must also be labeled with the expressed date.

If your child has food sensitivities that you wish to accommodate or food allergies, we ask that you provide the child's food in order that your child receives the food that will maintain your child's safety. Failure to disclose health issues and or food allergy issues that may result in injury or death may result in immediate dismissal from the childcare center. The center will not be held liable for any injury or death as a result of the parents' failure to disclose information that could result in the health and safety of the child being compromised.

Child Guidance and Discipline

It is the goal of the Center's guidance policy to encourage children to recognize self-worth and to learn the importance of interacting with peers in a healthy way which enhances social interaction and well-being.

Staff members will use guidance techniques that include the following:

- Document patterns of inappropriate behavior and bring developed patterns to the attention of the Center Director and parents
- Work with the child and staff to determine the cause of the behavior
- Remain sensitive to developmental, cultural, and individual needs of the child
- Provide developmentally appropriate reactions to inappropriate behaviors

Staff members adhere to the following procedures in encouraging self-discipline for Infants, Waddlers and Toddlers:

- implement the use of prevention, distractions, encouraging, modeling, and enticing the child to a new activity
- Infants and toddlers should NEVER be placed in a calm down time because it is developmentally inappropriate for the age group. However, a staff member may sit with them to help them return to a calm state.

Staff members maintain the following procedures in encouraging self-discipline for Three, Four, Five year olds and School Aged Children:

- Implement the use of prevention, redirection, humor, reminding, encouraging, modeling, discussing, problem solving, and conferencing.
- Calm down time may be used as a behavior management technique to assist in solving a habitual or routine behavioral problem.

- Calm down time will be no longer than one minute per year of the child's age
- Calm down time will be immediately followed by redirection and positive encouragement

Children who enter the Center with a diagnosed condition that may affect their ability to control their behavior MUST provide a written explanation of the child's diagnosis, and a behavioral plan signed by the child's health care provider. Parents must meet with the teaching staff and director prior to the child's attending in order to review such a plan. Young Hearts reserves the rights to not enroll a child whose needs cannot reasonably be met in the Center.

AT NO TIME DOES YOUNG HEARTS at FUTURE STEPS CHILD DEVELOPMENT CENTER PERMIT THE USE OF ANY FORM OF CORPORAL PUNISHMENT OR PHYSICAL FORCE.

The following discipline techniques are NOT permitted:

- A child will never be punished using the deprivation of food, water, rest, or the use of bathroom facilities.
- A child will never be punished using unsupervised isolation of a child
- A child will never be punished using "Time Out" – instead, teachers will use "Calm Down Time" to help children compose themselves before returning to play - A child will never be punished using ridicule or intimidation

IN ACCORDANCE WITH CONFIDENTIALITY POLICIES, CENTER STAFF WILL NOT DISCUSS A CHILD'S BEHAVIOR WITH OTHER ADULTS IN THE PRESENCE OF OTHER CHILDREN OR WITH OTHER PARENTS OR ADULTS.

Any written or verbal reports to parents regarding conflicts, or any incident report indicating the involvement of another child, will guard confidentiality by not revealing the name of any other children involved in a particular incident.

Transitions

The Center will transition children at the appropriate times set forth by WVDHHR regulations. Parents will be notified about their child transitioning at least one day prior to the transition taking place.

Child Abuse and Neglect

Staff members of any childcare center are mandated by state law to immediately report any suspected child abuse or neglect to the WVDHHR. Staff members are trained during the "onboarding" process of appropriate steps when a staff member suspects abuse and/or neglect. It is always the Center's number one priority to protect all the children that attend our program.

Mandated Reporter

Staff members of any childcare center are mandated by state law to immediately report any suspected delay to the WVDHHR Regional Administrative unit under IDEA. The West Virginia Birth to Three programs is the appropriate referral source; upon such referral WVBTT program staff will contact the family to discuss options. Staff members are trained during the “onboarding” process of appropriate steps to take when a staff member suspects a delay may be present. It is always the Center’s number one priority to protect all the children attending our programs.

Emergency Procedures

Current emergency phone numbers for each child MUST be kept on file so that Center staff can reach a parent or listed contact in the case of an emergency. Failure to provide updated emergency phone numbers/contact may be grounds for termination of services.

Parents and then following, the emergency contacts WILL BE immediately notified for the following:

- if a child becomes ill or injured while at the Center
- if a child is left at the center for more than 10 minutes after closing
- if the center must close at any time for any reason
- if a child’s behavior is becoming self-injurious, or injurious to another child

Medical Emergencies

If a child should become seriously ill or sustain a serious injury requiring immediate treatment, supervising staff may make the decision to call the Emergency Medical Services. Every effort will be made to establish contact with parents prior to making this decision, when appropriate.

For less serious injuries, parents will be notified by phone call. If parents cannot be reached by phone a note will be sent home with the child at the end of the day. Although every effort is made to keep children safe, most children sustain a serious of bumps, bruise and scrapes during the early years. Center staff will also complete Center Incident Reports that the parent/responsible adult will have to sign upon receipt.

Other Emergencies

There may be rare occasions during which the Center may need to close to do emergency circumstances beyond our control, such as extended loss of electrical power. If the Center is unable to open due to such an emergency, a staff member will call your home prior to the Center opening. If it becomes necessary to close the Center early due to such an emergency, you will be asked to pick up your child early or to make arrangements for a person listed on the emergency form to pick up your child.

Emergency Evacuation Policy

The decision to evacuate will be made by the CEO of Young Hearts or the representative responsible for the property at NETL. In the case of an emergency evacuation, all children will be escorted to the Center's designated off site location.

Safety Drills

Throughout the year, many safety drills (i.e. fire drills) are conducted. The purpose of conducting safety drills is to prepare everyone in the event that a real emergency may occur. These drills may take place at any given time, with or without notice. The Center Director and/or Program Director coordinate all drills.

Illness

The goal of the illness policy is to enable all children enrolled in the Center to participate as healthy individuals. This ensures the health and safety of all children and adults at the Center. To that end, any child exhibiting the following symptoms during the 24-hour period PRIOR to scheduled attendance at the Center should be kept home until all symptoms have cleared for 24 hours.

If a child becomes ill or has a condition that warrants attention from a nurse/doctor, the parent, legal guardian or other persons authorized by the parent shall be notified immediately when the condition requires exclusion from the facility.

It is the sole responsibility of the parent to pick up the child within 1 hour of being notified. Should a situation arise whereby a parent cannot pick up their child within one hour, they must notify the Director of the delay and make other arrangements. This policy will be strictly enforced. Failure to comply with this policy may result in termination of services.

Exclusion is necessary when any or all of the following occur (At pick up, parent will sign form for reason for pick up):

- The illness prevents the child from participating comfortably in program activities
- The illness results in a greater care need than the child care staff can provide without compromising the health and safety of other children
- The child has any of the following conditions:
 - o Fever of 100 degrees or higher (reading 99 degrees or higher on the auxiliary thermometer) – Lead Teacher will notify parents of a fever and a parent must immediately pick the child up. The child must be excluded from the Center until the child has been fever free WITHOUT the use of fever reducing medications for 24 hours.
 - o Runny nose that is yellow or green and not allergy related
 - o Cough with yellow-green phlegm: Cold symptoms (ie runny nose, cough, persistent congestion). The child will be excluded for a runny nose and/or cough that is not discounted as allergy related and the discharge or phlegm is yellow or green in color indicating an infection. The child will be excluded until symptom

free. In some cases, the child must have a clearance from his/her health care provider.

- Rashes on the body, except diaper rash or poison ivy. The child will be excluded until a health care provider determines that the symptoms do not indicate a communicable disease.
- Diarrhea (loose, watery, foul smelling bowel movements)-the child will need to be excluded after 2 diarrhea stools for a minimum of 24 hours and until diarrhea free. During peak season of outbreaks of diarrhea you may be requested to have a Stool culture. This policy is based on the recommendations from the Commissioner for Public Health Disease Control.
- Vomiting-the child will be excluded after 1 or more episodes of vomiting. He/she may return after vomiting is resolved for 24 hours, or in some cases until a health care provider determines the illness to be non-communicable and the child is not in danger of dehydration.
- Conjunctivitis (Pink Eye)-the child will be excluded from the facility until 24 hours after treatment has started. He/she may not return until a health care provider has seen him and treatment has been initiated for 2 hours. The child will need to return with a doctor's clearances including diagnosis and treatment prescribed.
- Impetigo – the child will be excluded from the facility until 24 hours after treatment has started. He/she may return 24 hours after treatment has been initiated, accompanied by a doctor's clearance including diagnosis and treatment prescribed.
- Strep Throat-the child will be excluded from the facility until 48 hours after the treatment has started. He/she may return after treatment has been initiated and he/she is fever free for 24 hours.
- Generally not feeling well- interest/activity level has greatly decreased
- Lice – the child will be excluded from the facility. He/she may return 2 hours after treatment has been initiated. An examination will be completed to ensure that he/she is nit free before returning to the classroom.
- Chicken Pox – the child will be excluded from the facility. He/she may return after sores have dried and crusted over. The child will need a doctor's clearance.
- Ringworm- the child can be included with ringworm; however, the child will be excluded for ringworm of the scalp and may return only after being seen by a health care provider with treatment initiated. He/she will need to return with a doctor's clearance indicating diagnosis and treatment prescribed. Ringworm on the body that will not lead to exclusion: 1) The ringworm remains covered at all times while in the facility. 2) An over the counter treatment with an antifungal has been initiated. If, however, the condition does not improve you may be required to have the child seen by his/her health care provider, returning with a doctor's clearance.
- Mouth sores with drooling-The child will be excluded until a health care provider determines the condition is non-infectious. The child may return with a doctor's clearance.

If a child becomes ill with any of the above symptoms while attending the Center's programs, staff will notify the child's parent(s). Parents are expected to pick their child up within one

hour of being notified by the Center, or to make arrangements for an alternative person listed on the emergency form to pick up the child.

You are required to let staff at the Center know if your child has been exposed to or is diagnosed with chicken pox, rubella, rosella, lice or any other illness. It is important that other families are notified of their child's possible exposure to these illnesses. In the case of contagious illnesses, parents are required to keep the child home until you obtain a written statement from the child's doctor that the child is free of contagious illness and may return to school. When considered necessary, Young Hearts may require additional medical information, examination and/or medical tests prior to considering the child's continued participation in the Center programs.

Immunizations

It is the policy of the Center to obtain complete and updated immunization records on all children enrolled in the program. A copy of the immunization record is requested at the time of admittance. If for any reason the family refuses to have the child immunized or refuses to complete the immunization series, the family may be denied services in the center due to potential risks to the child as well as other children and staff members at the center.

Allergies

Parents/Guardians are responsible for notifying the Center in writing of any allergies or other medical conditions upon enrollment or as the parent becomes aware of them. All parents and guardians will be required to sign a form releasing the Center from liability for harm resulting from exposure to allergens or contagions. Parents are required to provide their children meals that are safe for them to eat at the Center. The Center will not be responsible for preparing food/drinks that are considered allergen safe for children with specific food/drink allergies.

Medications

Parents are responsible for giving their children medications. In cases where it is necessary for medication to be dispensed during times at the Center the following protocol must be followed.

All prescription medicines require an authorization from the child's primary care physician or a copy of the prescription from the physician. If the child requires daily medications, an authorization or copy of the prescription is required at the beginning of each calendar month. Submission of the prescription and/or physician orders shall serve as the parent's authorization to administer the medication. In addition to the child's identifying information, the following information is required from the physician: name of the drug; dosage and timing of administration; and period of time for which the drug should be administered. The Center may not accept instructions that indicate to administer the medication on an "as-needed" basis unless the order is accompanied by a medical treatment plan written by the child's licensed health care provider that describes the as needed condition.

1. Prescription medication must be given to the Center Director in the original prescription bottle with the pharmacist's label. The center shall ensure that prescription medication

is only administered when the prescriptive medicine bottle or package has the original pharmacy label showing the prescription number, name of medication, date the prescription was filled, provider name, and child's first and last names. Specific and legible instructions for administration, storage and expiration. In addition, the parent must sign a form authorizing the Center to give the medicine.

2. All medications shall be stored in a locked cabinet or in the refrigerator out of possible children's reach. Unused medications shall be returned to the child's parent upon expiration of the Medication Authorization Form.
3. Medical prescriptions authorizing therapy are required, annually before beginning therapy.
4. For each medication administered by a staff member, a log shall be kept as distributed by the state trained staff member(s).
5. Any errors in administration of medication will be reported immediately to the family and the Center Director.
6. Over-the-counter medications will not be administered by staff at the Center. Parents are welcome to come and give their children over-the-counter medication as they feel necessary. Parents will be required to fill out the Parent Medication form before they leave the Center after they have given the child the medication.

Parents may come to the center and personally administer any medications to their children themselves. The Center will not be responsible for medications administered by parents.

Center staff members have all been trained through the West Virginia Child Care Resource Center in the process of Medication Administration.

If a child has an Epi-Pen, it should be stored in a First Aid Kit that is readily accessible in the event of an emergency.

Confidentiality

All information obtained on a child is help to the highest level of confidentiality and is only shared with those individuals directly involved with that child's activities at the Center. Parents have open access to all information regarding their child. All Center staff members are committed to abiding by Confidentiality Regulations. Parents should not inquire to any staff member about any child in the center other than their own.

Publicity Release

All children, with parent consent, may be used in publicity materials created by the Center. This can include but is not limited to: Photographs, recorded videos, published materials, and news releases. Please know that the family's privacy will be respected and honored at all times. At the time of enrollment families will complete a Publicity Release Form indicating whether a child can participate. PICTURES ARE ABSOLUTELY NOT ALLOWED IN THE CENTER UNDER ANY CIRCUMSTANCE EXCEPT BY STAFF MEMBER WHO ARE TRAINED IN THE PROCESS FOR SECURITY SCREENING.

Absences

The Center must be notified of all absences for the security of all children as well as for programming purposes. A doctor's order is required for a child to return following a communicable disease. Refunds will not be made for absences or emergency closing or any other types of closings of the Center.

Staff Positions

Owner/Director:

Oversees the Center, children, all staff members and staffing, billing, ensures that the Center meets or exceeds all regulations set forth by WVDHHR.

Lead Teacher:

The instructional leader of the classroom. They are to assume the leadership role in the development and implementation of curriculum for a designated classroom. They are responsible for the management of a designated classroom and for guiding and mentoring Assistant Teachers, Resource Teachers and students.

Assistant Teacher:

A partner in caregiving and instruction. The Assistant Teacher works to support and enhance the educational process under the guidance of the Lead Teacher. The goal of the Assistant Teacher is to ensure a smoothly run, positive environment that enhances the child's development and growth.

Resource Teacher:

A partner in the administration and support of caregiving and instruction. The Resource Teacher works in conjunction with the Lead Teachers, Assistant Teachers and Directors to ensure that the daily maintenance of programming is complete. The Resource Teacher is responsible for setting up and cleaning instructional areas, assisting with toileting, assisting during lunch and snack times, and serving as coverage to ensure appropriate rations are maintained at the Center at all times.

Child Assessment

A child is continually assessed by qualified staff during the child's enrollment at the Center, with both informal and formal teaching assessments being used to gain a baseline and insight into each child's cognitive, physical, social and emotional development. Once per year, the child will be given a formal assessment by a qualified staff member (with written permission from parent). The results of this assessment will be provided to the parent and any ongoing strategies for development will be established at this time.

Parent-Teacher Conferences

Lead Teachers will hold conferences once per year, upon request. The goal is for the teacher and parent to act as an instructional team and share resources and ideas on how to enrich the child's educational experience. Parents may request a meeting with the child's Lead Teacher or Center Director at any time, in writing.

Birthday Celebrations

Birthdays are recognized in each classroom by the teachers and children. Parents are not permitted to send in items for birthday parties or snacks, etc. Parents may send in treat bags for the children to take home at the end of the day, if the parents choose to do so. Treat bags will not be permitted to be opened at the Center and may not contain food.

Conflict Resolution

If at any time, a parent is not satisfied with the services of the Child Development Center, there is a formal complaint process. If the concern is related to classroom events, parents should first seek resolution with the child's Lead Teacher. If the concern involves the Lead Teacher, or if the parent feels an appropriate resolution was not reached, parents should discuss the matter with the Center Director. If the complaint is directly related to an issue concerning the Center Director or the Center Director is unable to resolve the issue, the issue may be taken to the provider's advisory board. All complaints will be kept confidential. Parents are expected to adhere to the Conflict Resolution Procedures.

Toilet Training

Children must be physically, cognitively, and emotionally ready to start toilet training. The child's Lead Teacher will work with the family to determine a learning standard that is both relaxed and successful to build the child's self confidence and self-esteem. This process can begin at any point that the Center staff and parents feel it is appropriate, but usually happens when children are around 24 months of age. It is strongly advised that children are encouraged to be toilet trained when they enter classrooms for three year olds. Children must be fully potty-trained before they are able to transition into the Zebra Room.

Biting

Biting is not uncommon when infants and toddlers are teething or when they are beginning to express likes and dislikes. Children will also bite when they are seeking attention from and adult or when they are attempting to adjust to sharing their space and materials. Biting occurs most commonly when a child's language skills begin to emerge. Biting is routinely a way used to express emotions in the early stages of language development.

Center staff members supervise all children at all times, but not every incident of biting can be avoided. When working with a child who is using his or her teeth to solve his or her problems, our staff will exhaust all efforts to prevent injuries and to change the behavior as quickly as possible. Staff will encourage the child to "use their words" and will model appropriate

behavior. They will use techniques such as redirection, encouraging children to see and alternative way of expressing themselves.

If a child should be bitten the response procedure is as follows:

- the child who was bitten receives necessary first aid immediately
- he/she is comforted and the injury is washed with soap and water
- the teacher present fills out an Incident Form describing what happened
- if the skin was broken, parents of the child who was bitten are called immediately
- if the skin was not problem, the incident is discussed with the parent(s) when the child is picked up, at which time the parent will review and sign the Incident Form
- multiple incidents of biting could result in the child being sent home for the day

When a child bites another child or adult 3 or more times in a day, the child who bit will be sent home for the day. Numerous occurrences of being sent home due to biting could result in termination of services in order to maintain the safety of the children and staff. Children who are aggressively approaching other children or adults with the purpose of biting may be sent home prior to the 3 or more times protocol.

Feeding

It is our policy to establish and implement administrative safeguards in accordance with the State Licensure regarding food handling and feeding for all children. These safeguards shall specify the security management process, assigned responsibilities and access to healthy nutrition. All meals and snacks meet WVDHHR requirements.

Procedures for feeding:

- Parents are responsible for supplying preferred infant nutrition, whether formula or breast milk, directly to a staff member assigned to their child's care.
- Parents MUST clearly label each bottle (hard plastic with a tight lid) as detailed below:
 - o Formula: child's full name, content and date received
 - o Breast milk: child's full name, date expressed, date frozen (if applicable) and date received
- Once received, all formula and expressed milk (as well as any perishable food) will be placed in a refrigerator. During storage all bottles of formula and breast milk will remain capped.
- Prior to feeding time, each staff member involved will follow State guidelines for hand washing (as outlined in Hand Washing Protocol).
- All staff shall remove breast milk and bottles of formula from the refrigerator immediately before using only.
- Frozen breast milk may be thawed in the refrigerator or under cold running water. At no time will refreezing occur, nor may a microwave oven be used to warm a bottle of formula or breast milk.
- At each feeding, 2 staff members must verify that the bottle is correct for the baby by verifying all labels and signing the individual child's Feeding Log with time of feeding and item dispensed (formula-by brand or breast milk).
- At no time will any unlabeled formula or breast milk be given to any child

- All breast milk and formula will be discarded within thirty minutes after a child has finished feeding. In addition, staff shall discard breast milk or formula when it remains at a temperature higher than 41 degrees Fahrenheit for more than one hour.
- Staff shall use fresh refrigerated breast milk within 48 hours of receipt. Breast milk that has been frozen and properly thawed shall be used within 24 hours of receipt and frozen breast milk used within 2 weeks of receipt, if it is reported to have been stored in the back of a freezer.
- All bottles are to be rinsed and returned to the parents to sanitize at home.

Training and Corrective Actions

It is the responsibility of the Center's Director to ensure that all staff members are trained on this procedure prior to feeding any child. In addition, the Director will ensure adherence to all associated Policies and Procedures. In the unlikely event of an error, the Center Director is to be immediately notified and an Incident Report will be filled out. Parents and/or Legal Guardians of the child involved will be immediately notified and corrective actions will be taken. All Incidents will be reported, with documentation, to the State Secretary and a completed Incident Report shall be placed in the individual child's chart, as well as a cumulative file maintained by the Center's Program Director within 24 hours of occurrence.

Communication between Home and Center

Parents and teachers can share information about the child, and flyers or notices can be placed in the child's mailbox or handed to the parent directly. Teachers send home the Monthly Planning Form so that parents are aware of monthly educational themes and specific daily activities, if applicable. Center staff can discuss any concerns with you. The Center Director may take emergency calls or emails as well.

Notices for special activities, parent workshops or in-service training are included in parent notes and updates. Home-school communication may also be maintained through telephone conversations and personal interactions.

Waiting Application Fee

There is a \$25.00 non-refundable Waiting Application Fee per child for families to place their child(ren) on the waitlist(s). This fee is non-refundable and non-transferable.

Annual Registration Fee

A \$50.00 annual Registration Fee, per child, is due at the time of initial enrollment and every January 1st of each year following enrollment. This fee is non-transferable and non-refundable.

Tuition Payment/Late Fee

All payments are due in accordance with your child's enrollment contract fees. If you choose not to send your child during the week, understand that tuition for your child's spot must be paid on time regardless. Non-payment at any time could result in your child's spot to be given to the next person listed on the waiting list.

No "vacation" tuition-free weeks are offered at this time.

A late fee of \$25.00 will be assessed if the tuition has not been paid and received by Friday of each week for payment of the following weeks' tuition. If payment for tuition is two weeks or more past due, your child's spot in the program will be reallocated to the next child on the waitlist. You are still responsible for paying your past due balances.

Educational Activity Fees may be set depending upon classroom activity (these would include field trip fees). Notice from the Center Director would be sent home prior to the activity date.

THE CENTER WILL ACCEPT NO CASH PAYMENTS FOR TUITION OR FEES.

Returned Check Fee

Checks returned by the bank shall incur a returned check charge of \$35.00. Parents are responsible for any and all returned check fees.

Late Pick-Up Fee

Parents need to call the Center immediately should an emergency arise that prevents them from picking up their child(ren) before the center closes at 6:00pm. A \$5.00 late fee per child will be assessed for the first 5 minutes the parent is late and \$5.00 for each additional minute late per child, even if the parent calls informing the staff that they will be late. It is important to call the Center and let the staff know so that the child(ren) can feel at ease that their parent/guardian is on their way. If a child has not been picked up by one half hour, and no call has been made to the center informing staff of your late pick up, a protective service worker or law enforcement officer will be notified to pick up the child. In such cases a qualified staff member on duty will stay with the child until he/she is united with his/her family or in the care of the appropriate law enforcement officer. Late pick ups exceeding 5 occurrences could lead to termination of services.

At no time and under no circumstances will a Young Hearts, LLC employee or staff member, ~~provide transportation of any enrolled children on behalf of the center. If a staff member is~~ caring for a child on "off" hours from the center, then they may provide transportation with the parent following regular protocol for authorized pick-ups. NO EXCEPTIONS.