



**UNC**  
THE UNIVERSITY  
CHILD CARE CENTER

# Parent Handbook 2016-2017

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# Welcome

Bienvenidos

Boa vinda

환영

Bienvenue

歡迎

Willkommen

歡迎

Добро пожаловать

مرحبا

Välkommen

If you need translation or interpretation services, please ask the Center administration for assistance!

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## **The University Child Care Center Statement of Philosophy**

Our philosophy is to provide a well-balanced, developmentally appropriate program for each child in a loving, nurturing, safe and accepting environment.

We believe that infants, toddlers and preschool children learn best through creative, hands-on play in a setting that is rich with learning opportunities. We provide activities, materials, and guidance that enhance children's physical, intellectual, social and emotional growth. We help children learn to think independently, communicate effectively, and solve problems. We integrate key areas of content for school preparedness including literacy, mathematics, science, technology, creative expression and the arts, health and safety and social studies. We help instill an understanding of healthy living, including the importance of regular physical activity and nutritious food choices. We reinforce the important relationship that we have with the natural world, and promote connected and respectful interactions with nature and our world.

We think of ourselves as a community of caregivers, each invested in the success of every child. We believe that we are role models and teach by modeling kindness, consideration of others, acceptance and lack of bias. We help children develop trust, self-esteem, confidence and security through an environment of love, consistency, and gentle guidance. We recognize and respect the uniqueness and potential of each child. We honor the important role of parents and families in determining what is best for their child. We view cultural diversity as enriching our program, and strive for open and respectful communication that helps guide us to respond to the diverse needs of the children and families in our program.

## ***Welcome to the University Child Care Center***

Our entire staff welcomes your family to our program. We appreciate your confidence in our ability to care for your child during these most important years of growth, development, and learning.

We are committed to promoting the well being of your child and your family. This Parent's Handbook is designed to provide you with essential information concerning our program. We will notify you in writing of any changes to this handbook. Please keep this handbook readily available for future reference. Should you have questions or concerns at any time, please do not hesitate to call our Center.

### ***Our History***

Victory Village Day Care Center has been providing high quality child care to parents in the University of North Carolina community for over 60 years. The Center was begun in 1953 as a parent cooperative. For 45 years, Victory Village was located off of Manning Drive in Chapel Hill, very near the neighborhood of the same name that housed married students after World War II. The Center provided care for 65 children at that site.

In August 1998, The University of North Carolina at Chapel Hill and UNC Health Care Systems opened the University Child Care Center, located near the William and Ida Friday Continuing Education Center on the University campus. The University and Health Care System contracted with Victory Village Day Care Center to manage the facility. The University and the Hospital shared costs for the construction of the building; tuition and fees cover the Center's operating costs, including staffing expenses. The new Center houses nearly twice the number of children and the staff has more than doubled, including an expansion in 2013.

### ***Our Mission***

The University Child Care Center is a leader in the child care profession, designing innovative and flexible opportunities that achieve superior outcomes for children and families. We are cost effective in delivering a continuum of care that meets the dynamic needs of University employees, UNC Hospital employees, University students, and their children. We are committed to creating a culture that continually improves services, sustains a high quality team-oriented work environment and provides quality child care.

## *Getting Started*

During your initial enrollment visit to our Center, one of our staff members will tour the facility with you and discuss the Center's goals and routines. You will be given an enrollment package at this visit.

### Admission

On or before your child's first day at the Center, we you must complete and return the enrollment package that contains the following:

- Application Form-all blanks filled in (must have 2 emergency contacts)
- Medical Form with up-to-date immunizations
- Enrollment and Tuition Agreement
- Behavior Management Policy
- Permission to participate outside fenced area
- Form acknowledging receipt of the NC Child Care Law Brochure
- Signature acknowledgement of this Parent Handbook
- Tylenol Form
- Food Program Form
- Safe Sleep Policy (infants only)
- Infant Feeding Schedules
- Parent Code of Conduct Form
- Emergency Contact Cards

These forms assist us in providing the highest quality care for your family, and they must be received before your child may begin attending our program. The information you provide is strictly confidential and will not be released without your consent. You may have access to the information in your child's file at any time. Please notify us in writing concerning changes in the following:

- Address
- Telephone Number
- Employment
- Custody
- Other important information about your child or family including all allergies and immunization records
- Changes in persons authorized for release of your child

### Orientation

The adjustment to any program is different for every child. Before enrolling, we encourage you and your child to arrange one or more short visits to the Center to allow both of you the opportunity to gain trust in our staff and become familiar with the surroundings. Tears are common the first few days. A cheerful, quick “goodbye” generally works best and helps relieve insecure feelings. We encourage you to call the Center Executive Director, Associate Director or Classroom Teachers with any concerns you have. We are happy to discuss strategies with you for making this experience a positive one for you and your child.

### Security System

Parents are welcome at the Center any time during operating hours, and may visit any area of the facility during those hours. Upon enrollment at our facility, your family will receive a key-fob for each parent or legal guardian. This key-fob will allow you access to the building at anytime during our normal operating hours of 6:30 a.m.- 6:00 p.m. If you forget your key-fob or come after hours you will need to buzz in at the front door and speak to someone to gain access to the building. If someone without a key-fob will be picking up/dropping off your child, they will also need to buzz in at the front door. They will also be asked to sign in as a visitor at the front desk. Please do not share your key-fob with friends or other family members as this allows us to see exactly who is coming into the building and when. If lost, there is a replacement fee of \$10 per key-fob.

### Arrival and Departure

The protection and welfare of your child is our primary concern. Maintain our safe procedures, *please*:

- Enter and leave through the front entrance only. Please do not enter or exit from other doors or remove your child from the playground without talking to a staff member.
- Do not hold the front door open for any other person or persons, unless they click their key-fob in your presence. All visitors without a fob must be cleared by the front desk before entering the building.
- Accompany your child to the proper classroom. At no time should your child be left unattended.
- Check in with the teacher upon arrival and departure and sign the sign-in/sign-out log.
- Send a written statement if we should release your child to someone other than those persons designated on the application form (this person should bring identification). Please note we cannot release a child to anyone younger than 16 years of age, or to anyone who arrives at the Center intoxicated or questionably under the influence of alcohol or drugs.

Note: Our policies do not deny a parent access to his/her child until a copy of a court order, which restrains a parent from the child, is on file.

When you arrive, please help your child remove any outside weather gear and wash hands upon entering the classroom. The teacher in charge will greet you and introduce your child into the on-going activities. Although transition activities are planned during arrival and departure times, it is often difficult for the teachers to take their attention away from the group for an extended conversation. If you would like to have a longer conversation with the teacher, please make arrangements to meet at a designated time. If you feel you need help with a reluctant child, or if your child has special needs that affects his/her drop off or pick up routine, please don't hesitate to ask someone for assistance. Writing down special requests or important information about your child, helps us pass along the correct message to the appropriate staff member. During early morning and late afternoon, your child may be given the opportunity to be grouped with other classes. Ask your child's teacher for the classroom specifics of delivering and receiving your child.

## *Operational Policies*

Our program serves only the children of students, faculty, and staff of The University of North Carolina at Chapel Hill and UNC Hospitals. We offer full time care for children from six weeks to five years of age. Children generally will be enrolled on a first come basis according to the date of application. However, parents of children currently enrolled in the program have sibling priority for enrollment. We also strive to maintain a fifty-fifty balance of enrollment between the children of Hospital employees and University employees/students, so we may give priority to applicants from one or the other entity in order to maintain that balance.

### Hours and Holidays

Child care is available Monday through Friday from 6:30 a.m. to 6:00 p.m.

The Center will be closed on the holidays designated by the Board of Directors. We also have one Teacher Workday closing per quarter. Holiday and Teacher Workday closings for the current calendar year are listed on the Center website.

### Inclement Weather

The program makes every effort to operate regardless of inclement weather. The Center may operate on a reduced schedule or close when determined necessary by the Executive Director and Board Chair to assure child and staff safety. Please call the Center whenever severe weather occurs. There will be a voice message about any changes in our opening and/or closing times. We send weather-related announcements on our parent listserv and post on the Center website.

If there are adverse weather conditions that occur overnight, we make decisions early in the morning about whether to delay or close (after looking at real weather conditions, reviewing weather forecasts, and determining road, parking lot and sidewalk conditions). We do not automatically follow the public schools, the Hospital or the University; since we have many different factors to consider than they do (We don't have to worry about buses, for example, but do need to know that we can adequately staff the Center to maintain State required staff-to-child ratios. Many of our staff members commute from surrounding counties. Our Center is committed to maintaining State required staff-to-child ratios and operating with compliance to State regulations, even under adverse conditions. We also have to consider our ability to provide meal service to the children within the required timeframes established by child care rules. Our goal is to be open as much as we can safely accomplish, while carefully considering the factors above.

If severe weather hits overnight, we will issue announcements about any closings or delays in the very early morning, usually by about 6:00 a.m. If severe weather hits during the day, we will keep you informed via our listserv and website as decisions are made. You may also call the Center for updates. It is very important that you stay informed (from the listserv or website) and/or in touch by phone, in the event that weather begins to deteriorate during the school day, necessitating an early closing.

In the event that the Center does have to close, we make efforts to provide resource information for families such as a babysitting list (of current staff members) and a Parent Directory (if families want to help each other with care) to assist them in making alternate arrangements for care.

### Late Pickup Fees

The Center closes promptly at 6:00 p.m., and we are staffed accordingly. Our late pickup policy is as follows:



Late fee 1 – 10 minutes late: \$15.00 per child  
11 minutes + \$2.00 per minute per child (starting with minute #1 – i.e. 11 minutes late = \$22 late fee)

We ask that you please make arrangements to consistently pick your child up on time. On time means pick-up complete and ready to leave the building by 6:00 p.m.

Habitual late pick-ups will result in the following progression of corrective action:

Each violation: notice of late pick-up and late fee  
3 violations: written warning  
3 more violations: meet with Executive Director/2<sup>nd</sup> written warning  
3 more violations: disenrolled from Center

Please note that calling to say that you will be late does not absolve you of complying with the policy and the resultant fees or potential consequences.

### Tuition Payment

Tuition is due in full each month regardless of attendance. The tuition payment is due by the 5<sup>th</sup> of each month for that month's care. A \$15.00 late fee is assessed if payment is not received by the 5<sup>th</sup> of the month.

We do not allow tuition delinquencies to go over 30 days, and if we do not receive payment within 30 days of the due date, your child may be disenrolled from the Center. In the case of an emergency or hardship that prevents full payment of tuition by the 5<sup>th</sup> of the month, the Executive Director should be contacted immediately to make payment arrangements on a case-by-case basis.

Checks should be made out to The University Child Care Center, or you may pay using our online payment system through Intuit. A link for payment will appear on your emailed invoice.

Returned check policy: A fee of \$20.00 will be charged for each check that is returned from the bank. If two (2) or more checks are returned in any calendar year, the parent will be asked to pay tuition by cash, money order or electronically through the Center's electronic payment system.

Tuition rates are subject to change with at least 30 calendar days' notice. Tuition rates are set each year by Center administration and the Board of Directors as part of the Annual Plan and budgeting process and are announced for the upcoming fiscal year (which begins September 1<sup>st</sup>) upon approval of the Center's Annual Plan and Budget. The Center works hard to keep tuition rates as low as possible, while ensuring the highest possible quality of care for your child.

### Notice and Withdrawal from the Center

We require 30 calendar days' written notice for withdrawing your child from the Center. If the Center does not receive 30 calendar days' written notice when you withdraw your child, then tuition is still due for that 30 day whether or not your child attends The University Child Care Center.

## *Program*

We believe that the best curriculum for young children is one that provides for growth in all areas of development –

- **Social:** interactions with peers and adults
- **Emotional:** affirmation, expression, and understanding of a child’s own feelings and others’ feelings
- **Physical:** large and small muscle skills, awareness of his/her body’s capabilities
- **Cognitive, intellectual and creative:** basic concepts and problem-solving skills that will lay the foundation for future learning

### *Rated License: Voluntary Enhanced Standards*

The State of North Carolina has adopted a Voluntary Enhanced Standards program for child care centers. This program is commonly known as the “Rated License” or “Stars” program. The quality of each child care program is rated in the areas of Program Standards and Staff Education with a point system of up to a possible 15 total license points. Our rated license reflects our score of a total of 15 out of the 15 possible license points and we have the highest rating as a 5-Star Rated Center.

### *Infant and Toddler Care*

Infant and toddler care offers an opportunity for our staff to share in a special relationship with your family. If your child is under one year of age, he or she will stay in our infant area. Each baby has a crib and storage area of his/her own. Designated spaces are available for feeding, soothing and playing one-on-one with the caregiver.

As infants grow, staff socialize with the children and give them words for what they see, hear, and feel. First opportunities for play are available on an individual developmental level. Each week topics and activities are rotated to keep children’s interest

The following guidelines will ease the transition for your infant or young toddler into our program:

- Daily communication, both written and verbal, helps assure the best care for your child. You may use the parent report that is sent home each day to return instructions concerning your infant, or communicate with teachers via Teaching Strategies. Additionally, please update your child’s information forms as your child’s schedule changes.
- Parents should provide a fresh bottle for each required feeding and nipples must be covered. Plastic bottles are required. We provide one type of formula (Similac with Iron) for children up to 12 months of age, and rice cereal. You may choose to use our formula, or you may provide your own formula or breast milk. We do not offer solid foods or juice to infants younger than 6 months of age, unless that practice is recommended by the child’s health care provider and approved by families. While your child is on baby food, you will need to provide jar foods. Once your child begins eating table food, we will provide the food, 100% fruit juice (no more than 4 oz. per day) and whole milk (for children ages 12 months – 24 months) as you instruct us to introduce them by indicating this on your child’s feeding schedule. The child’s diet must meet his/her nutritional needs (including recommendations by your child’s health care provider) in order to meet state requirements.
- Due to safety considerations, breast milk will be served only in the infant rooms and only in baby bottles. Breast milk will not be served at the Center in sippy cups, nor will it be served in the toddler rooms.

- The parent must label all items including bottles, caps of bottles and jars, baby foods, diapers, diaper supplies and clothing. Labels on bottles, bottle caps and baby foods should include the child's full name and must be dated daily. We accept disposable diapers only; no cloth diapers are permitted unless a doctor's note is provided indicating that they are medically necessary. Baby wipes are provided.
- Help us coordinate your child's transition to table foods when ready by combining baby food and table offerings as allowed. Table food will be provided and prepared by our kitchen cook. A menu is provided weekly for you to determine if your child is ready for table foods. We ask that you introduce new foods for the first time at home, to rule out food allergies.
- Please provide two changes of clothes for use in emergencies. All items should be labeled with a permanent marker. For health and safety reasons, please limit the use of bows, beads, barrettes, earrings or other small, potentially hazardous items in infant areas.

### Preschool Program

Children will be taught on an individual basis unique to their own stage of development. Children two years of age and older participate in age appropriate activities which are planned using specific thematic topics to enhance their learning experience. Each week topics and activities are rotated to keep children's interest. Classrooms are arranged into learning centers, which allow children the freedom to play and develop skills. Opportunities are available for:

- Art and creative expression
- Science and discovery
- Sand and water play
- Language and reading development
- Block and transportation play
- Imaginative and dramatic play
- Music and movement
- Small motor development
- Large motor skills
- Computers (4s & 5s classrooms)
- Food experiences
- Math, problem solving and number concepts
- Social awareness
- Health and safety
- Self-help routines

The daily schedule is a carefully planned balance between self-directed and adult-guided activities. During "free play", children have the freedom to choose activities and playmates. Each child is offered large and small group experiences, one-on-one interactions, as well as time to play alone if he or she chooses. Children are encouraged to participate in activities, but are never forced to do so. We include at least 30 minutes of structured physical activity time each day for the preschoolers, as well as plenty of unstructured daily physical activity time outdoors. The activity plan for the week is posted for your review and we encourage families to participate in our curriculum activities as often as they desire. We offer children an opportunity to play outdoors daily, weather permitting.

### Toilet Training

When you feel your child is ready to toilet-train, we will be happy to assist you. Your child may be ready to potty-train if he or she is:

- Walking well
- Staying dry for several hours
- Able to communicate the need to use the toilet
- Appears to be aware of wet or soiled diapers
- Is not fearful of the bathroom

There is no definite age when a child is ready, but is done when parents and teacher agree that it is appropriate. Both the parents and staff should use the same procedures for training so it does not confuse the child. If there is too much anxiety or stress, it may be better for the child to wait and try again at a later time. During training, it is very important to dress your child in suitable clothing and provide several clothing changes.

### Transitions Between Classrooms

When it is time for your child to move up to a new age-group or classroom, we will work to make that transition as easy as possible. We will provide you with as much notice as possible when a move-up is pending, and we will offer opportunities for your child to visit their new room and get to know the teacher prior to the actual move. You will be provided with a written Transition Plan that will outline the days and times that are scheduled for that process. Please communicate with your child's teachers in both classrooms so we can make the transition process as comfortable as possible.

When your child is ready to transition into Kindergarten, we will also help to make that transition as smooth as possible. Please talk to your child's teacher or the Center's administration for more information.

### Meals & Nutrition

Breakfast, lunch and an afternoon snack are provided by the Center. Breakfast is served from 9:00 – 9:30 a.m. Breakfast is not served after 9:30 a.m. and children arriving after that hour should eat prior to arrival. Lunch hours vary from 11:30 a.m. – 12:30 p.m. Lunch is a well balanced hot meal delivered to the classrooms from the kitchen. It is served family style. Afternoon snack is served between 3:00-3:30 p.m.

Our meals are planned around healthy and nutritious foods that children generally like and they are encouraged to try a variety of new foods. We follow the USDA Meal Pattern Requirements (see attached) for all meals, which ensure that the food we serve meets your child's nutritional requirements. Portions are served according to the child's age. Food is prepared, served and stored in accordance with the U.S Department of Agriculture (USDA) Child and Adult Care Food Program (CACFP) guidelines. We reinforce the importance of making healthy food choices by modeling good eating behaviors, talking about our food and food choices, and utilizing a curriculum that includes regular opportunities for the children to learn about health and nutrition.

We do not allow children to bring food to the Center except in the case of an allergy or religious reasons, or for special occasions such as birthday parties (allergy policies must be followed precisely) when coordinated with the classroom teacher. The State of North Carolina does not permit us to serve food to the children that is prepared at home (see "Birthdays", page 17). If your child is allergic to any items, please make a notation on the application and medical forms and make staff aware of the situation. We provide vegetarian alternatives and allergy modifications for most menu items. Parents may also provide suitable substitutes for the items that their child cannot eat from the menu. Please help us monitor your child's safety by reviewing the posted menu for appropriateness for your child. Lunch and snack foods brought from home must meet the guidelines of the Child and Adult Care Food Program for the types of foods and portion sizes. They must be prepared and transported in a sanitary fashion, including maintenance of safe food temperatures for perishable items. Food brought from home must be labeled with the child's name, the date, the type of food, and any need for temperature control. Leftover food will be discarded. The only food that may be returned to the family is food that does not require refrigeration or holding at a hot temperature, that came to the facility in a commercially-wrapped package, and that was never opened. See "Allergy Policies" (p. 20) for more information.

## *Staff*

We recognize that having an educated, well-trained staff is essential to quality care and education for young children. Our staff members are selected for their positions based on their education, work experience in the field of early childhood education, and caregiver qualities. Many of our staff have degrees in Early Childhood Education or related fields. All classroom assistant teachers have, or are working on, the Early Childhood Credentials I and II. We also expect our staff to have caregiver qualities of warmth, empathy and the ability to relate positively to others. To enhance their skills and build on the experience they already possess, staff receive additional in-service training hours in early childhood topics annually. They are all trained in First Aid and Infant/Child CPR.

Our staff are screened with a thorough reference check (including fingerprinting and criminal record evaluation) consistent with State requirements.

### *Staff/Child Ratios*

The Center is committed to offering quality childcare and feels staff/child ratios play a vital role in achieving this goal. We meet and exceed the minimum staff/child requirements of the NC Division of Child Development.

- Infants - 6 with two caregivers
- Toddlers – 9 with three caregivers
- Twos- 10 with two caregivers
- Preschool- 16 - 18 with two caregivers

### *Continuity of Care*

Each group of children is assigned to a teaching staff who have primary responsibility for working with them. These teaching staff provide ongoing personal contact, meaningful and age-appropriate learning activities, supervision, and immediate care to ensure the children's safety and well-being. We make every effort to retain our staff in order to maintain the continuity of relationships between the children and their teachers. Under most circumstances, children remain with their primary teacher for at least one year (see "Transitions Between Classrooms", p. 11).

## *Health and Safety*

The Center is a place for healthy children. Unfortunately, we do not have the staff or facilities to care for children who are too ill to take part in regular activities or who cannot play outdoors. We ask you *not* to bring your child to the Center if he or she has any of the following conditions in the 24 hours preceding your expected dropoff:

- A temperature of 101 degrees or higher
- Severe diarrhea or frequent watery stools that are 30 minutes apart
- 2 vomiting episodes
- Pink eye or discoloration or thick discharge from the eye
- Scabies or lice
- Cannot participate in classroom or outdoor activities as planned
- Cannot maintain a lowered temperature without medication
- Uncontrollable severe coughing
- Skin sores, rash, or ringworm

If any of these symptoms occur while your child is at the Center you will immediately be contacted by the Executive Director, the Associate Director, or one of your child's teachers. For safety reasons, your child will be isolated from the other children until picked up. We ask that you please make arrangements to pick your child up promptly once you have been called. If your child has a contagious illness, please keep your child at home for as long a period as your physician recommends. You may be asked to provide a doctor's note before your child may return to school. In many cases, this is 24 to 48 hours after treatment begins. Please notify the Center of any contagious illness so the other parents may be informed if needed. Newly enrolled children could experience more sickness because of initial close contact with other children. Generally, this subsides during a short period of time.

Should the Center experience any unusual level or type of communicable disease, we will inform you verbally and in writing if your child may have been exposed. This notice will include information about the signs and symptoms of the disease, mode of transmission, period of communicability, and control measures that have been implemented at the Center, and/or measures that parent should implement at home.

### Medicines

- Parents are responsible for making sure their child's medicine is checked in with the front desk person, including all diaper creams, sunscreens, chapstick, lotions, baby powders, etc. We will store and lock up the medication appropriately. We ask that you *never* carry medicine into the classroom. Medication will be administered only by the Executive Director, the Associate Director or (when neither director is present) a designee who has completed the "Administration of Medication" certification training. Diaper creams and sunscreens are administered by the classroom teachers.
- We ask that to the extent possible, dosing be limited to one time per day. Parents should be responsible for administering as many doses at home as possible. Please ask your physician to arrange your child's medication schedule accordingly.
- The medication permission form must be properly completed and signed by a parent or legal guardian. Please be sure that all medicines are properly labeled. They should be in the original container with the pharmacist label, which specifies the child's name, dosage, doctor's name and date of prescription.

- In order to administer over-the-counter medications, we must have a form from your physician authorizing use and dosage for your child.
- Parents may complete a permission slip annually to allow application of diaper ointments and sunscreen. Other non-prescription medications are never given on an “as needed” basis. Children with asthma or other serious allergies may provide a physician’s authorization and complete a medical form to cover a period of six months.
- By State law, we cannot give any medicine without written consent from the parent.
- Medicines or sunscreen with expired dates will not be given. Dosage or frequency may never exceed medication label or prescription instructions. Unused medications will be returned to the parent.

### Immunizations

Upon admission, we require a physician’s statement documenting the required immunizations for your child. As your child receives additional shots, please notify the Center. Failure to provide this information can be cause for removal from the Center since current immunization records are required for us to maintain a valid license. We perform an audit of our immunizations on an annual basis in cooperation with State and local health agencies.

### Rest Periods

Time is set aside each day for a rest period for the children. This regular rest time contributes to the enjoyment of daily activities and your child’s general health. Children are not required to go to sleep, but will be expected to rest quietly so as not to disturb those who choose to sleep. We provide a rest mat or crib and sheet for your child. If you feel your child needs a blanket or a soft, cuddly toy for rest periods, please let it be a small enough to fit in your child’s cubby.

### Physical Activity

Our classroom schedules include both structured and unstructured time for physical activity, indoors and outdoors, and we reinforce the importance of being physically active for children’s overall health.

### Accidents/Emergencies

Every precaution has been taken to make our building and grounds as safe as possible. All of our teachers are certified in CPR and had comprehensive first aid training. Our teachers also receive regular in-service training so they can act quickly in case of an emergency. We also conduct fire drills on a monthly basis. Should an accident involving your child occur:

- We will notify you immediately. Please be sure we have accurate phone and emergency numbers.
- If we cannot reach you and we feel it is necessary, we will take your child to the emergency room (designated by you on your child’s application form) and continue our attempts to contact you.

### Child Abuse and Neglect

All North Carolina citizens are mandated by law to report suspected child abuse and neglect. Our staff members are trained on their responsibilities to recognize and report suspected child abuse of any child in care at the Center and will fulfill their legal obligation to do so. If you suspect abuse or neglect, you can report anonymously by calling the local Department of Social Services, Child Protective Services Division in the county in which you reside.



### Behavior Plan

Upon admission, you will sign the Center's Behavior Management Policy. The Center has established its Behavior Management Policy to ensure children's safety and well-being, and it was developed based on State health and safety requirements. Young children need to be reassured that people who love them will guide, protect and set limits that will keep them safe. By helping children learn that behavior that hurts or is unfair to others is inappropriate, we hope to foster positive behavior patterns that can be built on in later years.

We use positive reinforcement and redirection to encourage children to learn to make appropriate choices and to use acceptable behaviors. This approach will usually correct a child's behavior.

We believe in positive methods of behavior management and we will never use physical force or psychological punishment as a disciplinary measure. If a child's behavior becomes difficult to manage, we may seek outside assistance (such as KidScope) with parent permission. Our primary concern is for the safety and well being of all children served. Parents will be asked to conference with the teachers and administration to help develop consistent strategies for working with a child consistently demonstrating unacceptable behavior.

Biting can be a concern for younger age groups. Although it is a normal developmental behavior for toddlers, it is very frustrating for parents and teachers. Teachers are given strategies to use to help prevent biting behaviors. Typically, biting behaviors subside substantially once children gain verbal skills.

### Confidentiality

Professionals who work with young children are entrusted with sensitive information about individual children's development and about families. Such information will be held in strict confidence and will not be discussed with anyone outside the Center without parental consent. If discussed inside the Center, it will only be when it is of benefit to the child. Any requests for information about children will be referred to the Executive Director.

In the case of children and families who are receiving services from other professionals or agencies, a release of information must be signed by the parents before any information can be shared with or requested by us.

## *General Information*

### *Clothing and Personal Items*

Because the activities planned for your child may involve paints, clay, markers, and outdoor play, we suggest the following in order for your child to receive the maximum benefit from play and classroom activities:

- Dress your child in play clothes that are washable, roomy and easy for them to manage. To help your child master self-help skills, try to select clothes that are designed to develop independence and self-confidence.
- Provide changes of clothing in case of spills, accidents or emergencies.
- Label all items brought to the Center including outer garments with a permanent marker. The Center is not responsible for lost articles.
- Shoes are required at the Center. We discourage flip-flops or loose sandals that do not buckle at the ankle. This type of shoe makes outside play dangerous. Tennis shoes are best!
- The Center provides ample toys for play. We discourage toys brought from home other than a soft, cuddly toy for rest periods and a special toy for “Show and Tell” days. Children may not bring money, small items, or play guns or swords to the Center.
- The Center provides mats, cribs, and linens for rest and nap periods. Parents may provide a light blanket from home for rest periods.
- For health and safety reasons, please limit the use of bows, beads, barrettes, earrings, or other small, potentially hazardous items.

We understand that many children have a need for security items. Although the Center cannot be responsible for toys or other items brought from home, security items may be used by the child during the day when needed, including rest periods, and stored in the child’s cubby at other times.

### *Birthdays*

Birthdays are exciting events for children. Although birthdays are special, we request that they be celebrated simply – no gifts, please. Feel free to visit with your child and his or her classmates during the day. If you would like to provide a special treat at lunch or snack time, we will be glad to arrange a convenient time. For birthday parties allergy policies must be followed precisely. All food must be store bought with a list of the ingredients on the label (see “Allergy Policies”, p. 20) for more information. We request that whenever possible, families provide healthy alternatives for celebratory foods, such as fruits and vegetables or other healthy foods instead of cakes and other baked goods.

### Holiday Celebrations

In planning and carrying out activities and curriculum that relate to holidays, staff will ensure that:

- Nothing will be presented that constitutes the teaching of religious doctrine or belief
- Effort is made to include traditions and share the children's experiences from home, and that represent the children's cultures
- Presentations do not give the children the expectation that any of the holiday traditions discussed will or should take place in their own homes
- Sensitivity to children's and families' needs is shown
- The amount of attention that is given to different holidays will be monitored so the overall effect is a true multi-cultural approach to holidays rather than most attention being given to one holiday and no attention being given to other holidays and traditions
- Developmentally appropriate practice is followed emphasizing sensory experiences surrounding the holidays, including sights, sounds, smells, tastes and textures

### Pets

The appropriateness of classroom pets or visiting animals will be evaluated on a per classroom/per event basis. Classroom pets or visiting animals, when deemed appropriate, must be in good health, and have documentation from a veterinarian that they are fully immunized (if the animal should be so protected). Teaching staff will supervise all interactions between children and animals and instruct children on safe behavior when in close proximity to animals. Staff will make sure that any child who is allergic to a type of animal is not exposed to that animal. Reptiles are not allowed in the Center, due to the risk of salmonella infection.

# *The Parent Role*

## Parent Participation

We honor the important role of parents in making decisions regarding their child. Current research shows that children enjoy a more enriched learning experience when their parents take an active role in their education. As partners with the staff at the Center, parents are encouraged to:

- Volunteer in their child's classroom
- Schedule conferences with the teacher
- Have lunch with your child
- Participate in seasonal events
- Attend graduation and seasonal programs
- Participate in "Week of the Young Child" activities
- Consider serving on our Board of Directors

Your involvement will ensure that you are updated on important information and will have a voice in your child's daily learning and development. As such, we have an "open door" policy, and we encourage you to drop in whenever you wish. Communication is the key for a happy, positive relationship between you, your child, and the Center staff. Your comments and suggestions are always welcome.

## Communication

It is expected that parents' interactions with Center staff will be appropriate and positive, and the same is expected of staff when they interact with families. We all have the same goal of providing the best care possible for your child. We make every effort to model positive behaviors in all of our interactions, and ask the same of parents, especially in front of the children. (see "Parent Code of Conduct", p. 21).

Most daily and classroom-related issues can be handled directly with your child's teacher in an upbeat and positive way. If, however, an issue should arise that is not readily resolved with the classroom teacher, then you should bring those issues or concerns to the attention of the Center Executive Director or Associate Director. Your concerns will be carefully and thoughtfully considered. You may request an interpreter at any time during this process if you believe it would improve communication.

Parents who disagree with Center programs or policies should contact the Executive Director and discuss the differences. Parents may also contact any member of the Board. If resolution is not satisfactorily resolved during the conference, a parent may make a written request to the Chair of the Board. The Chair will then schedule a time for the Board to review the issue. All Board decisions shall be final.

## *Allergy Policies*

The Center has adopted the following policies and procedures regarding allergies to further protect the children in our care. These policies require the full understanding and cooperation of staff and parents:

1. A child with a history of allergies must have these problems specified by the child's health care provider on the child's medical form.
2. The Executive Director will review medical forms upon enrollment with parents and if a child has a special medical need related to allergies, and the Executive Director and parents will develop a health plan. This plan will include written instructions from the child's physician regarding the management of his/her allergies. This written health plan must be in place within 30 days of enrollment. For children with life-threatening allergies, a health plan must be in place before the child begins attending the program.
3. Classroom teachers will become familiar with the health plan, including all floaters and subs who will work with the child. The plan will be posted in the classroom, along with a photo of the child, as well as in the kitchen. The plan will be clearly marked, as well as the location of any medications or Epipens.
4. If the Executive Director determines that the Center's food program cannot safely provide snacks and/or meals, the parents will be responsible for providing substitute healthy foods, which will be served by the staff. To the extent possible, the program will provide alternative foods for special diets.
5. The health plan will be reviewed and revised at least annually or more frequently if medications or treatment options change.
6. Children receiving medications for allergies in the child care setting must have an updated permission form every six months for that medication or more often if medication regimens change. Over-the-counter medications (such as Benadryl) require a doctor's note, including a dosage. Medications will not be administered without current permission, in accordance with State law (see "Medicines", pp. 14-15).
7. The Executive Director maintains an allergy list for all children who are enrolled. It is posted in each classroom, and in the kitchen. It is reviewed and revised on a regular basis.
8. The person who is responsible for food service will read all food labels to identify known allergens. Bulk food that is stored will include the original label. No food will be served to a child with allergies if a label of ingredients is not available for that product. Teachers of children with allergies will double-check with the cook when food arrives in the classroom regarding the appropriateness of foods for any child with allergies. Teachers must not serve food to a child with allergies if there is any doubt about the food content.
9. For a child with life-threatening allergies (usually peanuts) – The classrooms will be clearly marked to exclude that food from the area. Other parents in the classroom will be educated about the importance of not bringing foods from home into the classroom without prearranging it with the teacher and making sure the foods are safe. Teachers will be aware

of all foods entering the classroom (including their own food) and will exclude all foods that could contain the threatening allergens. If there is any doubt about any food, it must be excluded from the classroom.

10. Classroom celebrations may not include homemade foods and must include only foods that are clearly labeled for allergens. Those foods will be checked before they enter the classroom. Parent education will include some ideas and suggestions for “safe” foods. Unsafe foods will be excluded from special occasions as opposed to excluding the child with allergies from the occasion, whenever possible, so the child does not feel singled out.
11. Please note: In Center-wide celebrations (such as the Thanksgiving Feast), where many classrooms are involved, and parents are present and bring food, the Center cannot ensure the safety of all of the foods that are brought into the facility for children with allergies. Therefore, in those instances, the child’s parents are responsible for verifying and ensuring the safety of any foods that their child has access to or ingests during those events. Children will not be served foods from those events that were brought from outside the Center unless their parents are present.
12. Due to the possibility of “cross contamination” between groups, no food is allowed on any playground with the following exception: classrooms may serve food from the regular Center menu in a picnic format on the playground provided that – 1) other classrooms sharing the playground space must be informed in advance so they can consider any implications to their children with allergies; 2) teachers must take special care to clean up the area thoroughly after eating; and 3) no trash from the meal may be left outside -- it must be taken to the dumpster after the meal. In addition, teachers should have an overall sensitivity to the need to clean up thoroughly after any common area events involving food, so as not to leave any hazard behind for a child from another classroom who might have allergies.
13. All staff members will be trained in the management of allergies and allergic reactions as a part of their orientation, including all substitutes and floaters. The topic will also be included in the staff’s annual CPR/First Aid training.
14. All parents must update their emergency information annually or more often if allergy conditions change. All parents should also update their child’s file with any change in contact information or telephone numbers.
15. Staff will utilize a symptom record to document a child’s symptoms, staff actions/responses and a child’s response during episodes when medications are given, when parents and/or physician’s office or 911 is called in response to symptoms or illness. A copy of the symptom record will be sent with the child if he/she seeks medical evaluation or is taken to the hospital, and a copy is kept in the child’s folder.
16. Classrooms that have children who are allergic to animals will not expose the child to that type of animal, or have them as classroom pets.

## SCHEDULE OF CLEANING

The Center performs cleaning on the following schedule:

Item	Clean	Sanitize	Frequency	By Whom
Countertops/Tables	X	X	Daily & When Soiled	Classroom Teachers
Food Prep areas	X	X	Before and after contact with food activity	Kitchen Staff Classroom Teachers
Door and cabinet handles	X	X	Daily and when soiled	Cleaning crew Classroom Teachers
Carpets and Large Rugs	X		Vacuumed Daily Carpets cleaned when children are not present until carpet is dry, once per trimester	Cleaning crew
Small Rugs	X		Vacuum Daily Wash Weekly	Cleaning crew Classroom Teachers
Tile Flooring	X		Daily; strip & wax quarterly	Cleaning crew
Bathrooms	X	X	Daily	Cleaning crew
Trash removed	X		Daily	Cleaning crew
Soap Dispensers	X	X	Daily	Cleaning crew
Utensils, surfaces and mouthed toys	X	X	After each child's use	Kitchen Staff Classroom Teachers
Toys	X	X	Weekly and when soiled	Classroom Teachers
Sheets	X		Weekly and when soiled	Classroom Teachers
Cribs and Mattresses	X		Weekly or before use by different child	Classroom Teachers
Hand washing sinks, faucets, surrounding counters	X	X	Daily and when soiled	Cleaning crew
Toilet seats, toilet handles	X	X	Daily or immediately when soiled	Cleaning crew, classroom teachers
Doorknobs	X	X	Daily	Cleaning crew
Changing Tables	X	X	After each child's use	Classroom teachers
Any surface contaminated with body fluids, saliva, mucus, vomit, urine, stool or blood	X	X	IMMEDIATELY	Classroom teachers

# The University Child Care Center Parent Code of Conduct

The University Child Care Center strives to maintain a healthy, safe, professional, and productive family-oriented environment which is free from disrespect, discrimination, gossip, and harassment. As providers of child care, commitment, trust, and professionalism are the hallmarks of our trade. We ask that as a parent of a child in our care, you offer us the same trust, respect, and professionalism that we will offer to you and your family. There is a special value placed on the connections that we form between the children in our care and their families.

In regard to relationships with staff at The University Child Care Center, we draw attention to and ask that you uphold the following NAEYC core values:

- Respect the dignity, worth, and uniqueness of each individual (children, family members, and staff)
- Help children and adults achieve their full potential in the context of relationships that are based on trust, respect, and positive regard for one another

As a parent of a child enrolled at The University Child Care Center, I will:

- treat staff and other families with respect and understanding,
- model commitment, respect and trust, serving as role models for children, other families, and staff members,
- Refrain from hurtful words or actions toward others on the Center premises,
- Adhere to the Center's Behavior Management Policy when interacting with my own child on the premises, or with other people's children,
- communicate directly, clearly and tactfully with staff members and teachers, sharing knowledge, information and resources to reach common goals,
- work cooperatively and proactively with teachers and staff members, in an effort to continuously improve Center and classroom effectiveness, and
- appropriately share feelings or issues with my child's teacher or staff members to develop trust, checking for clarity and understanding.

\_\_\_\_\_ Signature parent 1 \_\_\_\_\_ date

\_\_\_\_\_ Signature parent 2 \_\_\_\_\_ date



# **The University Child Care Center Shared Spaces Policy**

## **I. PURPOSE**

The University Child Care Center (“Center”) provides quality child care for children enrolled in the program; enables individual parents to be gainfully employed and/or to be enrolled as students; and assists The University of North Carolina at Chapel Hill (“University”) and UNC Hospitals by lessening the burdens imposed in meeting the child-care needs of their faculty, staff and students at the lowest reasonable cost. In light of these purposes, the Center recognizes the value in offering a limited number of shared spaces for enrollment as described in this Policy.

The primary family must either be already enrolled at the Center, or must have been offered a full time space and paid an enrollment fee. That family (the family already enrolled at the Center) is responsible for finding the sharing family and proposing the share in accordance with the criteria described in this Policy.<sup>1</sup> The Center reserves the right to limit the number of shared spaces in the Center as a whole, or in any specific classroom and to decline new shared spaces requests for any reason deemed to be in the best interest of the program.

## **II. CRITERIA CONSIDERED UPON REQUEST FOR A SHARED SPACE**

The primary family may submit a request for a shared space at the Center to the Executive Director, who is responsible for reviewing and approving the request based on the following criteria:

1. Both families must be confirmed as being eligible to use the program.
2. The sharing children must be within three months of age of each other in either direction.
3. Because of the additional work involved in managing the classroom and providing appropriate space and care for all the children, the Center will consider requests only for two/three day splits with one child present for three days a week and the other child present for two days a week.
  - a. No one-day per week enrollment is allowed.
  - b. No morning/afternoon splits are allowed.
  - c. No overlapping of days is permitted under any circumstance.
  - d. Split schedules are fixed.

## **III. EFFECT OF APPROVAL OF A REQUEST FOR SHARED SPACE**

1. There is a 10% surcharge added to each child’s monthly tuition for a shared space. Each family is responsible for paying its pro rata share of the tuition directly to Victory Village Day Care Center each month.
2. Each family must maintain eligibility for enrollment for the duration of the share.
  - a. If the primary family becomes ineligible, then the Executive Director will cancel the share with appropriate notice, consistent with the Center’s policies on enrollment. Continuing enrollment for the sharing family is then subject to the provisions in Section III.3.c., below.

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<sup>1</sup> The Center offers a “Bulletin Board” on our website solely as a courtesy to help families locate others who want to share spaces.

- b. If the sharing family becomes ineligible, then the primary family will revert to full-time care (and tuition responsibility at the regular rate) unless it submits another proposal to share the space that is approved by the Executive Director prior to the end of the share.
3. The primary family who has an existing space or has accepted a space from the waiting list “owns” the full-time space.
- a. The sharing family is essentially “subletting” part of that space, and does so assuming the risk of the possibility of losing care if the share becomes unavailable because the primary family no longer wishes to share or becomes ineligible for enrollment.
  - b. The sharing family will not have priority for sibling enrollment.
  - c. The primary family may revert to full time enrollment by providing at least 60 calendar days’ written notice to the Executive Director. The Executive Director will promptly provide written notice to the sharing family that the share is no longer available after the end of the notice period. The sharing family will need to find another family to share with or go on the waiting list, as provided below. The sharing family cannot bring in an outside family to share its part-time spot unless that family is otherwise eligible for a space because it is at the top of the waiting list and is willing to be the primary family in the shared space arrangement.
    - i. If the sharing family has been in the shared space for less than one year and was on the Center’s waiting list at the time the share was approved, then the sharing family will go back to its original place on the waiting list.
    - ii. If the sharing family has been in the shared space for less than one year and was not on the waiting list at the time the share was approved, then it will go to the end of the waiting list as of the date the application for enrollment is received.
    - iii. If the sharing family has been in the shared space for more than one year, then it will go to the top of the waiting list, consistent with the Center’s prioritization policy.

**IV. EFFECTIVE DATE**

This Policy is effective September 1, 2011.

**FOR FAMILIES SHARING A SPACE:**

I have read, understand, and agree to abide by the Shared Spaces Policies of the University Child Care Center.

\_\_\_\_\_  
Parent Signature

\_\_\_\_\_  
Parent Signature

\_\_\_\_\_  
Date

## *Commitment*

Excellent quality child care with skilled and loving caregivers can contribute significantly to a child's growth and development and can help the child learn about the world around them. The University Child Care Center has a commitment to working closely with parents and helping each child reach his/her potential in a safe, warm and loving environment. We hope that you and your family will find the time that you and your child spend with our program to be a truly enjoyable and rewarding experience.

### Center Contact Information:

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Business: (919) 929-2662

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