



Dear Parents:

The Director and Staff welcome your child and family to our Center. We look forward to being a part of your child's learning experience. We have prepared this handbook so that you will know what you can expect from us and what we will expect of you. If you have any questions or concerns, please contact us and we will be happy to help you.

Thank you,

Chaudi Laybourn

Program Director
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redmondcommunitychildcare.com

1. PROGRAM STATEMENT

We are committed to providing a safe and stimulating learning environment and to fostering positive social, emotional, and mental development with the guidance from trained professional staff for the children, students, and parents of the greater Redmond community.

WE BELIEVE

Young children need nurturing. They need understanding and loving relationships with adults that foster positive self-esteem.

Children deserve a clean, safe, healthy environment, full of opportunities for social, emotional, physical, and intellectual growth.

Children benefit from challenges, guidance, and opportunities to develop at their own pace.

Our program will strengthen parent-child relationships and respond to parent/family needs.

OUR GOALS :

Nurture partnerships with the Redmond School District, business, senior citizens, and civic organizations to better serve our community

To balance the quality, affordability, and accessibility of child care with the obligations of the center

Promote staff stability by encouraging educational opportunities in a supportive environment with competitive wages

Maintain financial stability and on-going operations of the center through judicious use of resources; including service fees, grant income, donations etc.

2. INFORMATION

The Center is governed by Board Members who control its' operation under Regulations required by law. The Board is required by law to have a specific composition and specific positions to be filled. They must also have internal By-laws, which are used to govern it. These must be approved, and consist of responsibilities of members, parliamentary procedures and election procedures. There are currently four members on the Board who fill the positions of President, Vice President, Secretary, and Treasurer. There is also a requirement to have one-third parent user on content on the Board; we currently have five volunteers.

It is the responsibility of the Board to ensure regular planning is carried out, all legal requirements are met, fair personnel policies for the staff are established and maintained, financial viability of the Center is followed, ensure that quality child care and education compliments parent's child rearing responsibilities, carry out annual board and program evaluations, make informed decisions and maintain an overview of the Center's operation on behalf of the general membership.

The parents of the children enrolled in the Center play a key role in it's operation. Parents are encouraged to attend Monthly General Meetings. The Board has the important role of dealing with parent complaints and concerns. These are best handled by communicating them to the Director or Program Staff. If there is no satisfactory resolution, parents should feel free to approach any Board Member. All issues are to be dealt with at monthly Board meetings unless the situation dictates immediate action. Under these circumstances, Board Members may decide to call a special meeting to deal with it.

3. REGISTRATION

The Director will conduct a tour of the Center, which will last approximately 10 to 20 minutes, with you and your child. You and your child will see all the rooms and meet the teachers and children of his/her prospective room. A visit to the Center with your child is mandatory before he/she can be enrolled.

A child cannot be admitted to the Center without the completion of the appropriate forms. These include personal information about your child, health records, emergency and medical information, and any permission forms. All forms should be given to the Director on your child's first day or prior.

4. PARENT AGREEMENT

All parents are required to sign a service agreement with Redmond Community Child Care Center. prior to the child attending the Center. The form is to protect both the parent and the Daycare's interests. For some new parents, there are many questions about the Center that can only be answered once the child is enrolled.

5. CHILD CARE FEES- Fees reflect full time monthly tuition

Infant (6weeks-1 year)	\$630.00
Toddler (1- 2 year)	\$630.00
Toddler Too's (2 -3 year)	\$590.00
Junior Preschool (3-4 years)	\$470.00
Senior Preschool (4-5 years)	\$470.00
Kindercare AM/PM	\$250.00
Before/Afterschool Care	\$180.00
Drop-in	\$50.00 per 10 hour

There is a \$50 non-refundable registration fee, payable to the center upon receiving your child's application form.

Child care fees paid by the parent must be received by the fifth of each month. Checks are to be made out to **Redmond Community Child Care Center**. There is a \$25.00 charge for all NSF Checks. After three NSF checks, payment will only be accepted in cash or in the form of a certified check, or money order. Please remember that payment is expected before service. If payment is not received, your service might be suspended. However, we do realize that financial difficulties do arise, should this happen please discuss payment options with the Director. All conversations will be kept confidential.

We require two weeks notice from the parent in writing if you plan to withdraw your child from the Center. Fees must be paid up to and including your child's last day, prior to withdrawal.

Regular fees are charged for the days your child is sick, Holidays and vacation days. Monthly tuition has been calculated to offer 5 days of vacation.

Holidays include:

New Year's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day, and Christmas Day

6. EARLY/LATE FEES

Early/late fee charges will apply before 6:30am and after 6:00pm. **The fee will be \$25.00 if your child is picked up after 6:00 pm. A \$5.00 charge will be added for each 15 minutes thereafter..** Please have payment ready to give closing staff member at time of pick up. The Center closes promptly at 6:00 pm, please ensure that your child is picked up before 6:00pm.

7. Late Tuition Fee

Accounts are due on the 1st of the month. There will be a \$25.00 late fee added to all accounts not paid by the 5th of each month. If payment has not been received in full by the 5th of the month, no further service will be provided by RCCC. Delinquent accounts of 30 days or more will be processed for collection, and no further service will be provided by RCCC.

8. DROP OFF AND PICK UP

General Information

All children must be signed in and out with the parent's initials. School age children arriving at irregular hours without a parent will be signed in by the Director or staff member. Children will not be released to anyone under 12 years of age.

Arrival Times

Each room has specific activities planned for certain days. In order for all activities to be completed and the program to be disrupted as little as possible, we prefer that all children be in by 9:00am. If your child has an appointment, please inform someone of your late arrival so that the teachers can make alternate plans.

Pick Up

Please make sure that if you cannot pick up your child, you inform your child's teacher who will be picking them up. Please make sure:

- The person is familiar to your child
- Is on the authorized list to pick up your child
- Has and is willing to show a picture I.D.
- Is over the age of 16
- Has written consent if not on the authorized list

Please be advised that if one or all of these rules are not followed, your child will remain in the Center until you are able to pick them up.

An intoxicated person (yourself included) will be denied access to pick up any child for safety reasons. Please make sure that the person designated to pick up your child has an appropriate car seat for your child.

9. ILLNESS

General Information

Rooms have schedules and programs to follow. When your child is ill, please inform the Center as soon as possible.

Illness

If your child is not well enough to participate in the routines and activities, or is unable to go outside on the playground, then your child should not attend on that day. Please remember how you feel if you are not well. Home in familiar surroundings is the best place to be.

A child with diarrhea, a fever of 100 degrees or more, or with unknown marks will not be admitted to the day care. If a child develops a fever, or has 2 or more bouts of diarrhea in a four-hour period, or develops unknown marks or spots, he or she will be sent home. A teacher has the right to refuse a child due to illness at her discretion. Children with pink eye (conjunctivitis) will also be sent home but can return when they have medication.

Medication

All medications given to your child must be accompanied by a Medication Permission Slip. Staff cannot administer medication unless it is prescribed by a doctor and must be in the original container with the child's name, time, dosage, name of medication and doctor clearly labeled.

If there are any discrepancies with a prescription and/or the verbal instruction from the parent, the medication will not be administered.

Head Lice Policy

If head lice are found in the Center, all parents will be notified. Even if your child does not have head lice at that time; we ask that over the next week you check you child at home on a daily basis.

What to do!

If your child has head lice, you will be called and asked to take your child home and treat them immediately. All of your family should also be checked for head lice or live eggs. Once treated please check your child's head before returning. If your child still has lice they will not be able to return until they have had a second treatment. Adult lice is about the size of the head of a pin. Their eggs are often found near the scalp and sometimes around the ears and back of the neck. Head lice hatch from dark fertile eggs, while the white eggs, more than half an inch from the scalp are empty shells. Using shampoos and combing to remove the nits (eggs) are very effective if done carefully. Never use these shampoos on an infant or pregnant woman. Also treating someone who does not show any signs is not recommended as it will not prevent them from catching it, and will only delay the amount of time until they can have a second treatment. If you would like to further information you can call your Family Physician or your local Pharmacy.

Immunizations

Before commencement, all parents are required to provide their child's up to date immunization record. A child may be excluded from the Center if the immunization record is not received or kept current. For information on what immunizations are necessary, please contact your doctor or your local public health office.

Emergency Procedure

If your child requires immediate medical attention, an ECE staff shall proceed to the nearest hospital by ambulance. A designated staff person will contact parents or emergency contact with detailed information regarding the situation.

All staff are required to be trained in emergency First Aid and CPR and must maintain a current First Aid Certificate.

10. CLOTHING AND SUPPLIES

Infant and Toddler Clothing

It is a good idea that your toddler has at least 2 changes of clothes, and at least 4-6 diapers a day. Any school diapers used must be replaced the next day. Any school clothes used must be returned as soon as possible. Please remember to label all clothing with your child's name.

The Center will gladly accept any spare clothing that you wish to donate.

Preschooler Clothing

It is very important that a child be dressed appropriately for the weather everyday. All children will be outside for at least 1-2 hours a day. Winter clothes should include snow pants, winter coat, boots, a hat, 2 pairs of mittens and a scarf. For the winter months slippers and/or running shoes would be a good idea for the indoor. Summer clothes include shorts, a tee shirt, and a hat and sun block lotion. All children are expected to have a least one complete change of clothes, which should be kept in their bag or cubby.

11. LUNCH AND SNACKS

A menu will be posted near the entrance of each classroom and the kitchen. All children will receive equal portions of lunch, dessert and snacks. No child will be forced to eat food before receiving the next course.

Morning snack:	7:00am to 8:15am
Lunch:	11:15am to 12:15pm
Afternoon snack:	3:00pm

Food allergies will be posted in the kitchen and in the child's room. Alternatives will be supplied for foods that cannot be eaten. If for some reason a child brings food from home, please ensure that all containers are labeled with child's name.

12. SLEEP TIME

All children will have a rest period between 12:30 and 2:30pm. Children will be encouraged to nap. If necessary, teachers may rub their backs, read stories or play soothing music. Blankets, pillows and soft toys are allowed at sleep time. Children will not be put down on their beds before 12:15pm and all children will be up by 2:30pm. No child will be made to lie on their bed for more than 1 hour after trying to sleep or having slept and awakened. After the one hour mark, quiet activities such as reading books or quiet toys will be introduced.

13. CHILD MANAGEMENT

Re-direction, Talking/Explaining and Time Out are methods of management used when situations occur. We encourage the children to problem solve whenever possible as this helps to build their self-esteem. However; if a child is in danger of injury or damage to the surrounding area is apparent, then staff will intervene.

Redirection is a method of difficult situations. With the help of a staff member, a child is encouraged to leave the problem area and find a new interest. The child will be given two or three alternative choices. When all resources are exhausted, then a time of reflection will be used..

Time Out is used at our Center. In a situation where a child is aggressive towards other children or staff, the staff member may remove them from the area, in order to prevent injury. However, the staff member will remain with that child until they have calmed down.

Tones and Mannerisms

Intervention will be in the form of praise, hugging, encouraging comments, and reminders to the children of acceptable behavior.

Prohibited Practices

No staff, volunteer or student shall use corporal punishment, deliberate, harsh or degrading measures that would humiliate a child or undermine a child's respect. Also, deprivation of a child's basic needs including food, shelter, clothing or bedding will not be tolerated. No person shall:

- Lock or permit to be locked, for the purpose of confining a child, the exits of a day nursery act.
- Use a locked or lockable room, or structure, to confine a child who has been withdrawn from the other children.

Any child that exhibits aggressive behavior will be dealt with as written above. If the problem becomes more serious (i.e. throwing items, screaming excessively, biting) the parents will be notified immediately. If the behavior is unpredictable and endangers the child, staff or other children in the center, the supervisor will meet with the parents. The next action taken will be a communication book and a 30-day review of the child's behavior. If an agreement cannot be reached, the parents will be given a choice to remove the child from the Center or to seek other avenues to assist the child.

14. THE ROLE OF PARENTS: VISITING AND VOLUNTEERS

We would like all parents to feel free to stay, visit and observe the program. In doing this, we improve communication between parents and teachers. An extra set of hands is always welcomed. Please keep in mind that your child's happiness is our main concern and if for any reason your visit is too disruptive to your child, other arrangements may have to be made in order for you to observe.

15. CONCERNS AND COMPLAINTS

The Director and/or Assistant Supervisor will always be present to meet with the parents who have concerns about our Center. Day to day concerns will be dealt with as quickly as possible or a meeting can be set up

16. FIELD TRIPS

Trips will be planned and posted on classroom monthly plans. A permission slip will be sent out to all parents whose children are going on a trip. This must be signed and returned before your child is permitted to go on the trip. If you are not comfortable with your child attending a trip for any reason, other arrangements must be made for the care of your child that day. Walks around the neighborhood are not considered trips, but instead, every day happenings of daily programming and therefore do not require written consent.

17. Closing Statement

I hope that this handbook outlines our policies and procedures to you. It is important to the staff of our Center that you are clear on the information printed so that you and your child get the most out of this Child Care/Preschool experience. Please note that any exception to the proceeding policies and procedures must be obtained by the Board of Directors.

Remember, if you have any questions feel free to ask the staff.

Welcome to our Center!