

Williamsburg Campus Child Care Parent Handbook

Revised: March, 2018

WELCOME

Welcome to Williamsburg Campus Child Care! Established in 1981 as the Williamsburg Community Child Care, WCCC was created to provide a comprehensive range of child care services and programs for College of William and Mary faculty and staff as well as the local community. Our Center offers services for infants, toddlers, and preschool age children. We admit children without regard to race, color, gender, ability, sexual orientation or national origin.

You have chosen to entrust your child to our care, a task we take very seriously. We strive to provide a rich environment in which your child can grow and develop emotionally, physically and academically at his or her own rate. WCCC is staffed by knowledgeable, caring professionals who are committed to providing high-quality care for your child. We also recognize the importance of the family and work hard to establish a strong bond between your family, your child, and his or her caregiver.

We encourage you to take an active role in the Center during your child's enrollment. Parents are welcome at the Center at any time, whether to visit or to volunteer time to assist in a classroom or with some Center-related project. Your involvement is critical to your child's development as well as to the success of the program.

WCCC employs an open-door policy. The Director or Assistant Director is always available to meet with you regarding any questions or concerns you may have. If we are unavailable when you stop by, we will be happy to schedule an appointment with you at your convenience, please call at 757-221-2136. Should you have any suggestions for improving our services or facility, please feel free to share them with us. Your input is always appreciated!

I. OVERVIEW

A. HISTORY

Recognizing the need in Williamsburg for quality child care for working parents, a concerned group of parents and teachers joined together in 1981 to form a non-profit, parent cooperative child care center. The Williamsburg United Methodist Church offered space in its nursery school rooms to house Williamsburg Community Child Care Center, and the United Way granted the group a loan for set-up and starting costs. In the summer of 1983, the center moved to a location near the campus of the College of William and Mary. In the fall of 1987, the Center expanded to include the rental of space at the Williamsburg Presbyterian Church. In January 1992, WCCC became Williamsburg Campus Child Care and contracted with the College of William and Mary to operate a child care center on campus in the Sarah Ives Gore building.

B. LICENSING

WCCC is licensed by the Virginia Department of Social Service's State Licensing Board and adheres to the requirements stated in the Virginia Minimum Standards for Child Care Centers. The Center can accommodate 77 children ages six weeks through five years. The staff is composed of a director, an assistant director, an administrative assistant, teachers, teachers' aides, student assistants, volunteers, and work-study students from the College.

Compliance with standards is determined by unannounced visits to the program by licensing staff within the Department of Social Services. In addition, parents or other individuals may register a complaint about a program, which will be investigated if it violates a standard. If you would like additional information about the licensing of day care programs or would like to register a complaint, please contact the Regional Office of Social Services.

Peninsula Licensing Office
11751 Rock Landing Drive
Suite H6
Newport News, Virginia 23606
(757)247-8020

C. GOVERNANCE OF THE CENTER

A Board of Directors (BOD) governs the Center. The BOD is composed of four parent representatives, one college representative, and the director. Ex-officio (non-voting) members may also serve as enumerated in the bylaws. The parent representatives serve rotating two-year terms and are elected by the parents at a yearly meeting. The college appoints the college representative and the director is hired by the BOD. The BOD decides all policy and financial issues for the Center, including the preparation of the yearly budget, the setting of tuition rates and personnel issues directly concerning the Director. The Director is responsible for managing the daily operations of the Center and for supervising all Center staff, students and volunteers.

The BOD communicate with the parents, and vice-versa, via e-mail and through messages posted on the Parent's Bulletin Board (across from the Director's office), via e-mail and the monthly "Campus Kids' News" newsletter.

II. WHAT YOUR CHILD DOES EACH DAY

A. PHILOSOPHY

Early childhood is the most critical period in human growth and development, for it is the period when the foundation for learning is laid. During these years, learning experiences for children must be diverse, creative, and both planned and emergent.

In keeping with this philosophy, WCCC provides an environment where children can:

Grow and develop at their own rate. No two children develop in the same way, or at the same time, or in the same sequence. Children need to be with staff who understand their developmental needs and who will provide challenging and supportive experiences.

Develop a positive self-concept. A positive self-image enables a child to participate easily and successfully in a learning environment and provides a framework for personal development that continues throughout their lifetime.

Learn to handle their emotions in an appropriate and socially acceptable way. Young children have strong feelings that often confuse them and are beyond their control. Children need help learning to understand, express, and manage their emotions in appropriate ways.

Act on their environment. Children need to explore, question, practice, and pretend in order to discover the world around them. Children construct knowledge through the exploration of their environment and problem solving. The learning process is life-long and it begins best when children can choose a variety of activities that challenge and interest them within a safe, welcoming, organized and supportive environment.

Develop a sense of self-responsibility. When children are given the opportunity to make choices and solve problems, they develop knowledge of how the world operates and how they can function in it. Within a secure environment, children learn their actions and behaviors have consequences for themselves and for those around them.

Learn to trust and care about others. Children need loving attention. They need to be with caring providers who are consistent in how they react to given behaviors. Through these relationships, children develop the ability to give and receive affection and understanding, and they learn to trust themselves and those around them.

WCCC recognizes that young children's needs and interests are best met when children participate in a wide variety of activities during the day. Teachers develop activities to encourage the growth of specific abilities important in meeting the needs of children, organized in the form of learning centers. Examples of the learning centers at WCCC include: Arts/Crafts; Blocks; Reading; Math; Music/Movement; Science/Nature; Sand/Water Play; Dramatic Play; Fine Motor; Writing; Outdoor Play/Games

There are both teacher-directed and child-directed activities, which are designed to actively engage children in learning and promote their creative expression. Children are engaged in developmentally appropriate activities in both large and small group settings, as well as individual choice times where children can select their own activities. The ultimate goal of our curriculum is to help children become enthusiastic learners.

B. CURRICULUM

Our theme-based curriculum is based on *The Creative Curriculum*. This curriculum is used as a framework for developing our daily plans and learning experiences for children. This curriculum emphasizes that children learn best by doing. Learning requires active thinking and experimenting to find out how things work and to learn first-hand about the world we live in. Each room is designed with learning centers (art, blocks and manipulatives, library, dramatic play, sensory, etc.) from which children choose from a variety of developmentally appropriate activities throughout the day. There are both teacher-directed and child-directed activities, which are designed to actively engage children in learning and promote their creative expression. Children are engaged in developmentally appropriate activities in both large and small group settings, as well as individual choice times where children can select their own activities. The ultimate goal of our curriculum is to help children become enthusiastic learners.

The Creative Curriculum has developed a list of goals and objectives for Infants and Toddlers and another for Preschoolers. The goals for each age group are listed below.

The Creative Curriculum Goals and Objectives for Infants and Toddlers (ages 0 to 36 months)

Learn About Themselves	Learn About Their Feelings	Learn About Others	Learn About Communicating	Learn About Moving and Doing	Acquire Thinking Skills
To feel valued and secure in their relationships	To communicate a broad range of emotions through gestures, sounds and eventually words	To develop trusting relationships with nurturing adults	To express needs and thoughts without using words	To develop gross motor skills	To gain an understanding of basic concepts and relationships
To feel competent and proud about what they can do	To express their feelings in appropriate ways	To show interest in peers	To identify with a home language	To develop fine motor skills	To apply knowledge to new situations
To express their independence		To demonstrate caring and cooperation	To respond to verbal and nonverbal commands	To coordinate eye and hand movements	To develop strategies for problem solving
			To communicate through language	To develop self-help skills	

The Creative Curriculum Goals and Objectives for Preschoolers (ages 3-5)

Ten areas for Development and Learning are examined as follows:

1. Social Emotional

- Regulate their own emotions and behaviors
- Establish and sustain positive relationships

- Participates cooperatively and constructively in group situations
- 2. Physical**
 - Demonstrate traveling and balancing skills
 - Demonstrate gross-motor manipulative skills
 - Demonstrate fine-motor strength and coordination
 - 3. Language**
 - Listens to and understands increasingly complex language
 - Uses language to express thoughts and needs
 - Uses appropriate conversational and other communication skills
 - 4. Cognitive**
 - Demonstrates positive approaches to learning
 - Remembers and connects experiences
 - Uses classification skills
 - Uses symbols and imagine to represent something not present
 - 5. Literacy**
 - Demonstrates phonological awareness
 - Demonstrates knowledge of print and its uses
 - Comprehends and responds to books and other texts
 - Demonstrates emergent writing skills
 - 6. Mathematics**
 - Uses number concepts and operations
 - Explores and describes spatial relationships
 - Compares and measures
 - Demonstrates knowledge of patterns
 - 7. Science & Technology**
 - Uses scientific inquiry skills
 - Demonstrates knowledge of the characteristics of living things
 - Demonstrates knowledge of the physical properties of objects and materials
 - Demonstrates knowledge of Earth's environment
 - Uses tools and other technology to perform tasks
 - 8. Social Studies**
 - Demonstrates knowledge about self
 - Shows basic understanding of people and how they live
 - Explores change related to familiar people or places
 - 9. The Arts**
 - Explores the visual arts
 - Explores musical concepts and expression
 - Explores dance and movement concepts
 - Explores drama through actions and language
 - 10. English Language Acquisition**
 - Demonstrates progress in listening to and understanding English
 - Demonstrates progress in speaking English

Development typically unfolds in progressive steps. Children typically don't master a skill all at once. There is a sequence of steps that children typically follow when reaching developmental milestones. It is important to remember that each child will progress at their own rate, with some children able to master skills quickly, and others more slowly. Through the activities we plan for children, the way we organize the environment, the toys and materials provided in each classroom, the daily schedule and our interactions with the children and their families, we can accomplish the goals of our curriculum.

C. ARRIVAL AND DEPARTURE

WCCC is open from 7:00 a.m. to 6:00 p.m. Parents should notify a staff member of changes in a child's arrival and departure times. If your child is going to be absent for any reason, you must notify the center as soon as possible. State law requires parents to sign their child in and out each day. Sign-in sheets are kept in each classroom.

Parents should bring their child into the designated morning classroom (before 8:00 a.m.) or into the child's classroom (after 8:00 a.m.) and help him/her join in an activity. **We strongly encourage parents to arrive before group time to minimize the disruption to the class.** Parents must inform a staff member of any information that may have a bearing on the child's behavior that day (parents going out of town, illness or death in the family, staying up too late, moving, not eating well, etc.). Parents of children in the Infant/Toddler program are encouraged to note this information in writing on the Daily Record sheets so that all staff will be aware of it.

When picking up a child at the end of the day, parents are encouraged to spend a few minutes in the Center watching their child at play, looking at their child's work in the classroom, and getting information about the child's day from a staff member. Parents are expected to check their child's clothing bag and cubby each day and take home art work, notes, wet clothes, etc.

If your child participates in after-school activities, such as swimming lessons, ballet, or t-ball, please allow yourself enough time to change your child's clothing. WCCC staff members in the preschool classrooms must supervise the children in the classroom and cannot take their attention away from the group to help individual children change into clothing for after-school activities.

Children must be picked up no later than the close of business. When you are late two things happen, your child becomes anxious that you have forgotten to pick him up and staff become anxious that they are missing important time with their families. Please arrange to have someone else pick up your child if you anticipate being late. If you are unavoidably detained, you are required to call the Center and notify the staff of your late arrival, and to pay a late pickup fee. Late fees are assessed beginning at 6:01 p.m. as indicated on the clock in the lobby. If the Center does not receive a call from a parent within 15 minutes of closing, we will first try to contact the parents; if unsuccessful, we will try to reach other emergency contacts to arrange pick-up. The Department of Social Services will be notified if we are unable to contact any authorized individual within one hour of closing.

NO CHILD WILL BE SENT HOME WITH ANYONE OTHER THAN A PARENT OR OTHER PERSON AUTHORIZED ON THE REGISTRATION FORM. IF PARENTS ARRANGE FOR ANYONE ELSE TO PICK UP THEIR CHILD, AT LEAST ONE MEMBER OF THE STAFF MUST BE NOTIFIED **IN WRITING** IN ADVANCE. THE AUTHORIZED SUBSTITUTE MUST PRODUCE PHOTO IDENTIFICATION TO STAFF BEFORE YOUR CHILD WILL BE RELEASED INTO THEIR CUSTODY.

D. RELEASE OF A CHILD TO AN INTOXICATED OR DRUGGED INDIVIDUAL

If in the opinion of the director or designated person in charge present at the Center, a parent or authorized person who arrives to transport a child home appears to be in an intoxicated or drugged condition, staff have been instructed to call Campus Police and ask them to come to the Center. The officer dispatched will determine whether the individual can safely transport the child home, or WHETHER THE CENTER will need to call another AUTHORIZED individual to pick up the child.

**WILLIAMSBURG CAMPUS CHILD CARE
DAILY SCHEDULE**

7:00 AM	Center opens
7:00 – 9:40 AM	Free play activities – may include outdoor play
9:40 – 9:45 AM	Prepare for snack
9:45 – 10:00 AM	Morning snack
10:00 – 10:15 AM	Circle/Group Time
10:15 – 11:15 AM	Free play activities
11:15 – 11:50 AM	Outdoor play/Indoor Active Play
11:50 – 12:00 PM	Clean-up & prepare for lunch
12:00 – 12:30 PM	Lunch time
12:30 – 1:00 PM	Prepare for nap
1:00 - 3:00 PM	Nap
3:00 – 3:30 PM	Free play activities
3:30 – 3:35 PM	Prepare for snack
3:35 – 3:50 PM	Afternoon snack
3:50 – 4:30 p.m.	Free play activities
4:30 – 5:00 PM	Outdoor play/Indoor Active Play
5:00 – 6:00 PM	Free play activities – may include outdoor play
6:00 PM	Center closes

Infants have a flexible schedule that is based upon their individual needs. Meals, naps, diaper changes and activities will all be individualized based on the needs of each infant.

* Outdoor time is dependent upon the weather and air quality. The children may only go outside if the air quality index is either green or yellow. Children may not go outside if the air quality color code is orange, red or purple. The color code will be checked at the Virginia Department of Environmental Quality web site several times each day before determining whether it is safe for the children to play outside.

Physical Activity

Our classroom schedules include 90 – 120 minutes daily of both structured and unstructured time for physical activity, indoors and outdoors. Throughout the day and particularly during structured play times, we reinforce the importance of being physically active for the children's overall health.

E. MEALS

Food & Nutrition

Morning snack, lunch, and an afternoon snack are provided by the Center. Cereal and milk are provided to children until 7:45a.m. Morning snack is served at 9:30a.m. and is meant to supplement the child's breakfast, rather than replace it, ensuring them plenty of energy until lunch time. Our meals are planned around healthy and nutritious foods, both familiar and new to children. We encourage children to try the wide variety of foods offered to them on a daily basis. For children in the Toddler classrooms and above, meals are served family style, with our preschool children involved in every aspect of the process including setting the table, serving themselves food, and cleaning up the table after a meal (which includes recycling paper and plastic and composting food.) WCCC participates in the United States Department of Agriculture's (USDA) Child and Adult Care Food Program, which assists child care sponsors to serve nutritious meals by providing funds to supplement food costs. We follow USDA Meal Pattern Requirements for all meals, to ensure that the food we serve meets your child's nutritional requirements. Snacks will always consist of at least two of the following components: a fruit or vegetable, crackers or bread, cheese, yogurt, or milk. Lunches provided will consist of milk and at least one serving of each of the following four components: fruit, vegetable, grain (whole grain when possible), and protein. **We are a NUT FREE center**, and will at no time serve any food with nuts. We require parents to exclude any food with nuts when sending in any food items from home.

The Program respects religious and dietary restrictions and will make substitutions for documented medical conditions only. Families may choose to provide food substitutions from home, but they must meet the USDA meal pattern components. All food brought from home must be labeled with the child's name, the date, the type of food, and any need for temperature control. The elimination of an entire food group, i.e., dairy products, requires written documentation from the child's physician.

Iron-fortified formula for infants is provided by the Program. If a different formula is preferred, it may be supplied by the family. Formula may be prepared on-site by staff according to the manufacturer's instructions; any deviations from those instructions must be provided in writing by a physician. Formula may also be prepared at home, labeled with the child's name, date of preparation and date received by the Program.

We encourage the practice of breastfeeding and nursing mothers may choose to nurse on-site, provide a supply of breast milk or formula, or use the formula provided by the Program. Expressed milk must be labeled with the child's name, date expressed and date received by the Program. WCCC will also provide the infant, based on USDA recommendations for introducing solids, with rice cereal, baby food, fruits and vegetables, and meat. With written parental permission, we will also provide the child with finger foods when developmentally ready.

Holidays and Celebrations

Rituals and celebrations are important to children and part of many families and cultures. We encourage family participation in the classrooms and many families enjoy sharing a specific cultural celebration with the children. Teachers may also plan celebrations within the classroom to promote classroom community to help the children develop respect for differences and excitement about diversity as well as provide children with an extension of learning.

We encourage all celebrations to be kept simple and creative due to the nutritional needs of our children.

We strongly suggest that parents celebrate with a non-food option or healthy option such as a fruit or vegetable. Some non-food ways to celebrate include bringing a favorite CD and having a dance party, bringing craft materials, or planning group games. Should parents decide to share food with the group, it is required that an ingredient list accompany the food. Parents are expected to inform their child's teacher in advance of their plans if they choose to celebrate a holiday, tradition, or birthday.

F. REST PERIODS

State regulations require that all children attending the Center have a designated rest period daily, if they are present during this time. As mandated by state licensing requirements, we may not keep a child awake during nap time if they need to sleep, and we may not wake them up from a nap early. Adequate sleep is required for children to function both in school and at home, so we allow children to sleep and awaken on their own unless they fall asleep in an area other than their designated sleeping location. If they do fall asleep elsewhere, they will need to be moved if it is uncomfortable or unsafe. Infants are always placed on their backs to sleep, unless a note is provided from the child's physician indicating the need for the infant to sleep in another position. Children who have not fallen asleep after the first 30 minutes of nap time are allowed to engage in quiet activities so as not to disturb the other children who are sleeping. Cots or mats are provided for all toddler, preschool and PreK children and cribs are furnished for all infants. Sheets and blankets, which parents must provide, should be taken home and laundered weekly or more often as needed. Infant sheets are laundered daily or more frequently as needed at the center.

G. CLOTHING

Every child needs to have two complete changes of clothing at the Center at all times. Parents are responsible for making sure that this clothing is appropriate for the weather and is the correct size. Clothing, along with any other personal belongings, will be stored in your child's cubby located outside the child's classroom. On snowy days, please provide hats, gloves and boots for your child to wear outdoors. We do go outdoors everyday (even if it is only for a few minutes), unless it is raining, or the air quality index color chart is orange, red or purple for the day.

Should your child have an accident that requires a change of clothing and none is available, you will be notified immediately. You are responsible for arranging for a change of clothing, or to take your child home. We cannot allow a child to sit around in soiled clothing; it is neither comfortable nor sanitary.

H. SUPPLIES NEEDED FROM HOME

Each child needs to provide some sort of fabric bag for his or her belongings.

WCCC provides appropriate play materials for all of our children. Except for specified Show and Tell days, children should not bring anything from home. Toy weapons, nail polish, makeup, and gum are not permitted at any time. Children may bring in stuffed animals, blankets, or other "lovies" for naptime. The Center is not responsible for any toys that are lost, stolen, or destroyed.

For safety reasons, children under the age of three should not wear jewelry to the Center. Petitions for exceptions may be presented to the Board of Directors.

Infants

Supplies needed from home for infants are the following:

Full package of diapers

Three changes of clothes, daily

Three bibs or burp cloths (donated to the Center; the Center washes them)

Bottles (non-glass) and nipples

Formula, food (if needed)

Medications as needed, with signed authorization forms

Security items child might need (e.g., teddy bear, blanket)

The Center must keep an emergency supply of food and formula available at all times. Should the staff feel at any time that there is some doubt about whether food or formula that was provided by a parent has spoiled, the parents will be contacted and arrangements made for an acceptable alternative.

Infant room parents need to provide unopened jars of baby food, formula, and any snacks from home on a daily basis if not using the Center's food. Formula will be stored in the refrigerator. Unopened baby food and dry cereal will be stored in your child's cubby. Once the food has been opened, it will be refrigerated. Any and all perishable food and/or formula that have not been taken home at the end of the day will be thrown out by 6:00 p.m.

All personal articles and food provided from home must be clearly marked with the child's name. Prepared formula must also be dated. Staff members will inform parents when their child's diaper or food supply is running low.

Toddlers

Supplies needed from home for toddlers include:

Full package of diapers

Two changes of clothes

Two crib sheets

Small Blanket (for rest time, state licensing does not permit pillows)

Two new sippy cups (donated to the Center)

Medications as needed, with signed authorization forms

Security items child might need (e.g., teddy bear, blanket)

All personal articles must be clearly marked with the child's name. Parents of toddlers are asked to take bags home on Fridays for weekly laundering. Staff members will inform parents when their child's diaper supply is running low.

Pre-School and Pre-K Children

Supplies needed from home for pre-school and pre-K children include:

Small Blanket and sheet for rest time – no sleeping bags. **These items must completely fit in the child's cubby or a bag that the child brings from home.** (State licensing does not permit pillows)

Two complete changes of clothing appropriate for the weather

Security blankets, stuffed animals, and dolls are welcome (for nap only, if needed)

Diapers or pull-ups for children who are not completely toilet trained

All personal articles must be clearly marked with the child's name. Parents of preschoolers are asked to take their child's bag home on Fridays for weekly laundering of its contents.

I. EXTRA FUN AT WCCC

Birthdays

Birthdays are very important and special to young children. To ensure that all share equally in birthday celebrations, parents may bring a treat to share with the group or may bring ingredients for a recipe the children can make. We strongly encourage parents to bring in store-bought items so that all ingredients are clearly listed for children with food allergies. We encourage families to have a healthy option such as fruit or a non-food option available or instead of the traditional cake or cookies to encourage healthy eating habits. Parents are expected to inform a staff member in advance of their plans. If parents prefer no celebration in the Center, they should inform the staff of this decision.

Children's cubbies may not be used for exchanging birthday party invitations unless the whole class is going to be invited.

Holiday Educational Activities

Holidays are exciting times for children and offer a wide variety of experiences in which they can participate. Halloween, Thanksgiving, Hanukkah, Kwanzaa, Christmas, Chinese New Year, Valentine's Day, Easter, and Passover all have cultural aspects to them, not the least of which is food. Holiday celebrations and classroom parties can be enriched by cooking experiences using a variety of healthy foods such as fresh fruits and vegetables (an important part of the Center's program), or through non-cooking activities such as reading appropriate holiday stories, teaching and singing songs, teaching finger plays, providing stickers etc. Please come and share with the children any holiday traditions that are part of your family.

Excursions

Excursions are an integral part of the program. All excursions require parental permission. Blanket permission slips are included in the registration packet and they must be signed and returned to the center. **Children who have not had slips returned must remain at the Center, or at home for all excursions until the signed permission slip is returned.** There will be adult supervision for children remaining at the Center.

Staff frequently take the children on walking excursions around the campus or in the historical district. Whenever possible, teachers take routes that keep the children away from high traffic areas. If the group must cross a street, the teachers will conduct the children across in an orderly fashion while constantly monitoring the road. At no time will children be permitted to cross a road without adult supervision.

Children will be transported on field trips in staff and parent vehicles. All children at the Center must be transported in personal car seats. Parents are responsible for providing car seats for their children. Parents are always needed to drive on field trips; please inform the staff if you or a member of your family will be able to drive. All parents who sign up to drive must complete a driver information sheet. This form requires drivers to provide information about their vehicle and insurance coverage. It also includes a waiver of liability that all parents who drive must sign prior to their first trip. Parents must also provide the center a copy of a current driver's license. This information must be renewed annually, or as changes to their driving status or insurance coverage occurs.

The following guidelines for transportation must also be adhered to:

- Seat belts and/or car seats are required to be used for all occupants. Parents must supply an age/weight appropriate car seat/booster seat.

- All drivers must be at least 18 years of age and have a valid driver's license that is not currently suspended or revoked for any reason.
- A group leader will be designated for each classroom and trip. That group leader will be responsible for ensuring that all children are accounted for and secured in the car seat or booster supplied by the parent. The group leader must also make sure that ALL children have been removed from each car when arriving at the field trip site and upon returning to the Center.
- Passenger cars, SUV's or wagons may be used for transporting passengers, but passengers may not ride in the rear area of a station wagon.
- Trucks may not be used for transporting passengers except in the cab area.
- All vehicles must be covered by automobile liability insurance limits that meet or exceed requirements of the state of Virginia. It is recommended that coverage limits are at least \$50,000 – limit on bodily injury per person/\$100,000 – limit on bodily injury per accident/\$50,000 – limit on property damage.
- There has to be a minimum of 2 adults in any vehicle transporting more than 3 children. Drivers must have a cell phone with them at all times.

An excursion log is maintained in the staff lounge to document trips away from the Center, including local walks.

Outdoor play/Weather

Outside time is important part of our curriculum. Children need to be outside daily. Even when it is cold, children need to work their large muscles, release energy, and get some fresh air. Medical experts say that being outside, even on a cold day, is better for children than spending the whole day in a warm room exposed to everyone's germs. Because of licensing requirements and staff/child ratio issues, we are not able to keep individual children inside while his/her class is outside. **If a child is well enough to attend the Center, he or she needs to be able to participate fully in the day's activities, including going outside.**

The following guidelines determine whether or not the children are taken outside to play:

- Children will go outside for a minimum of 45 minutes to 1 hour every morning and afternoon according to each classroom's regular schedule, provided it is 32°F or higher.
- On cold days children should be sent to the Center with a warm coat, hat, and gloves or mittens. They will bundle up when they go outside.
- If the temperature is below 32°F or greater than 90°F, and/or in the event of rain or snow, the children will only be outside for 15 minutes at a time. Teachers are asked to use discretion and consult with administrative staff if they have questions regarding whether or not children are to go out on a particular day.
- Air quality conditions that pose a significant health risk will be identified by announcements from local health authorities or through ozone alerts. Such air quality conditions shall require that children remain indoors where air conditioners ventilate indoor air to the outdoors. Children will not play outdoors when local health authorities announce the air quality is unhealthy.
- Children will be protected from the sun by using shade. You must provide appropriate sunscreen for your child(ren). If you would like the staff to administer sunscreen, please complete the *Medication*

Consent Form. During physical activity in warm weather, children will be well-hydrated and given the opportunity to drink water before, during, and after the activity.

- Appropriate clothing for hot weather is encouraged.

III. YOUR CHILD'S HEALTH AND SAFETY

A. Secure Entry System

All parents and authorized emergency contacts must complete the necessary paperwork upon enrollment to obtain a W&M ID. These ID cards, once authorized, will be used to access the building using the card reader system on the WCCC front door. The card will allow you access to the building from 7:00 AM to 6:00 PM Monday through Friday. To enter the building with the ID card:

1. Locate the Identocard machine that is mounted on the wall to the left of the front door.
2. Swipe your card through the machine. The door will unlock, and you will have approximately 30 seconds to open the door before it relocks.

To enter the building without an ID card:

1. Parents or visitors without a card will have to request entrance to the building by pressing the intercom button mounted next to the Identocard machine. This button signals the office that someone is at the front door. If someone is in the office, we will be able to see and speak to whoever is requesting entrance, at which time we can then release the door lock from inside the building. Please understand that if no one is in the office, it may take a few moments for another staff member to hear the door signal, so we ask that everyone be patient if there is a delay in opening the door. Anyone without an ID card will need to sign in on the visitors log outside of the office entrance so that we have a record of everyone who has entered and exited the building.
2. Parents who arrive to pick up their children after 6:00 PM, you will have to request entrance by using the intercom system at the front door, and should follow the procedures noted above.
3. There are no changes as to how you exit the building. Use the panic bar to release the door lock and simply walk out the doors. The door automatically locks behind you.

All parents and staff are responsible for maintaining WCCC's safe environment. Please do not allow a person you do not recognize into the center; instead refer them to a staff member for assistance.

Current prices for cards and directions to the ID office can be obtained in the WCCC office. Parents who repeatedly fail to use their ID card to enter the building will receive a written warning from the director's office. Any offense after this warning will result in the issuance of a temporary building access card by the director's office at the cost of \$40.00. This new card will allow access up to ten business days during which time parents must visit the campus ID office and purchase a new card at their own expense. Failure to do so will result in an additional \$40 fine and the issuance of a new temporary card.

B. Immunizations and Physicals

The State Department of Health requires the following minimal immunizations for school attendance.

DPT or DTaP: THREE (3) doses of DPT with one of the three administered after the fourth birthday.

OPV or IPV: THREE (3) doses of trivalent OPV with one of the three administered after the fourth birthday OR THREE (3) doses of eIPV with one of the three administered after the fourth birthday.

Hib: TWO (2) or THREE (3) doses followed by a booster dose at age 12-15 months. Unvaccinated children between the ages of 15 and 60 months are only required to have one dose of the vaccine.

Hepatitis B: THREE (3) doses with at least 4 months spacing between the 1st and 3rd doses.

MMR: A minimum of TWO (2) measles, ONE (1) mumps and ONE (1) rubella. The first dose must be administered at age 12 months or older. The second dose does not have to be administered until between the ages of 4 to 6 years.

Varicella: All susceptible children shall receive ONE (1) dose of the vaccine not earlier than 12 months of age.

Updated information on immunizations received shall be provided to the Director once every six months for children under the age of two years. Updated information on immunizations received shall be provided once between each child's fourth and sixth birthdays.

All children enrolled must have a physical or well-child check-up prior to enrollment. Physical examination records must be within the time period prescribed below:

- Within 2 months prior to attendance for children 6 months of age or younger
- Within 3 months for children aged 7 months through 18 months
- Within 6 months for children aged 19 months through 24 months
- Within 12 months for children 2 years through 5 years of age

Documentation of immunizations is not required for any child whose parent submits an affidavit to the center on the form entitled "Certification of Religious Exemption", stating that administration of immunizing agents conflicts with the parents of child's religious tenets or practices, or a physician or local health department states on an approved form that one or more of the required immunizations may be detrimental to the child's health. In the occurrence of an outbreak, potential epidemic or epidemic of a vaccine-preventable disease in my/my child's school, the State Health Commissioner may order my/my child's exclusion from school, for my/my child's own protection, until the danger has passed.

C. Illness and Exclusion Policy

WCCC can only accept well children. We request the full cooperation of our parents to protect the health of those children attending the Center. The following is a list of common childhood illness and our Center exclusion policies. Other illness not listed will be evaluated on a case-by-case basis.

Upper Respiratory Infections/Colds

No exclusion indicated unless child is running a fever over 101 degrees and/or is not well enough to participate in normal daily activities.

Ear Infections

No exclusion indicated unless child is not able to participate in normal activities.

Diarrhea/Vomiting

If a child has two loose stools or vomiting episodes during the day that cannot be associated with the use of medication, they will be sent home. Children's stools must return to normal and be firm for at least 24 hours before they can return to school. They must not vomit for at least 24 hours before they are

permitted to return.

Cough

Children who have a “croupy” or “whooping” sounding cough, an uncontrolled cough, or who get blue in the face while coughing will be excluded from school. Once the cough subsides, or their physician releases them, they may return to school.

Conjunctivitis (Pink Eye)

Irritation and redness of the eye and/or eye lining along with a discharge of pus will require immediate exclusion. Child may return to the Center after treatment for 24 hours with prescribed medication.

Fever

Children with a fever over 101 degrees will be excluded from the Center. Children may return once there is an absence of fever for 24 hours without the use of fever-reducing medications, or a physician clears them to return (we must have this information in writing.)

Parents will be notified during the day if your child exhibits any of the following behavior/symptoms: unusual spots or rash; headache; sore throat or difficulty swallowing; unusually colored stools or urine; loss of appetite; severe itching of body or scalp; unusual behavior (crankiness, listlessness, obvious discomfort).

Any of these symptoms accompanied by a fever over 101 degrees will be cause for exclusion from school. Otherwise, the child will continue to be observed throughout the day in order to monitor their condition.

In the event of a serious illness, the Williamsburg Rescue Squad will be notified and the child will be transported to Williamsburg Community Hospital for treatment.

Should your child or other member of your immediate family be diagnosed as having a contagious illness, you are required to notify the Center within 24 hours of the diagnosis so that we may alert other families to a possible outbreak.

Those children who do attend the Center are also required to participate fully in outside activities. Because the Center must maintain the state-mandated staff-child ratios at all times, we cannot permit one teacher to stay inside with a few children, while the other supervises the rest. Nor can we watch children in the office as our responsibilities often take us elsewhere. We will make every effort to reduce outdoor time when it is very cold, or snowy, but we feel that it is important the children have some exercise and fresh air. Please remember to provide clothing that is appropriate for the weather.

C. Medication

State certified staff members may administer both prescription and non-prescription medication, but only with the prior approval of the child’s parent or guardian. Should your child require a prescription, non-prescription, or topical skin care product while in our care, a Medication Authorization Form must be filled out completely and correctly according to the type of medication and duration of administration. With the exception of over the counter (OTC) skin care products, **medication forms are valid for ten business (10) days unless signed by your child's physician then making them valid for 6 months.** Authorization forms for OTC skin care products **ONLY** (non-prescription diaper cream, sunscreen, insect repellent, lotions, or soap) are valid up to six (6) months when signed only

by a parent. In accordance to MAT standards, Medication forms for nebulizers and EpiPen/EpiPen Jr. require both a parent and doctor's signature regardless the duration of administration.

All medication coming into WCCC must be labeled with your child's full name, be in its original container, come with the package insert or pharmacy printout listing the possible side effects and must have a visible expiration date. Should a staff member find medication that is outdated, the parent will be immediately notified and arrangements made to provide an acceptable alternative. **We will not administer any medication that is not in its original and properly labeled container.**

All medication will be kept in a locked medicine refrigerator located in the staff lounge, or in a locked cabinet in the child's classroom. To ensure that medication's efficacy has not been compromised all medications will remain at WCCC until the authorization form is no longer valid – **medications may not travel between center and home on a daily basis.** If a long term medication is to be discontinued before the date noted on the medication authorization form, it must be documented in writing on the form. Medication will be sent home to be discarded. If a medication has not been taken home within two days after the consent form has expired, WCCC will properly dispose of the medication.

Medication Authorization Forms must include your child's name, name of the medication to be administered, dosage, times to be dispensed, and your signature. **Your instructions for administration must be consistent with any directions for use noted on the original container, including but not limited to precautions related to age and special health conditions. If the instructions are not consistent with the label directions, written instructions from the child's health care provider are required.** Medication authorization forms can be found with the parent forms outside the Director's office or on the Center's website.

WCCC will **NOT** administer any type of medication containing fever reducing agents (such as Tylenol or Motrin), or any medication that is not currently FDA recommended for children without a medication administration form that has been signed by the physician.

D. Accidents

Our primary concern is the safety of your children. Children will be supervised at all times, and all precautions will be taken to prevent any accidents from occurring. Should your child be injured while at the Center, we will take every step necessary to insure their comfort and well-being.

Parents will be notified about accidents either by phone or at the end of the day, depending on the seriousness of the incident. In the event of a serious injury (e.g., deep cut, broken bone), the child will be taken to Williamsburg Sentara Hospital, and the parents will be notified immediately. An accident report will be completed after each incident, which will need to be signed by the parent. This report will be kept in the child's file. Parents need to ensure that their child's emergency contact information is correct by updating those forms as needed.

E. Reporting of Child Abuse/Neglect

The Virginia Department of Social Services standards require that all parents of children at WCCC be informed of the procedure the Center has in place for staff to follow in reporting suspicion of child abuse and neglect.

Briefly, the abused or neglected child is any child under 18 years of age whose guardian (parent or others):

- Causes or threatens to cause physical or mental injury.
- Neglects or refuses to provide adequate food, clothing, shelter, emotional nurturing, or health care.
- Abandons the child.
- Neglects or refuses to provide adequate supervision for the child's level of development. This would include leaving a child unattended in a parked car.
- Commits or allows any illegal sexual act - incest, rape, indecent exposure, prostitution, or the use of children in sexually explicit visual material.
- Some signs of child abuse and neglect are:
- Repeated injuries such as bruises, welts, or burns.
- An angry, depressed, aggressive, or withdrawn child or a child who is afraid to go home
- A malnourished, unhappy child, inadequately dressed, physically dirty, tired, left alone frequently
- A child whose health needs are ignored.
- A child who is 12 years old or younger who has a venereal disease.

WCCC POLICY CONCERNING CHILD ABUSE OR NEGLECT

Section 63.1-248.3 of the Code of Virginia requires any person providing full or part-time care for pay on a regularly planned basis to report suspected child abuse or neglect. The Center will report any such suspected abuse or neglect to the Department of Social Services and Child Protective Services for their investigation. Parents will **not** be informed of reported incidents.

F. SMOKING

Smoking is not permitted in the Center or anywhere on our property.

G. EMERGENCY PROCEDURES

Fire, Tornado, Bomb Threat or Other Emergency Procedures

In the event of a fire, bomb threat or other emergency that requires temporary evacuation of the building, the children and teachers will walk to the Campus Center's Little Theater where they will remain until the emergency is over. If WCCC were not safe for occupation, children would remain in the Little Theater until their parents were notified either by phone or e-mail, and were and then reunited. This shelter is meant to be used only in an emergency and only on a temporary basis. If WCCC must close for an extended period of time, parents would need to make alternate child care arrangements.

If the Center is evacuated, staff are required to bring their emergency contact cards with them to the evacuation site so that parents can be notified of the evacuation via an email, phone call or text message. An emergency kit containing first aid supplies, flashlights, batteries, hand sanitizer, formula and other supplies will also be transported to the site.

Shelter-in-Place Procedures

In the event of chemical or biological emergency, WCCC would follow a security plan known as "Shelter-in-Place" recommended by the U.S. Department of Education. It is based on the notion that in a chemical or biological crisis, people are often safest if they remain inside. The plan is designed to keep students safe for several hours until hazardous substances are carried away by the wind.

In the event of such an emergency, children outdoors would be brought inside the building immediately. Windows would be shut and entry doors would be locked. When possible, children would be moved to the interior of the building where there are fewer windows. Attendance would be taken to make sure that all children and staff are accounted for.

For the safety of everyone, the Center would be kept in a “lock-down” status. This condition would mean that **all staff and children would not be permitted to leave the facility** until public safety officials relay the “all clear” message. While being separated from a child in an emergency can be upsetting, having parents come to the center to pick up their child could expose themselves, their child and others at the Center to hazardous conditions. Cooperation from everyone will offer the best protection to children, families and staff. Parents will be notified via e-mail that we are in a lock-down status and will be notified when it is safe to pick up their child.

WCCC always keeps a supply of food and water on hand for an emergency. Parents should rest assured that their child will be well cared for during an emergency situation.

The same procedures will be followed in the event an intruder or other unauthorized individual is spotted on or near the center.

H. EMERGENCY CLOSINGS

In the event of a building closure due to a fire, tornado, hurricane or other unexpected situation, WCCC must remain closed until the facility is deemed safe for occupation. The decision to close the building will be made by the WCCC Board of Directors and the administration of the College of William and Mary after close consultation with Facilities Management and other local health and safety agencies, (i.e. fire and health departments), if necessary. You will be notified via email, phone and/or the WCCC website as soon as a closure decision has been made.

I. SAFE SLEEP

To reduce the risks of SIDS, infants will be placed for sleep on the back for every nap by every caregiver until they reach one year. Babies will sleep on a firm crib mattress, covered by a fitted sheet that meets current safety standards. All soft objects, loose bedding, bumper pads, wedges, or any objects that could increase the risk of suffocation or strangulation will be kept from the baby’s sleep area. Loose bedding, such as sheets and blankets, will not be used. Sleep clothing, such as sleepers, sleep sacks, and wearable blankets, are good alternatives to blankets and may be used. Teachers may offer a pacifier at nap time, however, the pacifier should not have cords or attaching mechanisms that might be a strangulation risk.

J. ALLERGIES

WCCC will work with the parents of children with food allergies and the child’s primary health care provider or allergist to obtain a written Emergency Care Plan (ECP) to manage and monitor children with food allergies on a daily basis. The ECP will contain the following:

- a doctor’s statement addressing the meal accommodation needs of particular child with a food allergy disability as required for USDA’s Child Nutrition Programs,
- written instructions about food(s) to which the child is allergic and steps that should be taken to avoid that food,
- a detailed treatment plan to be implemented if an allergic reaction occurs inclusive of the names and doses of medications and how they should be used,
- specific symptoms that would indicate the need to give one or more medications or take the child to an emergency medical facility.

Parents will be responsible for providing all physician approval (medication forms) for emergency medications and necessary medications for their child as outlined in the ECP. We will work with parents to determine if any modifications are needed to make sure that children with food allergies can participate fully in all program activities.

Lead teachers are responsible for keeping an up to date list of children's allergies posted in each room at all times. This list must include the child's name, picture, allergy, expected reaction (i.e. breaks out in rash, stops breathing, etc.), and necessary first aid if a reaction occurs. Information on allergies is also kept in individual files in the office and emergency contact notebooks.

To promote a safe physical environment, preventing exposure to potential peanut and nut allergens WCCC is a nut-free environment. Staff will enforce hand washing practices and make sure tables and surfaces are cleaned before and after meals with approved soap and water and a disinfectant solution (bleach and water) to reduce cross-contact of other allergens. Known allergens will be avoided in program activities, such as arts and crafts, counting, science projects, parties, holidays and celebrations, or cooking. Trading or sharing of food will be discouraged at all times and will be addressed on a classroom basis dependent on the age of the children.

IV. PARENT INVOLVEMENT AT WCCC

WCCC is a non-profit corporation. Participation in the operation of the Center is an obligation for all families. Parents may participate by being elected to the Board of Directors (BOD), or by volunteering to in other ways such as assisting on walking excursions, helping with classroom activities, fundraising and providing support with other activities as needed around the Center.

A. Board of Directors

This group governs all aspects of the Center. The BOD holds monthly meetings at locations on campus close to the Center. Parents are invited to attend the meetings during the public comment portion at the beginning of the meeting. A notice of the meeting will be posted prior to the meeting date. Minutes from the meetings are posted on the WCCC website monthly.

B. Parent Participation Policy

Each WCCC family shall provide a minimum of twelve (12) hours of parent participation each year, measured from October 1 to September 30. The required twelve hours will be prorated for families starting at WCCC after October 1; each month of enrollment requires one (1) hour of volunteer effort. Families may opt out of the twelve-hour participation requirement by paying a lump-sum amount of three hundred sixty dollars (\$360.00). Failure to provide these twelve hours, or a prorated amount of time, shall result in a parent participation fine. If 1 – 5.5 hours are completed, a fine of \$360.00 will be assessed. If 6 – 11.5 hours are completed, a fine of \$180.00 will be assessed. Failure to pay the parent participation fine may result in disenrollment of that family's child (ren) from WCCC. Exceptions to the policy may be granted by the Board of Directors on a case-by-case basis.

Parent participation is defined as involvement with WCCC's administration, teachers, and children for the benefit of the social and educational development of the children. Examples of parent participation include one-time or recurring activities that contribute or improve the functioning of the Center, such as: participating on the BOD and attending BOD meetings; room sitting during WCCC staff meetings; event set-up and clean-up; organizing drivers and children for, and driving and chaperoning on, field trips; gardening; making minor repairs; sharing a hobby or talent with the classes or teachers; playing a musical instrument for music appreciation; helping with craft projects.

Parent participation is measured in fifteen-minute increments. Parents should contact the Family the Involvement Coordinator (FIC)/Assistant Director who will record their participation time in a volunteer spreadsheet that she maintains. Please continue to send in participation hours beyond 12 hours. Attendance at social/celebratory functions does not count as parent participation (e.g. Baskin-Robbins trips, Back-to-School Night, December Holiday Party, and Graduation Program), unless you are chaperoning or are on the set-up, clean-up committee.

C. Program Evaluations

Parents are asked to complete an on-line program evaluation whenever their child transitions to a new classroom and when they withdraw from the program. These surveys ask for feedback on the Center's programs and services, curriculum, administration and teacher/child interactions. Parents may also provide feedback on their children and the Center's programs during their scheduled parent/teacher conferences. They should also not hesitate to discuss any concerns about the program with the classroom staff or Director at any time.

V. ADMINISTRATIVE MATTERS

A. ENROLLMENT FORMS

The following forms must be completed before your child may attend WCCC:

Enrollment Application. This form requires information about your child's background and family history, as well as requiring proof of the child's age and identity.

Physical and Immunization Form. Upon admission, your child must have a certificate of immunization completed by your family physician, as well as a physical examination. This information must be on a school entrance examination and immunization certificate provided by the office. No child can remain in the Center without this information. Parents are also responsible for informing the office about any additional immunizations your child receives while attending the Center. A signed physician's statement indicating which immunizations and the date(s) received must be kept in your child's file. If your child is unable to receive a required immunization, we require a note from the physician indicating the reason for the exemption. The office will notify you if any immunization records are incomplete.

Emergency Care Form. This form authorizes the Center to seek medical help should your child require emergency treatment. It should be completed in its entirety, and signed and witnessed so that prompt medical attention may be given if necessary.

Emergency Card. This form must be completed for each child attending the Center. It lists those individuals who are authorized to pick up your child, those not authorized, and home and work numbers of each emergency contact. This form is kept in the appropriate classroom for the teachers to use as a reference, or in the event of an emergency. Parents are responsible for insuring the accuracy of the information and updating the cards as necessary.

Financial Terms and Conditions. This agreement specifies your child's tuition and fees and your payment responsibilities.

USDA Eligibility Form. This form enables the Center to receive some reimbursement, through the U.S. Department of Agriculture, for meals served to the children.

Handbook Acknowledgement Form. By signing this form, you acknowledge that you have received the Parent Handbook, and that you have read and understand the information contained therein.

Custody Papers. Those who are legal guardians, or who have legal custody of a child enrolled in the Center, must provide the Center a copy of the official documents so stating the arrangements. This information will be kept in the child's file, so that should a question arise about custody, the child will not be released to an unauthorized individual. Please be aware that unless proper documentation is provided to the Center stating a parental custody arrangement, we are legally required to release a child to a biological parent. Custodial parents have the right to be admitted to the Center as required by law.

Each child's file will be retained for two years after they leave the Center per state licensing requirements. After the two-year waiting period has expired, files will be shredded so that all personal information is destroyed. The center will maintain the confidentiality of all records. Written consent must be obtained from a parent before any information from a child's file (i.e. assessment/medical

information) will be released to an outside organization or individual. The signed consent form will remain with the child's file.

B. COSTS AND FEES

A separate Fee Schedule, posted in the Center and given to parents on the enrollment of a child, sets forth the amounts for the following fees:

Tuition Deposit. A tuition deposit is due within five days of the child's acceptance of enrollment at the Center, in accordance with the Waiting List Policy. Tuition deposits will be refunded after all financial obligations to the Center have been met. For accounts paid in full, the deposit will be refunded, with no accrued interest, within 30 days of withdrawal.

Enrollment Fee. A non-refundable registration fee is due when a child enrolls in the Center.

Tuition. Tuition fees vary depending on the classroom. Full tuition is due each month regardless of holiday or weather-related closings, or any time missed by the child due to vacations or illness.

Payment of Tuition

All tuition is due by the 1st of each month, in accordance with the financial terms and conditions form that parents must sign for each child. Payments after the 5th of the month are considered late. Tuition checks should be deposited in the wooden box located by the sign-in window. Please write your child's full name on the check so that the proper account can be readily credited. A fee will be assessed if the tuition check does not clear the bank (see Schedule of Fees).

Parents employed by the College of William and Mary have the option of having their child's tuition paid via payroll deduction. Deductions are taken bi-monthly and are forwarded to the Center by the College. Parents interested in utilizing this payment option need to complete the required paperwork that can be obtained from the office. These payments are not pre-tax.

Those families needing a receipt should complete a receipt form and attach it to their tuition check. Blank receipt forms can be found in the box near the parent information board. Fill out the receipt completely EXCEPT for the signature. Write both the child and parents' name on an envelope for return of receipts. Enclose the check and receipt form in a second envelope. Place the envelope in the tuition box. The bookkeeper will return the receipt to the child's cubby.

Late Payment of Tuition

Payments received after the 5th of each month are subject to a late fee (see Schedule of Fees).

On the 6th of each month, families who have still not paid the tuition due will receive a first notice of delinquency from the bookkeeper, and must respond to this request for payment no later than within one week. If the parents do not respond satisfactorily, then the Director will send a second notice of delinquency, via certified mail, with another respond-by date. This letter will warn the parents that their child/children's care could be terminated within two weeks. If there is no satisfactory response to that letter, the Treasurer of the Board of Directors will send a final termination notice by the 20th of the month and the child/children will be disenrolled by the first of the succeeding month. Any unpaid accounts will be forwarded to a collection agency for further action. Any legal or collection fees incurred in the collection of your account will be added to the balance owed by the parent.

Withdrawal

Thirty days written notice is required for the withdrawal of a child. A signed and dated copy of this notice must be given to the Director. Parents are responsible for the final four weeks' tuition regardless of whether the child is present at the Center.

If a child is withdrawn with no or insufficient written notice, the family will be assessed four weeks' tuition beyond the withdrawal date, and the tuition deposit paid upon the child's enrollment at the center will be forfeited.

C. DISENROLLMENT

The Center may disenroll a child for reasons which include, but are not limited to: **parent failure to pay tuition or fulfill participation requirements; determination by the Director that the program is not benefiting the child; disruption of the Center's program by a parent or child.**

The Center shall provide the parent in writing the reason(s) for termination.

D. ABSENCES

Parents must pay fees regardless of absences. Parents must notify the Center at 757-221-2121 or 757-221-2136 if a child is staying home due to illness or another reason. If the parents know in advance that their child will be absent, they should notify the teacher as soon as possible.

E. EXTENDED ABSENCES

Under limited circumstances, as set forth herein, a family may take an extended absence from the Center during a calendar year while retaining its space(s), as long as certain requirements are met.

The family must pay the regular tuition rate for each month of the extended absence, however, families will be granted a 25% tuition discount when the following conditions are met.

Conditions:

1. An extended absence is a pre-planned absence of only one month per calendar year.
2. The parents must agree that the child will not be present at the Center for even one day during the month of the extended absence.
3. The family may be granted a 25% tuition discount for not more than one month per calendar year.
4. Tuition payments will be assessed at the rate charged at the time of the child's departure.
5. Under no circumstances will the Center pro-rate tuition during the extended absence.
6. The family is encouraged to submit a written notice to the Director at least sixty days in advance of the leave but required to submit the notice no less than 30 days prior to the first day of the month of leave.
7. It is the responsibility of the family taking an extended absence to contact the center Director to confirm the child's return date to WCCC, a minimum of two weeks in advance.

Failure to meet any of these requirements will result in the family paying full tuition during the month or forfeiting the space(s).

All payments are due in accordance with the regular rules--i.e. due in full on the first day of each month with a grace period through and including the fifth day of each month. If payment is not timely made, the late fee will be assessed. In the event payment, together with the late fee, is not timely made, the

space shall be forfeited.

F. WITHDRAWAL

Four weeks' notice is required for withdrawal of a child, in the form of a written notice to the Director. Parents are responsible for the final months' tuition regardless of whether the child is present at the Center. If a child is withdrawn with no written notice, the family will be assessed one months' tuition beyond the withdrawal date.

G. TELEPHONE CALLS

Except in case of emergencies, parents should not call the Center during class time (9:30 - 12.). It is difficult for a teacher to leave class, and teachers leaving the classroom can be very disruptive to the children. Parents should leave messages for staff members who will return calls during nap time (1:00 - 2:45 p.m.). Staff members then have the necessary time to discuss individual children and/or problems.

To access the telephone message system, dial 757-221-2121 and push the appropriate number from the menu.

H. CENTER CLOSINGS

WCCC follows the college's closing schedule. WCCC will distribute a calendar of closing dates annually, and parents should make other child care arrangements for those dates shown on the calendar. WCCC reserves the right to amend its holiday closing schedule should the college closing schedule change during the year.

I. INCLEMENT WEATHER

WCCC will adhere to the College of William and Mary's administrative office's closing schedule in case of snow or inclement weather (usually heavy snow or ice).

1. The college will remain open under most reasonably foreseeable weather conditions, especially during periods when classes are in schedule.
2. If weather conditions are such as to make it impossible to maintain a reasonable level of academic activity, the college will be closed. Such announcements will cancel all classes and work obligations for everyone except those personnel identified as essential to maintenance, security and health services. Child care will not be provided when the college is closed.
3. The person appointed by the President to make such decisions regarding weather is the Provost (757-221-1993).
4. The decision to close the university in full or in part will be given as soon as possible during the morning (if weather develops overnight) to the Campus Police and to a number of radio and television stations. Information on closing may also be obtained by calling 221-1SNO (1766). We will also try to post this information to the center's website.
5. In the event of a delayed opening, WCCC will open 30 minutes prior to the College's scheduled opening time. If the College decides to close early, WCCC will close 30 minutes after the scheduled closing time. Parents who arrive after the 30-minute grace period will be subject to all late pick-up fees. Full tuition is due for all snow and inclement weather closings.

J. EMERGENCY CLOSINGS

In the unlikely event that WCCC must close due to an unforeseen problem, parents will be notified as

quickly as possible either by a phone call or an e-mail message.

K. EXTENDED CLOSINGS

In the event of a building closure due to a fire, tornado, hurricane or other unexpected situation, WCCC must remain closed until the facility is deemed safe for occupation. The decision to close will be made by the administration of the College of William and Mary and the WCCC Board of Directors after close consultation with Facilities Management and other local safety agencies (i.e., fire and health departments) if necessary.

If the Center is closed for a week or less, no tuition credits will be provided. If an extended closing is necessary (extended defined as longer than 5 consecutive business days), parents will receive a credit of one-half of the tuition charged during the closure. All credits will be posted to the tuition due the next month.

L. MOVING UP TO THE NEXT ROOM

Children are moved to the next room based on chronological age (date of birth.) However, we consider developmental criteria if there is a concern about a child's readiness to transition to the next room. Determinations of readiness to move up are made by the teacher, and the administration, with input from the family if necessary. However, the availability of space in the next room must occur before a child can move to the next classroom. A child may move to the next classroom at any time during the year if space becomes available and if the child meets the criteria for moving up. A child who is ready to move to the next classroom will spend a minimum of a week visiting their new classroom each morning to aide in their transition to that room. Families are encouraged to stop by the new classroom during this transition period to meet their child's new teachers and to ask any questions about the classroom, routine or activities. Individual meetings with the teachers may be arranged upon request.

M. PARENT-TEACHER CONFERENCES

Parent-teacher conferences are held twice each year or more frequently if needed. Teachers prepare assessment information concerning the child's intellectual, social, and physical progress to share with parents during these conferences. The teachers may also provide work samples and information obtained from observations, and would discuss transitions to kindergarten or other settings if applicable. The purpose of the assessment information is to keep parents informed of their child's developmental progress and to identify early, any areas of concern (if additional support services may be needed, a resource list may be obtained in the office.) This information is also used to develop a portfolio for each child. This assessment information (along with previous assessments or IEP's) is kept in your child's personal file, and can only be accessed by the center Director or your child's teachers. If you are unable to attend a conference, a copy of your child's progress report will be provided to you, or an alternate conference date can be arranged. Information from conferences and assessments may be shared with a child's new school/child care provider with written permission from a child's legal guardian.

VI. OTHER POLICIES AND PROCEDURES

A. GUIDANCE POLICY

I. INTRODUCTION: STATEMENT OF GOALS

The guidance policy of WCCC is consistent with the overall program goal: development of a clear and positive self-image for each child. “Discipline” exists not to allow staff to exert control over the children, but rather to aid children in developing their own inner controls. WCCC staff members use positive guidance, redirection, and well-defined limits in lieu of explicit disciplinary measures, thereby encouraging self-discipline in the children.

Please remember that young children need the experience of interacting with other children on a consistent basis. Learning how to share and cooperate with others is a very difficult process for young children, and consequently aggressive behavior will occur (i.e. hitting, yelling, name-calling, biting, throwing, etc.). Although we do not allow this behavior to persist, it does take time for a child to learn a more acceptable way of dealing with his/her anger and frustration (i.e. using words to express feelings).

It is also our policy that we will handle ALL discipline situations that may arise with the children enrolled in our program, according to our stated philosophy. If a parent has concerns about another child’s behavior, we ask that you discuss your concern with the appropriate lead teachers. Under NO circumstance will you be allowed to approach the child in an effort to discipline the child yourself. We consider this to be completely inappropriate behavior and it will not be tolerated.

SPANKING, VERBAL ABUSE OR HUMILIATION, WITHHOLDING OF FOOD, OR ANY OTHER FORM OF CORPORAL PUNISHMENT IS NOT PERMITTED. FOR NO REASON WILL A STAFF MEMBER STRIKE A CHILD.

II. GUIDANCE METHODS

The Williamsburg Campus Child Care staff uses positive guidance methods in order to help children learn self-control and self-direction. The center encourages children to use words to solve problems with others as soon as children are verbal. A balanced schedule of activities suited to your child’s development, and a positive environment promotes cooperation. The center uses a variety of methods to encourage children’s cooperation, including the clear statement of limits in positive terms, redirection, choices between acceptable behaviors, and positive reinforcement through praise and encouragement of good behavior. Teachers work closely with parents to understand each child and to determine which methods work best for him or her.

Discipline is based on an understanding of each child’s individual needs and level of development. When correcting a child’s behavior, the caregiver’s response is individualized and consistent for each child, appropriate to the child’s level of understanding, and directed toward teaching the child acceptable behavior and self-control. When a child repeats a challenging behavior, the center uses a variety of methods for encouraging cooperation. These include:

- Conferencing with other staff, parents, and center administration. Staff will notify the center director/assistant director about all incidents that result in an injury to another child.
- Making every effort to understand children’s needs and modify classroom practices so each child is successful. Staff members anticipate problems and plan to prevent them by maintaining an appropriate learning environment.

- Scheduling an additional staff member or volunteer in the classroom, when available, to assist the full time staff.
- Whenever possible, keep children apart when strict supervision is not available (i.e. during potty/diapering, transition times), when one child seems to repeatedly hurt the same child.

Classroom staff need to follow all protocol related to documenting the injury and notifying the parents of both children involved, remembering that all information about the children involved may only be shared with their family. If any additional first aid (other than the typical antiseptic wipe and band-aid) is to be administered, parents must supply the medication, and complete the required Medication Administration form.

The goal is to teach children to work together cooperatively. If a child's problematic behavior persists or puts other children in the class at risk of injury, (e.g., punching, kicking, temper tantrums), the teacher will bring the child to the school office to regain composure and talk with a member of the Administrative Team. These situations are discussed thoroughly with the child, the teacher, and the parent to determine positive steps toward solution. Families are referred to specialists for help with persistent problems that may be linked to developmental issues, with the goal being to support the child's successful inclusion in the classroom. However, if challenging behaviors persist or escalate, especially with preschool age children, the teachers, parents and center administration will need to develop a more specific plan of action for managing those behaviors. This plan of action will include assistance from an outside specialist and a timeline in which behavioral improvements in the classroom must be shown.

Any failure to meet these conditions may mean that alternative options for child care will be required. Once a plan of action has been initiated, the Director will notify the BOD President that the necessary steps have commenced and will keep the President apprised on any further action. Members of the Administrative Team have the authority to immediately remove a child from the center if the child's behavior is deemed dangerous or overtly aggressive.

B. DEVELOPMENTAL DELAYS and CHALLENGING BEHAVIORS

Every child has developmental strengths as well as emerging areas of development. Sometimes, though, a more significant delay is suspected by families or by teachers, or a challenging behavior pattern is presented. What should you do if you or your child's teachers think your child could benefit from extra developmental support? We encourage you to talk with the Center's director, assistant director, and/or your child's teacher(s) to share your concerns. In this discussion a variety of factors are taken into consideration, including the classroom environment and the functions of behavior within that environment, as well as the child's temperament, learning style, gender, home life, family values, life experiences, culture, primary language, and special needs. Together, the teaching team and the family (and, if asked, the Center's director) can create an action plan for school and/or for home. An action plan can be as simple or as detailed as necessary, and **may** include:

- Observing and tracking behavior, including tracking potential triggers such as peer combinations, child-adult combinations, activities, or events
- Specific goals and objectives for the child in the context of the classroom, as discussed by the family and teachers
- Ideas for staff to implement in the classroom (for example, temporary one-on-one using positive behavior support strategies, small groups, extra observations, or tracking behaviors to find patterns)

- Suggestions for the family, if requested by the family (such as helpful activities or articles about a specific subject)
- A referral to a specialist (speech or occupational, psychologist, etc.), if families decide this is necessary (family can make first contact or the Center can help, if the family prefers)
 - The Center can provide referrals for child and family support resources (including health, mental health, oral health, nutrition, child welfare, parenting programs, early intervention/ special education screening and assessment, and housing and child care subsidies). Please contact our director, who has names and phone numbers of a wide array of local specialists and services.
- Collaborating with other specialists who are working with a child and family (with the family's written permission) to implement Individualized Family Service Plans (IFSP's) and Individualized Education Plans (IEP's), and to promote mutual efforts toward developmental goals
- A timeline and plan for tracking progress.

C. HOW WE SUPPORT INCLUSION

Being an inclusive program is central to our philosophy and mission to provide individualized care. Children with special needs may be in any of our classrooms. Each classroom provides curriculum activities for children that are informed by our routine child assessments, and it is customary for all children to be included in all activities at a level that corresponds with their individual abilities. A child with special needs is not excluded or singled out in the curriculum planning process; rather, the curriculum is planned by assessing where each child in the group is and deciding what activities and teacher scaffolding are necessary to promote any given child's developmental progress.

In order to support all children, our teachers and families must remain in open communication. If a child is working with an outside specialist such as speech, physical, or occupational therapists, our teachers will typically request written permission from the family to contact the specialist to discuss the child's goals in therapy, at home, and in the classroom. We find that this family-specialist-teacher collaboration model best promotes the achievement of developmental goals. Specialists such as speech, physical, or occupational therapists are able to conduct sessions in a child's classroom, if desired by the family and therapists. Our teachers are endlessly creative when it comes to modifying activities and adapting equipment to promote each child's development.

Inclusion is a process that is constantly evolving at WCCC in order to best support our children, families and staff.

D. GRIEVANCE PROCEDURE

If a parent feels uncomfortable with or concerned about something that happens at the Center, or with a child at WCCC, he/she should direct questions or complaints to the Director. If the issue involves staff members, specific children, or major problems, the discussion will take place outside the classroom.

If a parent is not satisfied with the discussion with the Director, the issue should be taken to the BOD.

If the issue involves the behavior of a staff member or child, contact should be made with an officer of the BOD to request a meeting of the Board, but only after having discussed the issue with the Director first. The officers will meet within ten days of the request to discuss the grievance and decide what

steps should be taken. Before that meeting, the parent should provide a written statement of the problem, with specific details, and any suggestions for resolving it. If the grievance involves the action of a staff member or volunteer, she/he will be asked to respond in writing. Following the meeting and within ten working days, the BOD will provide a written response that explains its decision to the parent with a copy to the Director.

E. PET POLICY

For everyone's safety, during operating hours (M-F 7 a.m. to 6 p.m.), pets are not allowed inside the WCCC building or on the WCCC grounds, including the fenced play areas as well as the parking spaces and sidewalks immediately adjacent to the building. This prohibition applies even to leashed pets or pets confined within cars.

F. WAITING LIST POLICY

1. Waiting List Applications

All families wishing to enroll their child (ren) at WCCC must complete a Waiting List Application. The Application should be mailed, along with the \$50.00 non-refundable application fee, to: Director, Williamsburg Campus Child Care, 114 Grigsby Drive, P.O. Box 8795, Williamsburg, VA 23187-8795.

2. Priority of Applicants: Categories

Waiting list categories are listed in priority from A to C, with children in Category A having the highest priority for enrollment and children in Category C have the lowest priority. Within each category, families will be prioritized according to the date their application fee check was received.

The position of a family on the waiting list may change depending on the child's age, and the availability of spaces in different classrooms.

Category A. Any family in good standing who currently enrolls a sibling at WCCC and whose second (or third) child will attend WCCC.

Category B. Any full- or part-time William and Mary faculty, administration, staff (including those paid by Auxiliary Services and Campus Ministry), students, and employees.

Category C. Any family from the community.

When space becomes available at WCCC, it will be offered first to the family in Category A with the earliest application fee receipt date, whose child is or will be age-appropriate. WCCC will make every effort to contact applicant families; however, if the Center is unable to do so within a week, the space will be offered to the next available family. It is the family's responsibility to provide accurate, updated contact information to the Center.

After the family has been contacted, it will have two business days to tell WCCC whether they will accept the space. If the family refuses the space, or does not respond within two business days, the next family on the list in Category A will be offered the space, and so on. If all families with appropriately aged children in that Category have been offered the space and have refused it, the space will be offered to the family in the next Category with the earliest application fee receipt date with an appropriately aged child.

Families who have submitted complete applications and fees may be told on request their approximate position on the waiting list, based on deposit date and their category, with the understanding that the position may change at any time, and that it does not constitute a guarantee of enrollment or of enrollment by a certain date.

Families who refuse a space, or fail to respond to an offer within the allotted time, will remain on the same position on the waiting list. We request that families who no longer wish to remain on our waiting list, notify the center and ask that their names be removed from consideration.

This institution is an equal opportunity provider and employer. Discrimination against customers, employees and applicants for employment on the basis of race, color, national origin, age, sex, disability or sexual orientation is prohibited.