



UNIVERSITY CHILD CARE CENTER

An Accredited Preschool

Family Handbook

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In response to the human needs of UCCC's clients, the Board of Directors reserves the right to adopt, change existing, and/or authorize exceptions to existing policies.

INTRODUCTION

University Child Care Center (UCCC), located at 500 South Avenue in the South Street Christian Church, serves the students, faculty, and staff of Missouri State University, the host church, and the community. It is a not-for-profit organization governed by a Board of Directors; licensed by the State of Missouri Department of Health, Section for Child Care, for children ages 2 to 12; and accredited by Missouri Accreditation of Programs for Children and Youth. UCCC features experienced teachers with professional backgrounds in Child Development or Early Childhood Education. UCCC provides a training facility for the Missouri State University Early Childhood and Family Development program and other programs, whose students help UCCC maintain a low child-to-teacher ratio. Parents, teachers and staff work together to make child care a positive learning experience for each child, enhancing positive self-image and building high self-esteem.

UCCC provides planned activities which encourage and stimulate the cognitive, emotional, social, and physical development of each child in a safe, secure, nurturing atmosphere. There are opportunities for exploration and discovery in a wide variety of activities such as music, art, cooking, dramatic play, storytelling, field trips and problem solving. Indoor and outdoor experiences enhance the development and coordination of large and small muscles and teachers guide children in appropriate social interaction which help the children develop self-confidence in relationships. Parents may actively participate in their child's learning experience through voluntary participation in classroom activities, classroom visits, parent/teacher meetings, and as parent representatives on UCCC's Board of Directors. All Board of Director's meetings are open to teachers and parents, except when matters related to personnel decisions are being discussed.

Daytime child care services are provided according to the Missouri State University academic calendar. During the fall and spring semesters, hours are 7:30 a.m. to 5:30 p.m., Monday through Friday, every day the University is in session. Summer hours are 7:30 a.m. to 5:30 p.m. Monday through Thursday.

UCCC registers children on a semester basis, with efforts made to accommodate the parents' variable schedules whenever possible.

PHILOSOPHY

Our philosophy is based on respect for all people, especially the children. We strive to create an environment where we recognize the uniqueness of each individual and value each person's gift to life.

We are committed to providing a quality child development program where the children feel safe and loved. Children learn best and develop their fullest potential through active participation in a wide variety of activities which take place in a safe, secure, nurturing environment. We promote a program to meet the needs of the total child--socially, emotionally, creatively, physically and cognitively. We want to instill in each child feelings of competence and autonomy as well as a positive self-concept.

- * Positive self-image is enhanced by developing personal independence and by learning how to communicate and get along with each other.
- * High self-esteem is developed when children's individual abilities and differences are recognized and valued.

We allow the children to do as much as possible for themselves. This includes meal time, bathroom, outdoors, free play time, and especially art and table activity time. Children develop confidence and independence from feelings of success. They cannot have this success if adults do too much for them. Parents, teachers and staff work together to make child care a positive learning experience for each child.

We are committed to supporting the family unit and to recognizing the uniqueness of each family's lifestyle and cultural heritage. We strive to support parents and encourage their involvement with open and honest communication.

We are committed to the classroom teaching staff and recognize them as the vital component of a successful program for children. We will make every effort to ensure that the work environment is pleasant and supportive of their needs. We value each staff member's life experience and seek to empower them as individuals. We support staff development and continuing education because we believe that adults who are growing and learning bring that same enthusiasm for learning to the children.

MISSION

The primary purpose of UCCC shall be to operate a state licensed educational child care center and to provide quality child care for the children of day students, day faculty and staff of Missouri State University, the host church, and the community. The program is planned to meet the needs of the whole child -- physically, socially, creatively, emotionally, and intellectually.

Secondary goals of UCCC are (1) to allow college students in child and family development, child psychology, early childhood education, and related fields to observe and participate in UCCC, and (2) to allow the host church to extend its ministry to members of the University campus and the community.

PARENT RESPONSIBILITIES

1. Completing all forms for enrollment and registration and paying all fees.
2. Keeping emergency telephone numbers and all other information current.
3. Informing Center staff of late arrival, late pick-up, illness, or absences.
4. Checking your child's cubby and mailbox each day.
5. Correctly clocking your child in and out each day.
6. Keeping a complete change of clothes in your child's cubby.
7. Providing the Center with diapers and wipes until your child is fully toilet trained.
8. Making sure payments are made each Tuesday and that your balance is current.

PROGRAM GOALS

In order to meet the needs of the whole child-- social, emotional, cognitive, physical, and creative-- the following goals have been established:

1. Social

- a) To foster positive interactions with others
- b) To encourage feelings of mutual respect
- c) To encourage sharing and cooperation
- d) To provide respect for individual differences
- e) To encourage respect for the property of others

2. Emotional

- a) To encourage self appreciation
- b) To encourage awareness of cultural, ethnic, individual and family differences
- c) To foster sex identification
- d) To foster independence
- e) To encourage control of feelings
- f) To encourage self expression
- g) To provide success and challenge

3. Cognitive

- a) To stimulate language development by giving many opportunities with adults and peers for hearing and using language
- b) To provide a large number of first hand experiences which increase the child's knowledge of his/her environment
- c) To encourage the child to organize his/her experiences and explore relationships through concept formation
- d) To provide a learning environment which will promote problem solving, memory, attention, curiosity and creativity

4. Physical

- a) To foster sensory and perceptual awareness and discrimination skills
- b) To provide ample opportunities for large and fine muscle development
- c) To encourage development of good health habits
- d) To encourage development of sensory-motor skills

5. Creative

- a) To encourage development of eye-hand coordination
- b) To encourage development of small muscle skills

- c) To enhance creativity and assert individuality
- d) To develop an understanding of cause and effect
- e) To develop planning skills
- f) To experience pride and success

OVERVIEW OF PROGRAM SCHEDULE

The overall program at UCCC is planned to meet the developmental needs of the children enrolled. Lesson plans will be implemented for each individual group of children. These plans are turned in to the Director of the Center. All classroom teachers should give input into the plans and assist with the implementation.

The program provides flexibility within the schedule according to the needs of the children and the plans for that day, but the program is framed within the following schedule:

- 7:30 - 8:00 The Center opens. During this period when staffing and enrollment are low, children may be grouped together and participate in a variety of child directed activities.
- 8:00 - 8:15 All teachers should be on board and children go to their specific groups. As classroom assistants arrive, classrooms and tables are prepared for breakfast.
- 8:15 - 9:00 Breakfast is served.
- 9:00 - 11:00 During this period, the children participate in activities planned by the teachers. Those may include large group or small group activities such as circle time, stories, music, art, science or learning center activities. These may take place inside or outside. This time may include several bathroom or diapering periods, depending on the age of the children. Classrooms and tables are prepared for lunch.
- 9:15 - 12:00 Outside time and/or climber room activities are planned during this time, with classes' use of these facilities staggered.
- 11:00 - 12:00 Lunch is served to the children. Staff are expected to sit with the children during meal times and assist them in developing positive social skills. Staff are also encouraged to eat with the children.

- 12:00 - 3:00 Rest time for the children. The first 30 minutes is a “settling in” period, when children go to the bathroom, calm down and relax. The children are encouraged to remove shoes and be comfortable. Nap times are staggered according to ages of the children. Those who do not go to sleep may get up and play with quiet activities in the classroom after 1 hour of rest time. An adult remains with the children at all times. This is the quiet time in the Center when staff are encouraged to prepare classrooms, lesson plans, etc.
- 2:00 - 3:15 Quiet time in the classrooms gently moves into snack time. Children then have a period of free play and/or activities planned by the teacher. During this period, enrollment and staffing usually begins to drop and the children may be grouped together.
- 3:00 - 5:00 Afternoon activities continue with outside and/or climber room activities.
- 5:00 - 5:30 Remaining children are awaiting the arrival of parents. The Center closes at 5:30.

CURRICULUM OVERVIEW

The University Child Care Center program provides:

- Planned activities which encourage and stimulate the cognitive, creative, emotional and social, and physical development of each child
- A safe, secure, nurturing atmosphere that encourages children to actively explore the world around them
- Opportunities for exploration and discovery in a wide variety of activities such as music, art, cooking, dramatic play, storytelling, field trips, and problem solving
- Indoor and outdoor experiences which enhance the development and coordination of large and small muscles
- Teachers who model and guide children in appropriate social interactions which help the children develop self-confidence in relationships
- Opportunities for parents to actively participate in their child's learning experience through voluntary participation in classroom activities, classroom visits, parent teacher meetings and as parent representatives on UCCC's Board of Directors.

Curriculum is planned by the teachers to meet the needs of the age and developmental level of the children. Consideration is given for individual as well as group needs. The developmentally appropriate curriculum remains flexible to allow for changes, according to the needs and interests of the children. Curriculum plans are posted outside of each classroom. The Director reviews all curriculum plans.

At UCCC, we believe that children learn through hands-on experiences and discovery. Meaningful play experiences are a valuable tool in teaching young children. Our classroom environments and curriculum are designed to promote this philosophy.

Assessments of children may be performed by center staff for classroom use.

ADMISSION

UCCC maintains a waiting list and fills the classes from this list. Enrollment in our facility is handled by the Director. Children will be admitted on a non-discriminatory basis providing there is room in the age-appropriate class for the child. In making enrollment decisions, we give first priority to children and legal dependents of students, faculty, and staff of Missouri State University regardless of their race, religion, gender, creed, or national origin. When enrolling your child, please make us aware of any special needs that your child may have so that we may address these needs appropriately. Registration is on a first come, first registered basis, and is done every academic semester (Fall, Spring, and Summer). If space is available, the following order of priority is followed when contacting families on the waiting list:

1. Legal dependents of Missouri State University students, faculty, and staff
2. Members of host church
3. General public

Registration at UCCC takes place each semester during the Missouri State University Early Registration Period. During this time, parents must register children for the specific hours each week that the child will be attending during that semester. Parents must complete forms giving information about their classes, study and work schedules, and must also notify the Center of any changes in their study and work schedules during the semester. A minimum of fifteen hours a week (five hours a day are required for Monday/Wednesday/Friday schedules. A minimum of ten hours a week (five hours a day) are required for Tuesday/Thursday schedules. Exceptions will be considered on a case-by-case basis. Efforts are made to accommodate

parents' variable schedules when possible. A non-refundable registration fee will be charged for each child each semester. This fee is used to cover costs of insurance. A pre-registration period (during Missouri State University Early Registration Period) for currently enrolled children will be held before registration is opened to new families. Pre-registration preference is based upon seniority status, defined as number of years in the Center.

New families enrolling in the Center will be given a tour to help orient them. Families are encouraged to schedule a time to visit their child's classroom with their child prior to the first day of attendance. Families will be mailed a welcome letter which highlights some UCCC policies and procedures. An Open House will be held before the start of each fall semester. All families are encouraged to attend with their children to meet their teachers and become more familiar with UCCC. State licensing regulations require that we maintain certain records on each child. All enrollment forms and records must be up-to-date and on file with the Center prior to the child attending. All children must have the immunizations required by the Missouri Department of Health and Senior Services. Failure to satisfy the immunization requirements set by the Missouri Department of Health and Senior Services will warrant de-enrollment of the child. A deposit/enrollment fee is required for each child upon enrollment. All enrollment fees must be paid at the time of enrollment. All information regarding any child or family will be kept confidential and shared only with those working directly with the child.

Children at UCCC are grouped by the academic year. The children are always with the group of children they will be starting kindergarten with. Children rotate up to the next classroom at the beginning of the Fall semester each year. Transfer of children between classroom groups will be made at the discretion of the staff in consultation with the parents and based on the needs of the child.

TUITION/FEES

For hourly rates and food costs, see the fee schedule.

Fees will be charged for Missouri State University one day holidays and snow days. However, fees will be prorated for longer Missouri State University vacation periods.

Children may be left for extra time (at their regular hourly rate) provided it is cleared with the Director in advance. There will be a \$5.00 per hour charge per child for any additional child care not pre-arranged with the Director.

Parents arriving after the 5:30 p.m. closing time will be assessed a fee of \$5.00, and an additional \$5.00 at each 15 minute interval thereafter. Fees are on a per child basis and must be paid before the child's next attendance at UCCC.

Due to on-going operation expenses, there are no rate reductions for absences. Daily notice should be given for a child absence for meal count and teacher planning.

If more than one child per family is enrolled, there will be a \$0.20 reduction in the hourly rate of each additional child. The child enrolled for the most hours is considered to be the first child and will pay the full rate.

A participating parent discount for parent volunteers and/or a Missouri State University discount are available. Please refer to the fee schedule for more information about discounts.

Fees for the current week are to be paid by Tuesday at 5:30 p.m. Parents will receive a statement for unpaid fees. Arrangements may be made for monthly payment in advance. No reduction can be made in fees for any reason. A late charge of \$10.00 will be assessed for child care fees not paid within two weeks of the due date. Any charges for insufficient funds checks must be paid by the parent. Because fees represent UCCC's only source of revenue, unless other arrangements have been made with the Director, your failure to pay fees within two weeks of the due date will result in your child's not being permitted to attend UCCC.

Delinquent accounts will be turned over to Creditors Financial Services for collections. Families will be responsible for the cost of collections.

SCHEDULE CHANGES

A schedule change which constitutes a reduction of fees must be accompanied by a two week notice or the larger amount will be owed for the two week period whether or not the child attends. A \$20.00 re-registration fee will be assessed for a change in schedule involving a reduction in hours. No charge will be made to add hours. Dropping a significant number of child care hours may require re-application for admission. There is a one week grace period at the beginning of each semester during which schedule changes can be made without the \$20.00 re-registration fee. Child care hours may be rescheduled during finals week provided that the total hours are not less than the normal schedule.

REFERRAL PROGRAM

A discount is given to families who refer new families to our Center. The referred family must not have been previously enrolled at UCCC. They must enroll and pay for one month's tuition before the discount is applied.

HOURS OF OPERATION

During the Fall and Spring semesters, the Center is open Monday through Friday from 7:30a.m. to 5:30p.m. During the Summer semester, the Center is open Monday through Thursday 7:30a.m. to 5:30p.m. UCCC follows the Missouri State University academic calendar. This means that we are closed when Missouri State University is not holding classes. We are also closed during intercession periods. It is the parents' responsibility to be aware of when the Center is closed. To obtain the academic calendar go to www.missouristate.edu or ask the Director. The Director can be of assistance in helping your family find alternate care during times when the Center is closed.

In cases of inclement weather, UCCC will be closed if Missouri State University classes are canceled for the Springfield campus. UCCC may also close for other circumstances at the discretion of the Director. Examples may include power outages, illness outbreak or other extreme circumstances. An effort will be made to contact families by e-mail if the need for this arises.

Your child's daily schedule and routine are developed by his or her teacher to meet the needs of the group as well as the individuals within the group. A daily schedule is posted on the bulletin board outside of each classroom along with the weekly lesson plan. If you have any questions about the schedule or activities, please don't hesitate to ask your child's teacher.

DRESS AND WHAT TO BRING

Parents are responsible for supplying diapers and wipes for their child if necessary. A fee of \$1.00 per diaper will be charged if the center's diapers have to be used.

All children will engage in messy activities and may have accidents. Please be sure that your child has a complete set of extra clothing (including socks and underwear) in their cubby. Please check the clothing for size and weather appropriateness on a regular basis.

Children are encouraged to wear play clothes and tennis shoes. Because a wide variety of activities take place at UCCC, we recommend clothes that allow for freedom of movement and some dirt. Your child's safety is of great concern, therefore we ask that you send your child in a sturdy shoe that supports his or her foot properly and protects the toes. Sneakers with socks are best. Open-toed sandals can cause a tripping hazard on our play equipment and stairs and do not protect the toes. Clogs, slip-on shoes, or other styles that can easily come off are also discouraged for similar reasons. We go outside everyday unless the weather is severe, so it is imperative that your child has the appropriate outerwear. They should come prepared for all types of weather. All of your child's belongings need to be marked clearly with their name. Please make sure to check your child's cubby daily. Be sure to take your child's coat, hat, etc. to their room in the morning, so that it will be easier for you to find in the evening. It may be helpful to talk to your child about putting their things where they belong, so that items do not get misplaced.

Our classrooms are equipped with toys, games, and materials appropriate for young children. We ask that children not bring toys from home except for appropriate napping items. University Child Care Center will not be responsible for lost or damaged toys or other items brought from home. Toys brought from home will remain in your child's cubby. Your child's teacher will notify you in the event of a special occasion, which would require toys to be brought from home. Children should not bring gum or candy to the Center unless there is a special occasion such as a class party. Equipment, books and all property belonging to UCCC should be left at the center and not taken home.

NON-VIOLENCE POLICY

UCCC discourages violence. Children may not bring guns or war toys that may suggest violence to school.

DROPPING OFF AND PICKING UP CHILDREN

Except for emergencies or for approved activities, UCCC families will enter and exit the building from doors at the north end of the building. The first four parking spaces in front of the building (on the east side of the parking lot) are reserved for the Pastors and employees of the Church and its affiliated agencies. Please do not park in these spaces. Also, remember that the first floor of the building is home to the business office of South Street Christian Church. The Pastor and church staff are working there throughout the day. Please try to keep your child from making too much noise as you enter and leave the building.

A child should never be dropped off in front of the building, left at the front door/gate, or in the parking lot to find his or her own way into the Center. In addition, a child must never be left in an unattended room. Make sure that the teacher is aware of his or her presence and connects with the child before you leave.

At the beginning of the day, take time to help your child put his or her belongings away and assimilate into the group. This is an important transition time for the child, and helps develop a routine and trust. Don't start your child's day off by rushing out of the Center without saying goodbye, attempting to avoid tears. If your child needs help separating from you, the staff are trained and willing to assist.

Your child must be clocked in and out each day. This is our method for maintaining attendance records. During emergency situations it is extremely important that our attendance records are correct. This is also a requirement of our licensing rules. Your child's time card is an important tool used in completing forms required by the government food program and other state agencies. It is extremely important that they are accurate. Be sure to take your child's time card to their classroom upon arrival, and return it to your mailbox after clocking out each day.

To help keep everyone healthy, all children and families must wash their hands before entering any classroom. Please stop by one of our restrooms with your child to wash hands when you arrive each day.

Your child's safety is a major concern, and our drop-off and pick-up procedures are designed with this in mind. Please help us maintain a secure facility by always closing the security gate behind you. UCCC personnel only should open the security gate to allow individuals entrance into the facility. Any adult who will be picking up the child will be required to present a photo ID. You will be asked to present your ID until the staff recognizes you. Only those who are listed on your child's pick-up authorization list will be allowed to take your child from our facility. Please be sure to keep this list up-to-date. It is helpful to remind anyone who does not regularly pick-up your child that they will need to present their photo ID. On rare occasions, you may wish to have someone other than those listed on the registration form pick-up your child. In such cases, please leave a dated and signed note for the Director. We must have permission in writing; a phone call will not be acceptable. Please inform your child's teacher that someone else will be picking up your child.

University Child Care Center cannot deny a parent permission to pick up their child. If your situation requires us to deny the other parent visitation or prevent them from picking up your child, court documentation stating the legal restrictions is required to be on file at our facility.

For safety reasons, siblings under 16 years of age may not be sent to pick children up from the Center. We will not release your child to an older sibling unless they are 16 years of age or older and we have your written permission.

If the staff feels the adult (parent or other authorized adult) picking up the child may be under the influence of alcohol or drugs, the staff may detain the child until another family member, another authorized person, or UCCC's attorney or representative has been notified.

If a child is left at the Center after 5:30 p.m., we must consider the child abandoned and may call the police. We understand that emergencies do occur, but you must call to inform us so that we can avoid filing an abandonment report and help your child adjust to any changes in their schedule. Late pick-up fees will be assessed for parents arriving after 5:30p.m.

MEALS/SNACKS

Your child must be present at the time meals/snacks begin to be served. Please consult the daily schedule on the bulletin board outside of your child's classroom for their meal times. Licensing rules require that all children present during a meal/snack be served. You will be charged for all meals/snacks your child is scheduled for regardless of whether or not they are in attendance. Refer to the fee schedule for meal prices. Reduced and free food rates are based on household income and family size. All families must complete an Income Eligibility Form and food program Enrollment Form each year. Weekly menus are posted on the kitchen door and the daily menu is posted on the menu board in the hallway for your viewing. Children may not bring their own lunches except in cases of food allergies which require a special diet. Special arrangements may be made for children with religious customs or dietary restrictions. Please discuss these with the Director. A physician's order is required to be on file with the Center to honor such requests.

All children are required to sit at the table for meals/snacks. Such times are an important social time for children. Meals are served family style to encourage independence. While we encourage children to try and taste food offered to them, we do not require that a specific amount be eaten. Should you have a specific concern about your child's eating habits or nutritional intake, please arrange a time to talk with your child's teacher. Please let us know in advance if you would like to join your child for lunch. Children are not to bring extra food, candy or gum with them to school.

Special arrangements can be made for class parties, celebrations and birthdays. If you wish to bring something special for these events, please check

with your child's teacher. (Please note: we do not celebrate holidays at UCCC.) To comply with licensing regulations, all food items must be store-bought and unopened. No homemade items can be served.

UCCC participates in the Child and Adult Care Food Program. All meals/snacks served meet the guidelines set forth by this program. You will be asked to complete forms for this program on an annual basis. These forms should be returned even if you do not qualify. This program helps UCCC meet its budget and indirectly affects your tuition rates. In accordance with Federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability. All children are served the same meals regardless of race, color, national origin, sex, or disability. To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, Room 326-W, Whitten Building, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410 or call (202) 720-5964 (voice and TDD).

NAP

According to licensing regulations, each child must have a rest time. Every child will lie down on a cot for at least 30 minutes. If a child is unable to sleep, he/she may be given quiet activities (books, puzzles, etc.). Small children need rest during the course of their busy day; therefore, we generally will not keep children awake during rest time or wake them early.

The Center provides a cot, sheet and blanket for each child. Sheets and blankets are laundered by parent volunteers each week. Your child may bring a special blanket or pillow for nap if they would like.

TOILET TRAINING

Parents are responsible for providing diapers and wipes until their child is fully toilet trained. The parent is the judge of when his or her child is ready to toilet train. Children should show some definite signs such as the ability to stay dry for long periods of time, showing interest in using the toilet, etc. Check with your child's teacher to plan how the toilet training can be promoted at the Center. Opportunities are provided for children to sit on the toilet during the time they are having their diaper changed, and they are encouraged to do so. There is a sufficient number of staff to take children to the restroom at any time throughout the day. Please provide several changes of clothing while your child is toilet training.

DISCIPLINE POLICY

“The goal of discipline is not to make the teacher’s life easier. The goal of discipline is to guide the behavior of the children in such a way that they will internalize our outward expectations and develop the inner controls they need to function as whole and happy individuals”, (*Day Care & Early Education, Volume 19 Number 4, 32-34*).

When a problem arises in the Center concerning a child, it is the teacher's responsibility to handle the issue with the highest level of professionalism possible. Staff shall utilize discipline methods which encourage self-control, self-direction, self-esteem and cooperation. The following forms of punishment are strictly prohibited:

hitting, shaking, biting, pinching, any form of corporal punishment, restricting a child's movement (by binding, tying, etc.), inflicting mental or emotional punishment (such as humiliating, shaming or threatening), depriving a child of meals, snacks, rest or necessary toilet use, or confining a child in an enclosed area (such as a closet, locked room, box, or small cubicle).

If staff members find themselves unable to handle the behavior of a child or if they feel themselves becoming frustrated with a child, another staff member will provide assistance or relief.

In The Whole Child, Joanne Hendrick outlines several practical ways to stop discipline situations before they start. UCCC teachers are encouraged to use these methods.

- a. Reward behavior you want to see continued; don't reward behavior you wish to discourage.
- b. Be persistent.
- c. Consistently position yourself so that you are able to see a large area of the room or play yard at the same time.
- d. When trouble repeats itself, analyze the situation and try changing it rather than nagging the child.
- e. Emphasize the positive rather than the negative; always tell the child the correct thing to do.
- f. Warn ahead of time to make transitions easier.
- g. Arrange the environment to promote positive interactions.
- h. Have as few rules as possible, but make the ones you do have stick.
- i. When supervising children, plan ahead.
- j. Keep the day interesting.
- k. Be decisive, know when to step in and control misbehavior.
- l. When trouble brews, take action yourself before the child does.
- m. Accept the fact that physical restraint may be necessary.

- n. When dealing with misbehavior, avoid using control strategies that are unnecessarily overwhelming.
- o. When immediate control is necessary follow these six steps:
 1. Warn the child and redirect her.
 2. If necessary, remove the child promptly and keep her with you.
 3. Discuss feelings and rules.
 4. Internalize responsibility.
 5. Follow through with suspending the privilege if the child repeats the behavior.
- p. Keep your own emotions under control.
- q. Remember, you don't have to make an instantaneous decision.
- r. Knowing where your flash points are is helpful, too.
- s. Settle fights by helping children to express their feelings.
- t. When the encounter is over, forgive and forget – don't hold a grudge.
- u. Most important, notice when children do the right thing and comment favorably.

Mistaken behavior is viewed as an opportunity to teach the child. Punishment is avoided because it controls through fear, children behave solely to avoid the punishment and it can be damaging to the child's self-esteem. Teachers use positive guidance techniques which teach children self-control, are proactive instead of reactive and teach children to solve problems on their own. Teachers may implement the following specific strategies to teach children appropriate behavior: 1) redirection, 2) giving the child choices, 3) logical and/or natural consequences, and 4) conflict resolution.

Physical discipline (spanking or hitting) is not allowed on our center's premises by staff or parents.

Aggressive Behavior Policy

In the event that a child displays aggressive behavior while at the center, the following procedures will be implemented:

- Each classroom will maintain a "behavior notebook". All aggressive behaviors by children attending the program toward other children, staff or the facility/equipment will be recorded in the behavior notebook.
- If a child displays a pattern of aggressive behavior, a conference with the child's parents will be scheduled by the third week the child is attending UCCC or by the third week of the onset of the behavior.
- Outside resources will be utilized as necessary and reasonable.
- If, after a reasonable period of time, there is no significant improvement in the child's behavior and/or the child is harming other children, themselves, UCCC staff or property they will be immediately de-enrolled from the program.

- Each child will be considered on a case-by-case basis at the discretion of the UCCC staff.
- Anytime a child becomes a danger to themselves or others, staff shall use appropriate means to deescalate the situation. If it becomes necessary to physically remove and/or assist a child in order to protect them from harming themselves or those around them, two staff shall be present at all times (or one staff and one volunteer). The director (or acting director) shall be notified immediately of any situation mentioned above. After any incident occurs in which a child was physically removed/assisted from a situation, all staff/volunteers involved or witness to shall write an incident report, independent of each other. These reports will be turned in to the Director immediately and kept on file.

SICK CHILD POLICY

It is difficult to work or study effectively if you are concerned for the well-being of your child. It is also difficult for teachers and children alike when there is a sick child in the classroom at UCCC. This is why we want to work with you to keep your child and the other children attending UCCC healthy.

We ask that you put yourself in the place of your child, the other children and their parents when deciding if your child is well enough to attend the Center. Ask yourself the following questions:

- * Could your child be contagious?
- * Would you want your child playing closely with another child displaying the same symptoms?
- * If you felt like your child feels, would you be able to cope with a group and a busy schedule?

Thoughtful and honest consideration of these questions can give your child a happier, more comfortable experience at the Center, and can also help curtail the spread of disease. **Please remember, if your child is well enough to attend our Center, they must be well enough to participate in all activities (including going outside).** We do not have additional staff to stay inside with one child while the others go outside to play.

There will be times when your child becomes ill during the day. We will call you so you can make arrangements for your child to be picked up. Your child must be picked up within thirty (30) minutes. Your child will be removed from the classroom to a designated area with an adult until you arrive to pick them up. You will be called if your child displays any of the following symptoms:

1. Diarrhea – more than one (1) abnormally loose stool;
2. Severe coughing – if the child gets red or blue in the face or makes high-

- pitched croupy or whooping sounds after coughing;
3. Difficult or rapid breathing;
 4. Yellowish skin or eyes;
 5. Pinkeye – tears, redness of eyelid lining, irritation, followed by swelling or discharge of pus
 6. Unusual spots or rashes;
 7. Sore throat or trouble swallowing;
 8. An infected skin patch(es)-crusty, bright yellow, dry or gummy areas of the skin;
 9. Unusually dark, tea-colored urine;
 10. Grey or white stool;
 11. Fever over one hundred degrees Fahrenheit (100 F) by mouth or ninety-nine degrees Fahrenheit (99 F) under the arm;
 12. Headache and stiff neck;
 13. Vomiting more than once; and
 14. Severe itching of the body or scalp, or scratching of the scalp. These may be symptoms of lice or scabies.

Your child may return to the Center when he or she has been free of the symptoms for 24 hours. We want to keep your child at the Center and we don't wish to inconvenience you or interrupt your work or studies, but we must place the health and safety of the children first.

Please call the Center when your child is going to be absent due to illness. Please call the Center if your child has been diagnosed with a contagious illness so we can notify other families that their child may have been exposed to the illness.

MEDICATION

If your child will need medication while at the Center, the medication should be given to your child's teacher, the Assistant Director or the Director. The medication must be in the original container/packaging (with instructions) and must have your child's name on it. You must complete a Medication Authorization form at the time you bring the medication in. Licensing rules do not permit us to administer medication unless this form is completed. After the medication is no longer required, please be sure to take it home. Unused and/or expired medications will be disposed of.

INJURY/ACCIDENT GUIDELINES

We make every effort to provide a safe environment for the children in our care, but accidents do inevitably occur. If your child is injured while in our care,

appropriate first aid will be administered. If first aid (ice pack, band-aide, etc.) is administered to your child, you will be notified by phone. You will also receive an incident report in your child's mailbox. When very minor accidents occur and first aid is not necessary, you will not be notified by phone, but you will receive an incident report in your child's mailbox.

If we feel that the injury is severe, you will be called to come to UCCC to assess your child and determine if your child needs medical attention. If the Center is unable to reach a parent, the emergency contacts you have listed with us will be notified. The Center may call an ambulance (at the parents' expense) if it is deemed that immediate medical attention is necessary. In this case parents or emergency contacts would be notified immediately of the situation by phone.

You will receive an incident report in your child's mailbox for any accident/injury that occurs while your child is at our Center. An incident report may be completed when: (1) an accident/injury occurs involving a child, (2) a child injures another child or teacher, or (3) documentation is needed for a child's repeated negative behavior. The Director will sign the incident report, and a parent's signature will be needed on the report. The white copy of the report is to be returned to the office. The yellow copy may be retained for the parents' records.

All full time staff members are certified in CPR and First Aid.

COMMUNICATION

Communication is essential to a positive childcare experience. Please be aware of the methods we use in addition to person-to-person contact. Notices, Board meeting minutes, and other relevant information will be posted on the bulletin board on the landing. The daily menu is posted on the bulletin board in the hallway. Please take time to read these regularly. At the top of the stairs is an information rack with various brochures that will provide you with up-to-date information concerning a wide range of topics. Feel free to take brochures that are of interest to you at any time. Teachers will also post notices of field trips, special events and illnesses on their classroom doors/bulletin boards (located next to the classroom doors). Lesson plans are posted here, too. Parents should review these on a daily basis. A monthly parent newsletter will be available and a copy placed in your child's mailbox at the beginning of each month. Parent/Teacher conferences are held twice a year during the fall and spring semesters. You may schedule a conference at any time with your child's teacher if questions or concerns arise before the time for scheduled conferences.

For your convenience, notes, reminders, newsletters, and payment receipts will be placed in your mailbox, instead of in your child's cubby. Individual notes may be attached to your child's timecard about things that need your prompt attention. Please check your child's cubby and mailbox daily.

E-mail is used regularly to communicate with parents. Please be sure your current e-mail address is on file with the office. University Child Care Center utilizes a facebook page to communicate with families as well. Please become a fan of the University Child Care Center facebook page.

We ask that you notify us of any changes at home that could affect your child's behavior at school. This will allow us to better accommodate every child's individual needs. Personal matters, medical concerns, or any other private information concerning your child will be shared only with people who work with your child and those who need to know.

PARENT PARTICIPATION

One of the most important and unique aspects of UCCC is our rate of parent involvement. Involved parents are something that we simply could not function without, and we appreciate what each family does to help make their child's early childhood learning experience more meaningful. Parents may qualify for reduced rates for being a participating parent. To qualify for participating parent status, a parent must make arrangements with the Director. A participating parent is a parent who does volunteer hours (two hours per week per family) at the center. The Director will assign the duties and times of participation. There are only a limited number of openings for participating parent status. The center depends on volunteer parents to fulfill their duties as scheduled. Failure to complete assigned duties at the agreed upon time will result in loss of participation status and the full child care rate will be charged thereafter. Some of our volunteer opportunities include: serving as a parent representative on the UCCC Board of Directors, working in a classroom, taking one classroom's laundry home to wash over the weekend, getting library books, grocery shopping, dropping off the center's recyclables or changing light bulbs. If you are considering volunteering, please see the Director.

Parent/Teacher Conferences will be held for all children once during both the Fall and Spring semesters. Conferences may be scheduled at any other time upon the parents' or teachers' request.

An annual Open House will be held before the start of each Fall semester.

All families are encouraged to attend with their children. This is a great opportunity to visit classrooms and meet staff.

A variety of family activities are offered throughout the year. Information will be placed in your mailbox about upcoming family activities.

INFORMATION RESOURCES

There are several items available for families to review at our Center at any time. These items include child abuse/neglect background screenings on all staff members, a copy of the Missouri Department of Health and Senior Services Licensing Rules for Group Child Care Homes and Child Care Centers, copies of UCCC's licensing reports, accreditation materials from Missouri Accreditation, as well as any developmental records for your child. If you would like to see any of these items, please see the Director. Your child's individual portfolio is in their classroom and may be viewed at anytime by asking your child's teacher.

In addition to the materials listed above, there are brochure racks by the front gate and on the landing with information parents may find useful. If you are interested in obtaining information about a specific topic, please check with your child's teacher or the Director. Information for parents is also located on the shelves beneath the mailboxes.

NEGOTIATING DIFFERENCES

At UCCC we strive to ensure that all families are completely satisfied with the services we provide. We do realize, however, that differences or difficulties may arise between families and staff members. It is the policy of UCCC to ensure that all families are free to discuss their problems and suggestions with management. If a problem arises, we would like to know about it as soon as possible. The following steps may be taken to communicate the problem/complaint with us.

1. First, talk to the Director. The Director is most familiar with your child, your family, the staff and the Center as a whole. In most cases, the Director will be in the best position to assist you. The Director can be reached by phone (417-866-0980), e-mail (ChildCare@MissouriState.edu), or in person at UCCC. If you wish to be anonymous, you may leave a note in the Director's mailbox or in the fee box. Both are located outside of the office door.

2. If the Director cannot help resolve the matter, you may communicate your concern to a Board member. A list of the UCCC Board of Directors is posted on the bulletin board in the stairwell as well as on our web site at

www.universitychildcarecenter.org.

We believe it is best to resolve problems right away, so please don't hesitate to let us know if anything is of concern to you.

We send out parent surveys each semester. These are used to determine what things we are doing well and areas that need improvement. Please take time to complete these each semester.

DISCHARGE

Parents are required to give a minimum of two full weeks written notice prior to withdrawing their child from our program. Should more notice be possible, it would be greatly appreciated. If two weeks notice is not given, the deposit will not be refunded and two weeks' fees will be assessed.

Reasonable accommodations will be made to meet the needs of each child enrolled at UCCC. Any child who cannot be served following the implementation of those accommodations may be de-enrolled from the Center at the discretion of the Director. If at any time we decide that it would be in the child's best interest to be withdrawn from the UCCC program, you will be given two weeks' notice. A child is not allowed to intimidate, harm, or threaten another child, harm himself/herself, the staff or the property. Should this occur, the parent will be notified immediately and the two-week discharge notice will be waived. This policy is necessary for the safety of all children in care.

If tuition is unpaid for two weeks, your child will not be allowed to attend UCCC until the balance is paid in full. If this occurs, your child's spot will not be reserved. Your child will be removed from our enrollment if they are absent for more than two weeks without notice to the Center.

Delinquent accounts will be turned over to Creditors Financial Services for collections. Families will be responsible for the cost of collections.

EMERGENCY PROCEDURES

It is important that all children know what to do in an emergency situation. Fire and tornado drills will be conducted each month. The Executive Director or the Assistant Director are responsible for implementing emergency plans and procedures and ensuring the safety of the children.

Fire

- The children will be gathered with their class and the designated evacuation routes to the northwest courtyard will be used. Attendance records (each classroom's time card bag) are taken with the class. The Blue and Green Rooms exit down the main stairwell and out the main exit. The Yellow and Red Rooms exit down the middle stairwell and out the west playground door. If the emergency requires everyone to be farther away from the building, the assembly area will be the south end of the south parking lot.
- Once outside, center staff count children and check time cards.
- Emergency instructions given by the Director, Assistant Director or lead teacher will be followed.
- Children and adults are encouraged to move rapidly, but not run. Everyone will proceed to the assembly area in an orderly manner being careful not to crowd the person ahead.
- The telephone will be used only to report the emergency.
- No one will attempt to return for forgotten articles. Everyone will wait outside until permission is given by the Director or Assistant Director to return to the building.

Medical Emergency

- 911 will be called. The 911 operator will be provided with the name, location and condition of the affected individual. The call will not be disconnected until the dispatcher gives instruction to do so.
- Someone will be assigned to phone the emergency contact person of the victim.
- Someone will be assigned to meet the ambulance and escort them to the individual requiring assistance.
- First aid kits are located in each classroom and in the office. A first aid bag is taken outside with each group.

Tornado

- Tornado WATCH = Conditions are favorable for tornadoes to develop.
- Tornado WARNING = A tornado has been sighted.
- The evacuation route to the middle stairwell and down to the basement to the CWF Clothing Room will be followed. Each class' time card bag will be taken with them.
- Children and adults are encouraged to move rapidly, but not run. Everyone will proceed down the steps in an orderly manner using both sides of the stairwell being careful not to crowd the person ahead.
- Everyone will stay away from windows, exterior doors and outside walls.
- No one will attempt to return for forgotten articles.
- Once in the basement, center staff count children and check time cards.
- Everyone will remain in the basement until permission is given by the Director or Assistant Director to return to the classrooms.

Intruder

- If an unknown intruder is in the building, the lockdown code is “Go check on the Orange Room.” If this phrase is heard center staff lock all of their classroom doors, close the blinds and keep the children as far away from the doors as possible.
- If there is an unsafe event happening in our surrounding area the building will be locked down as necessary.

Off-Site Evacuation

- If it becomes necessary to evacuate the area, center staff will transport children in their cars. The assembly point will be Asbury Methodist Church at 1500 S. Campbell, Springfield, MO. 417-865-1335

CHILD ABUSE AND NEGLECT POLICY

According to Missouri law, each staff member who works in a child care setting is a mandated reporter of suspected child abuse or neglect. This means that if a staff member has reason to suspect child abuse or neglect, she/he is legally obligated to call the Child Abuse and Neglect Hotline or the Division of Family Services.

If a staff member has a suspicion of child abuse or neglect by the child's caregiver, another child, or a staff person, the staff member may not under any circumstances question the child involved or any other children. Staff members shall not discuss the suspected child abuse or neglect with any other staff member. The staff member suspecting child abuse or neglect shall inform the Director of the situation as soon as possible in a confidential manner. The Director and staff member will then discuss the appropriate course of action.

RELATIONSHIP WITH MISSOURI STATE UNIVERISTY

UCCC is neither owned nor operated by Missouri State University nor does it receive any financial support from the University. We do, however, maintain a close relationship. UCCC is an official child care provider for Missouri State University. We are also a lab site for Missouri State University. All CFD 160 students are required to complete their lab experience at UCCC. Each semester we accommodate approximately 100 such college students. Those students working in UCCC classrooms complete tuberculosis tests and background screenings which are kept on file at UCCC. Lab students are required to have professional liability insurance. Students completing lab experiences are not counted in our staff/child ratios. They provide extra help in

the classroom in addition to our staff. Lab students are not left alone with groups of children and they are not allowed to change diapers.

RELATIONSHIP TO SOUTH STREET CHRISTIAN CHURCH

South Street Christian Church (SSCC) is the generous host church of UCCC. SSCC has no responsibilities or liabilities for UCCC except those usual in a landlord-tenant relationship.

Except for emergencies or for approved activities, UCCC families will enter and exit the building from doors at the north end of the building. The first four parking spaces in front of the building (on the east side of the parking lot) are reserved for the Pastors and employees of the Church and its affiliated agencies. Please do not park in these spaces. Also, remember that the first floor of the building is home to the business office of South Street Christian Church. The Pastor and church staff are working there throughout the day. Please try to keep your child from making too much noise as you enter and leave the building.

EXTRAS

Extra-curricular activities are available for your child at a separate charge. See the Director for more information.

When funding is available, families who qualify may apply for tuition scholarships. See the Director for more information.

