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# **OAKHURST CHILD DEVELOPMENT CENTER**

## **Early Childhood Education Program**

### **FAMILY HANDBOOK**

Revised January 2019

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# OAKHURST CHILD DEVELOPMENT CENTER

## WELCOME

Dear Family,

We at **Oakhurst Child Development Center** would like to extend a warm heart-felt welcome to you and your family for choosing us to assist with your child's early education and care.

We provide a "*home away from home*" learning environment with a developmentally age-appropriate curriculum. We are dedicated to the values of respect and dignity for every child and their parent(s). It is our goal to foster an environment that will help promote growing experiences by building confidence, positive self-concept, and socialization skills, while also focusing on knowledge and independence.

We value tradition and diversity while treasuring the love of children. It is our desire and responsibility to help create a playful and learning environment designed for early and continuous childhood success.

Our teachers are trained and qualified professionals dedicated to helping your child achieve quality education and realize their greatest potential. We understand the trust you place within us when you enroll your child in our program, and strive to go above and beyond to exceed your expectations when it comes to quality care and education for your child.

**Oakhurst Child Development Center** is committed to instilling a life-long love of learning, while providing a nurturing atmosphere that helps promote self image and self esteem in all children.

Thank you for choosing **Oakhurst Child Development Center**. We look forward to providing your child with a caring and enriching environment.

Sincerely,

Oakhurst Child Development Staff



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## ABOUT US

### *Philosophy*

Oakhurst Child Development Center believes that parents want the best for their children, and the peace of mind that their child care provider is doing just that. We believe that all children are unique individuals and deserve unique attention to ensure they realize their greatest potential for success. We have dedicated our efforts to obtaining the highest quality resources, training, and amenities to provide exceptional childcare in an enriched, safe secure and loving environment. Our programs are geared towards building character, self-confidence, self-esteem, and school readiness while giving your child a strong foundation to experience life challenges. Rest assured; **Oakhurst Child Development Center is where your child's success matters!**

### *Mission*

**Oakhurst Child Development Center's** program is the highest of quality childcare and education that promotes and enhances each child's development, with the assurance of our parent's peace of mind.

#### **Oakhurst Child Development Center** Vision:

- Maintaining the highest standards
  - Nurturing Children with Loving Care
  - Providing a Safe and Secure Environment
  - Providing a Clean, Well Organized Facility
  - Offering Quality Educational Programs Focusing on:
    - ✓ Social/Emotional Development
    - ✓ Physical Development
    - ✓ Cognitive Development
    - ✓ Language Development
    - ✓ Whole Child Development
- Enforce basic core values such as:
  - Respect for Self and Others
  - Pride in Self and Community
- Develop Teacher/Professional Staff Members
- Partnership with and Provide Services to the Community
- Consulting with our Advisory Committee for Updates, Information and Resources

Each child in our care will have **A Brighter Day**, every day.

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## **OUR STATEMENT OF PURPOSE**

Welcome to Oakhurst Child Development Center!

We feel Privileged to be chosen as child care providers for your children. We believe that your child's first group experience should be a pleasant one.

Oakhurst Child Development Center has been providing quality child care in the Kanawha Valley since 1973. We are licensed by the West Virginia Department of Health and Human Services for children ages 2- 12 years. Our operating hours are Monday through Friday, 7:00 AM to 6:00 PM. We offer child care and pre-school for ages two and three; Kanawha County Schools Pre-Kindergarten program, or a Christian based Pre-Kindergarten program for four year-olds. We also provide before and after school care and summer camp for children in kindergarten through twelve years.

The center is housed in the Education Building of the First Presbyterian Church of South Charleston. We serve over 80 families. The program is designed to provide a happy, healthy, and nurturing Christian environment. We provide a variety of structured learning activities, supervised free play, nutritionally balanced meals, and loving adult care.

Our staff is well-trained in the needs of pre-school and school-age children. We use a developmentally appropriate curriculum for children in our pre-school and pre-kindergarten programs and offer a music class every Tuesday throughout the school year.

Mid year and end of year assessments are provided to note your child's progress over the school year. Parent-teacher conferences are encouraged.

We have a relationship with Kanawha County School Early Intervention program and West Virginia Birth to Three to provide screening and special care and education for children with developmental delays.

The center is enrolled in the Child and Adult Care Food Program through the USDA. We follow USDA food and serving guidelines to ensure that children's nutritional needs are met.

Successful communication between families and providers link your child's two worlds – home and child care. A monthly calendar and notes from teachers are provided to inform you of your child's activities.

Our goal is to provide high quality, affordable child care while retaining high quality staff trained in early childhood education and child development.

Take the time to read this information handbook. We will be happy to answer any questions you may have. Oakhurst Child Development Center reserves the right to change or amend our programs and/or policies at any time. Thank you for allowing us to serve your family.

Sincerely,  
Oakhurst Child Development Center Staff

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## *Organization*

Oakhurst Child Development Center is sponsored by the First Presbyterian Church of South Charleston and is governed by the Child Development Center is a state licensed facility serving children two through twelve years of age.

We accept children without regard to race, color, and creed, and sex, nation of origin, sexual orientation, or marital status of parents.

## *Facilities*

The building is especially equipped for small children. The enclosed playground has equipment for large and small muscle development in the fresh air. The building meets state requirements for health, sanitation, and fire safety. Fire drills are conducted regularly as required by the state licensing board.

## *Insurance*

This Center is covered by liability insurance through Brotherhood Mutual Insurance Company.

## *Security*

### **Checking In and Out**

We believe strongly in the importance of security for you, your child, and our staff.

**Oakhurst Child Development Center** has procedures in place for proper pick-up and drop-off of the children in our care.

### **Checking In**

Every time you arrive at the center, your child must be signed into their classrooms. Sign-In and Sign-Out books are kept with the teachers in each classroom.

### **Checking Out**

Every time you pick up your child from the center, you must sign him/her out in the classroom book. If an authorized person is picking up your child, he/she must show proper identification, such as a valid driver's license, before we will release your child. It is Oakhurst Child Development Center's policy that no one under 16 years of age (except one who is a child's parent) is permitted to pick up a child. In special circumstances, it is important that you indicate on your enrollment form who the custodial parent is and who may pick up your child. If there should be a situation where someone who has not been indicated on the authorized person list is required to pick up the child, a parent must contact the center prior to the child being picked up. The Center may contact the parent(s) after the initial call to ensure that the request is legitimate.

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## ***Emergencies***

Emergency evacuation and sheltering procedures are posted in each classroom. If an emergency occurs, it is crucial that children respond in a safe and orderly fashion. Therefore, your child will participate in regular drills and practices so he/she will know what to do in the case of an actual emergency. Should an emergency affect the Center, we will notify you as soon as possible. As a safety measure, the Director keeps an updated file of names, address and phone numbers of the people you have authorized to pick up your child in case of an emergency. It is important for you to notify the Director ***in writing*** as soon as possible of any changes or additions to your contact information, i.e., the emergency contact's name and phone number, to ensure that we can communicate any emergency, illness or injury in a timely manner.

## ***Open Door Policy***

Parents are welcome to visit the Center at any time; however, we request that the parents be mindful of activities in progress, as interruptions can be very disruptive during some activities. During these times, you may observe the children from an observation window.

## ***Accountability of Staff***

As you walk through Oakhurst Child Development Center, you will notice many classroom windows throughout the building. These observation windows, in addition to our video monitoring system, increase the accountability of our staff members, protecting both the children and our staff.

## ***Certification***

Licensed by West Virginia Department of Health and Human Resources

## ***Hours of Operation***

Child care services are provided from 7:00 AM to 6:00 PM Monday through Friday.

During school year after school care; 2:30 PM to 6:00 PM

During summer; 7:00 AM to 6:00 PM

**Note:** It is very important that you pick your child up by closing time; a late fee of \$2.00/minute will be charged and **payable at the time you pick your child up. No exception/ no excuses for paying late fees!**

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## Holidays

We are closed for certain holidays:

New Years Eve	Labor Day
New Years Day	Thanksgiving Day
Good Friday	Day after Thanksgiving
Memorial Day	Christmas Eve
Independence Day (4 <sup>th</sup> of July)	Christmas

## Admission & Enrollment

All admission and enrollment forms must be completed and first tuition payment paid prior to your child's first day of attendance.

An enrollment fee of \$30.00 is due at the time of enrollment. This fee is non-refundable.

A two-week, non-refundable tuition deposit is required for each child enrolled. This deposit will be held without interest and will represent tuition payment for the last two weeks of the child's enrollment.

Based on the availability and openings, our facility admits children from two years to twelve years of age.

Children are admitted without regard to race culture, sex, religion, national origin, or disability. We do not discriminate on the basis of special needs as long as a safe, supportive environment can be provided.

We reserve the right to deny services if either a family member, or child's behavior becomes unacceptable to the welfare of the center.

## Inclusion

**Oakhurst Child Development Center** believes that children of all ability levels are entitled to the same opportunities for participation, acceptance and belonging in child care. We will make every reasonable accommodation to encourage full and active participation of all children in our program based on his/her individual capabilities and needs.

### **CARING FOR CHILDREN WITH SPECIAL NEEDS POLICY, PROCEDURE AND PRACTICES**

1. Children with special needs will be accepted into our program under the guidelines of the Americans with Disabilities Act (ADA).
2. All families will be treated with dignity and with respect for their individual needs and/or differences.
3. Oakhurst CDC will be responsible for ensuring that confidentiality about special needs is maintained for all families and staff in the program.
4. Oakhurst CDC will ensure that when a child with special needs is identified on the Child Care Application Form, the family will be given a Special Health Care Plan and Emergency Information for Children with Special Needs Form to be filled out by the family and health care program provides the most supportive environment possible.
5. Children with special needs will be given the opportunity to participate in the program to the fullest extent possible. To accomplish this, the child care program may consult with agencies/organizations as needed, provided parental permission is granted (Authorization for



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Release of Information form). Inclusion of program staff on IFSP and IEP case conferences is desired to ensure the child care program provides the most supportive environment possible.

6. All staff will receive general training on the benefits of inclusion of children with special needs and training on specific accommodations that any child in their classrooms may need. The knowledge of parents and health care professionals involved in the care of the child with special needs will be consulted to determine accommodations and or therapy requirements.
7. The individual written plan of care needs will be followed in all emergency situations. Oakhurst CDC is responsible for making sure the plan shall be updated annually, at a minimum.

**When the policy applies:** At all times

### ***Non-Discrimination***

Oakhurst FPCDC recognizes the following legally protected classes for employees and all employment actions will be made without regard to an employee's race, color, creed, religion, age, gender, (including sexual orientation/preference), national origin, pregnancy, disability or veteran's status.

Further, Oakhurst FPCDC is an equal; opportunity service provider and will provide its services to children and/or their family without regard to the child or family's race, color, creed, religion, age, gender (including sexual orientation/preference), national origin, pregnancy, disability or veteran's status.

Any employee who acts in a discriminatory manner towards any person will be subject to disciplinary action up to and including termination. This includes overt acts of discrimination through speech, writing or behavior as well as acts of indifference, failure to acknowledge another person and/or failure to act in a professional manner towards another person.

Employees hired for positions where the primary responsibility is direct supervision of children must be 18 years of age in accordance with the regulations established by WVDHHR.

### ***Family Participation***

Each family is a child's first teacher. We value families as partners in the growth and development of children in our program. We encourage parents and other family members to be involved in the program, visit children's classrooms, participate in events, and provide feedback on the program.

### ***Confidentiality***

Unless we receive your written consent, information regarding your child will not be released with the exception of that required by our regulatory and partnering agencies. All records concerning children at our program are confidential.

### ***Staff Qualifications***

Our teachers are hired in compliance with the state requirements and qualifications as a base minimum. Typical staff certifications are as follows:

Position Title	Education/Certification	Experience
Teacher	ACDS or higher	2 years
Teacher	Enrolled in ACDS	1 year
Assistant/Aide		

Caregivers participate in orientation and ongoing training in the areas of child growth and development, healthy and safe environments, developmentally appropriate practices, guidance, family relationships, cultural and individual diversity, and professionalism.

We strongly discourage families from entering into employment arrangements with staff (i.e. babysitting). Any arrangement between families and our caregivers outside the programs and services we offer is a private matter, not connected or sanctioned by **Oakhurst CDC**.

### **Child to Staff Ratios**

Children are supervised at all times. All caregivers receive scheduled breaks which reduce fatigue and help to ensure alertness.

We maintain the following standards for child to staff ratios:

Age	Child to Staff	Maximum Group Size
2 year-olds	[7 to 1]	[14]
3 year-olds	[10 to 1]	[16]
4 year-olds	[12 to 1]	[20]
Pre-K	[12 to 1]	[20]
6 to 8 year-olds	[12 to 1]	[20]
9 to 12 year olds	[16 to 1]	[32]

Source: National Resource Center for Health and Safety in Child Care and Early Education.

### **Communication & Family Partnership**

**Daily Communications.** Daily notes from center staff will keep you informed about your child’s activities and experiences at the center. Notes will be placed into your child’s cubby at the end of the day.

**Bulletin Boards.** Located throughout the center, bulletin boards provide center news, upcoming events, faculty changes, holiday closing dates, announcements, etc.

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**Parent Resource Board.** Our parent resource board provides a learning environment for parents to share opinions, ideas and experiences and increase their understanding of learning and development.

### ***Parent Participation Policy***

Family participation is encouraged. Visit our classrooms, volunteer, come along on a field trip, or eat a meal with your child. Signing in is required for the safety and protection of our children. Each visitor must wear a visitor's badge while on premises and sign-out upon leaving.

**Conferences.** Family & teacher conferences occur twice a year. During these conferences, we will discuss your child's strengths, likes and dislikes, and styles of learning. We will work together to set goals for your child's growth and development. You may request additional conferences regarding your child's progress at any time. We encourage you to communicate any concerns.

### ***Open Door Policy***

We are delighted to have family members participate in our program. Parents/Guardians are welcome to visit the program any time during regular program hours.

Open Door Policy does not mean the doors will be unlocked. For the safety and protection of the children, external doors will be kept locked at all times.

Our team will always do their best to speak with parents/guardians. Since staff days are devoted to caring for children, it is usually not feasible to have a long discussion during regular program hours. If a situation requires a longer discussion, kindly arrange for an appointment.

### ***Publicity***

Occasionally, photos will be taken of the children at the center for use within the center or on our website. Written permission will be obtained prior to use of photographs.

Unless the family indicates that they want their child to participate, we will not use pictures and names of children for publicity.

## **CURRICULA & LEARNING**

### ***Learning Environment***

We provide a rich learning environment with curriculum that is developmentally appropriate to the specific ages in each classroom. We have a flexible day routine that allows children to advance at their own pace. We strongly believe that learning happens through play. Learning and exploring are hands-on and are facilitated through interest areas. Our program is designed to enhance children's development in the following areas: creativity, self-expression, decision-making, problem-solving, responsibility, independence, and reasoning. We encourage openness to that which is different from us, and the ability to work and play with others.

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## ***Curricula & Assessment***

**Oakhurst CDC** uses Creative Curriculum in each class room. Developmental Continuum is a component of the Creative Curriculum and provides the staff with a tool for the collection of information, work, samples, and anecdotal notes. This assessment is a standardized system for recording and reporting a child's progress. The staff uses this assessment tool to address the four areas of development: social/emotional, physical, cognitive, and language. Under these areas are ten broad curricular goals, which have 50 observable and measurable objectives that represent specific items in the continuum. The staff rates each child three times during the school year and maintains a portfolio of each students work along with anecdotal records. This information is used to plan the instructional program, which includes differentiating instruction and developing learning centers.

For information about your child's day, please see copies of daily schedules and lessons plans posted in each classroom.

## ***Developmental Screening***

To coincide with curriculum-based assessment(s), we monitor each child's achievement of developmental milestones, share observations with parents/guardians, and provide resource information as needed for further screenings, evaluations, and early intervention and treatment. The developmental screening process is a collaborative one, involving parents/guardians and done in conjunction with the child's primary care provider and health, education, and early intervention consultants. Developmental screening is conducted with written consent from the child's parent/guardian(s).

## ***Outings and Field Trips***

From time to time, there will be supervised field trips, and we encourage you to join your child on the trip. *Permission Slips* for each trip must be signed by the child's family.

For field trips, please dress your child appropriately for the season. Walking shoes are a must. Sandals and flip-flops are not appropriate for walking and make it difficult for your child.

The safety of children and staff will be guarded in all activities of child care programs. Proper restraint systems (seat belts) and the correct use of them are critically important during travel to/from the child care program as well as during field trips.

## ***Transitions***

Your child's transition in child care should be a positive and exciting learning adventure. We will work with you and your child to ensure the smoothest possible transition occurs as new routines and new people are introduced.

### ***Transition from home to center***

Prior to your child's first day, you will have an opportunity to tour the center, meet with your child's peers and teachers, and communicate any anticipated concerns. At this time please share the best communication methods that the teacher may use to reach you.

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## ***Transition between learning programs***

Children are transitioned to the next program based on age, developmental readiness, state licensing requirements, and space availability. During the transition, current and future teachers will meet with you to propose a plan to introduce your child into the new program.

## ***Transition to elementary school***

Transition activities such as a field trip to a local elementary school, creating a mural of special friends and special times at our center will be part of your child's education at our center. We will provide you with information on local schools, what to expect, and ideas on how to talk to your child about going to elementary school.

## ***Transition for before/after school care***

Children who are of school age may continue with before/after school care at our center. The center will provide staff to ensure that your child arrives at the bus stop for pick up (before school) and drop off (after school) in a timely manner. The Supplemental Enrollment Form must be completed and on file with the center in order to be eligible for this service.

## ***Electronic Media***

Our normal daily routine does not include electronic media (television/TV, video, DVD) viewing and computer use but from time-to-time, we may use a television show without advertisements as a teaching aid and discussion stimulator. All Electronic Media will be screened prior to use and will consist of non-violent and high-quality educational material. Our focus is to provide your child a positive experience with increased understanding of the world. Electronic Media will be offered only as a free choice, used to meet a developmental goal, and limited to no more than 75 minutes per week per child.

## ***Multiculturalism***

Multiculturalism is vital for all children because it sets social goals and promotes respect for all people and the environment we inhabit. We utilize books, music, games, and a wide range of activities as aids to teach our children respect for our world and the diversity of life upon it.

## ***Celebrations***

Our holiday policy encourages an enhanced understanding of and respect for different cultures and beliefs of children, families, staff and community.

## ***Rest Time***

After lunch, all children less than six years of age, participate in a quiet rest time. Children are not required to sleep and may be given quiet activities.

School age children, although not required, shall be provided an opportunity for a regular rest period if the child desires. For children who do not want to rest, a space and time for quiet play will be made available.

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## *Toilet Training and Diaper Changing*

The most important factor in making the toilet learning experience successful and as low-stress as possible is a family/teacher partnership that supports the child. Research indicates that children cannot successfully learn how to use the toilet until they are physically, psychologically, and emotionally ready. Many pediatricians say that most children under 24 months of age are not physically capable of regulating bladder and bowel muscles. Most positive toilet training occurs only after children show signs of physical control or awareness of their bodily functions and when they demonstrate an interest or curiosity in the process. We are committed to working with you to make sure that toilet learning is carried out in a manner that is consistent with your child's physical and emotional abilities and your family's concerns. We use diapering practices and policies defined by NAEYC which is listed as the following.

For children who are unable to use the toilet consistently, the program makes sure that:

- Staff use only commercially available disposable diapers or pull-ups unless the child has a medical reason that does not permit their use (the health provider documents the medical reason)
- For children who require cloth diapers, the diaper has to have an absorbent inner lining completely contained within an outer covering made of waterproof material that prevents the escape of feces and urine. Both the diaper and the outer covering are changed as a unit.
- Cloth diapers and clothing that are soiled by urine or feces are immediately placed in a plastic bag (without rinsing or avoidable handling) and sent home that day for laundering.
- Staff checks children for signs that diapers or pull-ups are wet or contain feces at least every two hours when the children are awake and when children awaken.
- Diapers are changed when wet or soiled
- Staff changes children's diapers or soiled underwear in the designated changing areas and not elsewhere in the facility.
- Each changing area is separated by a partial wall or is located at least three feet from other areas that children use and is used exclusively for one designated group of children.
- At all times, caregivers have a hand on the child when the child is being changed on an elevated surface.
- In the changing area, staff post and follow changing procedures. These procedures are used to evaluate teaching staff that change diapers.
- Surfaces used for changing and on which changing materials are placed are not used for other purposes, including temporary placement of other objects, and especially not for any object involved with food or feeding.
- Containers that hold soiled diapers and diapering materials have a lid that opens and closes tightly by using a hands free device
- Containers are kept closed and are not accessible to children.
- Staff members whose primary function is to prepare food do not change diapers until their food preparation duties are completed for the day.

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## GUIDANCE

### *General Procedure*

**Oakhurst CDC** is committed to each student's success in learning within a caring, responsive, and safe environment that is free of discrimination, violence, and bullying. Our center works to ensure that all students have the opportunity and support to develop to their fullest potential and share a personal and meaningful bond with people in the school community.

Thoughtful direction and planning ahead are used to prevent problems and encourage appropriate behavior. Communicating consistent, clear rules and involving children in problem solving help children develop their ability to become self-disciplined. We encourage children to be fair, to be respectful of other people, of property, and to learn to understand the results of their actions.

### *Discipline Policy*

We have created a discipline policy that reflects our philosophy of positive guidance with children. A copy of the discipline policy is included in your enrollment package for you to review and sign.

### *Challenging Behavior*

Children are guided to treat each other and adults with self control and kindness.

Each student at **Oakhurst CDC** has a right to:

- Learn in a safe and friendly place
- Be treated with respect
- Receive the help and support of caring adults

When a child becomes verbally or physically aggressive, we intervene immediately to protect all of the children. Our usual approach to helping children with challenging behaviors is to show them how to solve problems using appropriate interactions. When discipline is necessary, it is clear, consistent and understandable to the child. We maintain a zero tolerance to bullying. If you have any concerns about this at any time, please report it to the Director of the Center.

### *Physical Restraint*

Physical restraint is not used or permitted for discipline. There are rare instances when we need to ensure a child's safety or that of others and we may restrain a child by gently holding her or him only for as long as is necessary for control of the situation.

### *Notification of Behavioral Issues to Families*

If a child's behavior/circumstance is of concern, communication will begin with the parents as the first step to understanding the child's individual needs and challenges. We will work together to evaluate these needs in the context of our program.

On rare occasions, a child's behavior may warrant the need to find a more suitable setting for care. Examples of such instances include:



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- A child appears to be a danger to others.
  - Continued care could be harmful to, or not in the best interest of the child as determined by a medical, psychological, or social service personnel.
  - Undue burden on our resources and finances for the child's accommodations for success and participation.

## **TUITION AND FEES**

### ***Payment***

Payment is always due in full bi-weekly, (every other Friday by 9AM) with no deductions for any absents, holidays, or closures due to inclement weather power outages or other situations beyond our control.

A non-refundable registration fee of 25.00 per family is due upon enrollment.

### ***Tuition***

The weekly rates for Oakhurst Child Development Center are as follows:

Twos Classroom: \$170.00 (non potty-trained)

\$ 160.00 (potty-trained)

Threes Classroom: \$ 160.00

Pre-Kindergarten: \$ 160.00

After –school care (Elementary age): \$85.00

Summer camp (including field trips): \$165.00 per week

### ***Late Payment Charges***

Late payments can pose serious problems for our programs. Therefore we have put procedures in place to reduce their impact.

If payment is not received on the day that it is due, a late fee of \$10 will be added to your next tuition payment for each day that it is late. If your account has not been paid in full within three business days, your child may be discharged from the program.

Any payments made will be applied to the oldest charges and late fees may still apply if the account is not paid in full by the next tuition due date.

If payment is more than three business days past due, we may attempt to recover payment in small claims court and/or your account may be sent to a 3<sup>rd</sup> party collections agency. You will be responsible for all expenses associated with these actions including all court and attorney fees.

### ***Returned Checks/Rejected Transaction Charges***

All returned checks will be charged a fee of \$35. Two or more returned checks will result in your account being placed on "cash only" status.



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## **Late Pick-up Fees**

Late pick-up is not a normal program option and will only be considered as an exceptional occurrence. Late fees of \$2 per minute will be assessed beginning at 6 PM and will be due upon arrival.

## **Special Activity Fees**

From time-to-time there will be additional fees associated with special activities or field trips. These fees are due prior to the event, activity or trip.

## **Additional Fees/ Credits**

- **Vacation** – after one year of enrollment you will receive one free vacation week. Vacation days can be used if written notice is given in advance for the days the child will not be in attendance. Tuition must be paid (current) prior to going on vacation. These fees are non-refundable if you choose not to return.
- **After School Absences** – A fee of \$10 will be charged if you do not call and notify that your child does not need picked up from school.

## **Credits & No Credits**

- **Credit will be given for Excused Absences** - if your child is hospitalized, a written doctor's note is required to receive a credit.
- **Credit will not be given for Inclement Weather** - if we do not open due to inclement weather on a day that your child is scheduled to attend, your account will not be credited for that day. If closed more than one day in the same week, credit will be determined by the Oakhurst CDC Board.

## **ATTENDANCE & WITHDRAWAL**

### **Absence**

If your child is going to be absent or arrive after 10 AM, please call us at 304-746-0099. We will be concerned about your child if we do not hear from you.

If a school age child will not be attending before or after school care, please notify us at 304-746-0099. Failure to do so will result in a no call /no show fee of \$ 10.00.

### **Vacation**

Vacation days only apply if your child is normally scheduled to attend on those days. Each child is given 1 week vacation each calendar year ONLY IF your child is enrolled full time for that year.

### **Withdrawal**

A written notice, two weeks in advance, is required by the center when a child is being withdrawn.

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## ***Transfer of Records***

Whether transitioning to the next program setting or to a new classroom, your child's records will be transferred internally.

If your child is transitioning to a new school, a written request from you with instructions to where the records should be sent is required.

## ***Closing Due to Extreme Weather***

Should severe weather or other conditions (i.e., snow, storms, floods, tornadoes, hurricanes, earthquakes, blizzards, loss of power, loss of water) prevent us from opening on time or at all, notification to the families will be announced on WQBE 97.5, WOWK TV 13, and our Facebook page.

If it becomes necessary to close early, we will contact you or your emergency contacts as soon as possible. Your child's early pick-up is your responsibility to arrange.

## **DROP-OFF AND PICK-UP**

### ***General Procedure***

We open at 7 AM. Please do not drop-off your child prior to the opening. Parents are expected to accompany their children and sign them in.

We close at 6 PM. Please allow enough time to arrive, sign your child out, and leave by closing time.

### ***Cell Phone Usage***

The times you spend in the center dropping off and picking up your child are the primary windows of time we have to communicate with you about your child. In order to make the best use of these opportunities, as well as to be attentive to your child and other children, we ask that you NOT use your cell phone at any time while visiting the center.

### ***Authorized & Unauthorized Pick-up***

Your child will only be released to you or those persons you have listed as Emergency and Release Contacts. If you want a person who is not identified as an Emergency and Release Contact to pick-up your child, you must notify us in advance, in writing. Your child will not be released without prior written authorization. The person picking up your child will be required to show a picture ID as verification. Please notify your pick-up person of our policy.

In order to safeguard your child we will need copies of any court ordered custody agreements. Without a custody agreement, we are not able to prevent the release of your child to a parent.

If a child has not been picked up after closing and we have not heard from you, attempts will be made to contact you, and the contacts listed as Emergency and Release Contacts. Provisions will be made for someone to stay with your child as long as possible, but if after one hour we have not been able to reach you or a person listed as an Emergency and Release Contact, we will call the local child protective services agency.

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## ***Right to Refuse Child Release***

We may refuse to release children if we have reasonable cause to suspect that any person picking up a child is under the influence of drugs or alcohol, or is physically or emotionally impaired in any way that may endanger the child. To protect your child, we may request that another adult listed as an Emergency and Release Contact pick-up the child or we may call the police to prevent potential harm to your child. Reoccurring situations may result in the release of your child from the program.

## **PERSONAL BELONGINGS**

### ***What to Bring***

- **Twos:** at least two changes of clothes or more per day if going through the toilet training program.
- **Preschoolers:** at least one change of clothes, socks and shoes.
- **Kindergarteners:** at least one change of clothes, socks and shoes.
- **After School Care Children:** books for homework, appropriate play clothes

Please label all items brought from home with your child's name (i.e., clothes, diapers, blanket, etc.) to prevent items from becoming misplaced or lost. We are not responsible for lost or damaged items. Sheets and soiled clothing will be sent home on an as-needed basis for laundering and return to the center.

### ***Cubbies***

Upon enrollment each child will be assigned a "cubby." Cubbies are labeled with your child's name. Please check your child's cubby on a daily basis for items that need to be taken home.

### ***Lost & Found***

You can look for lost items and bring found items to the Lost-and-found Box located in the cubby room. Please note that we are not responsible for lost personal property.

### ***Toys from Home***

We request that you do not allow your child to bring toys from home into the center unless they are part of a show-and-tell activity.

## **NUTRITION**

### ***Foods Brought from Home***

Food brought from home is permitted under the following conditions:

- Foods should be labeled with the child's name, date, and type of food.
- Children will not be allowed to share food provided by the child's family unless the food is intended for sharing with all of the children.

- Leftover food will be discarded except for foods that do not require refrigeration and/or come in a commercially-wrapped package that was never opened.

<b>Good Lunch Box Suggestions for a Balanced, Nutritional Lunch.</b>	
Bean & cheese dip Tortilla chips (crackers) Tropical fruit salad Broccoli Milk	Chicken strips Whole Wheat Roll Orange wedges Broccoli Milk
Cheese quiche Fresh fruit cup Broccoli Milk	Whole Wheat Macaroni & Tuna Salad Green Beans Carrots Milk

### ***Food Prepared for or at the Center***

Food prepared for or at the center will be properly planned, prepared and portioned according to the Child and Adult Care Food Program (<http://www.fns.usda.gov/cnd/care/>) and the state requirements for food service.

### ***Food Allergies***

As part of the ongoing safety awareness at Oakhurst CDC we adhere to a TOTAL NUT FREE policy throughout the entire center. This includes on site and all other center-related activities.

Parents of children, who, historically, have suffered any anaphylactic reaction to any foods, need to provide the school with an up-to-date medical action plan, signed by their treating doctor.

If your child has a food allergy, you must notify us in writing so that we can make appropriate substitutions. The written notification should list appropriate food substitutions and must be updated at least annually.

Food allergies can be life threatening and each child with a food allergy should have an action plan for emergency care completed by the family physician.

### ***Meal Time***

At meal time the dining table is set with real plates and flatware. Good table manners are modeled and encouraged. Weekly menus are posted for viewing by parents/caregivers.

A caregiver who is trained in first-aid for choking is present at all meals.

### ***Children 24 Months and Older***

- No child shall go more than 4 hours without a meal or snack being provided.

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- Children are encouraged to self-feed to the extent that they have the skills. Children are encouraged, but not forced to eat a variety of foods.
  - Round, firm foods that pose a choking hazard for children less than 4 years of age are cut into quarters. These foods include: hot dogs, whole grapes, peanuts, popcorn, thickly spread peanut butter and hard candy.

## **School Aged Participants**

- Before and after school child care participants will be offered a light snack at each session. These snacks are not a meal. Otherwise, please make sure your child has had breakfast before arriving at child care and is supplied with an adequate lunch if required for school.

## **HEALTH**

### **Immunizations**

Immunizations are required according to the current schedule recommended by the U.S. Public Health Services and the American Academy of Pediatrics, [www.aap.org](http://www.aap.org). Every month, we check with the public health department or the American Academy of Pediatrics for updates of the recommended immunization schedule. Our state regulations regarding attendance of children who are not immunized due to religious or medical reasons are followed. Unimmunized children are excluded during outbreaks of vaccine preventable illness as directed by the state health department. A copy of your child's immunization record is required before they attend our center.

All caregivers, teachers, and staff are required to be current with all immunizations routinely recommended for adults by the Advisory Committee on Immunization Practices (ACIP) of the Centers for Disease Control and Prevention (CDC).

### **Physicals**

Routine physicals are required according to the current recommendations of the American Academy of Pediatrics, [www.aap.org](http://www.aap.org). A copy of your child's physical should be received before your child begins the program. Families are responsible for assuring that their child's physicals are kept up-to-date and that a copy of the results of the child's health assessment is given to the program. Health assessments should be completed every year for children ages 2 – 6 years of age and every two years for school age children.

### **Illness**

We understand that it is difficult for a family member to leave or miss work, but to protect other children; you may not bring a sick child to the center. The center has the right to refuse a child who appears ill. You will be called and asked to retrieve your child if your child exhibits any of the following symptoms. This is not an all-inclusive list. We will try to keep your child comfortable but he/she will be excluded from all activities until you arrive.

- Illness that prevents your child from participating in activities.
- Illness that results in greater need for care than we can provide.
- Illness that poses a risk of spread of harmful diseases to others.
- Fever (100°F or higher under the arm, 101°F or higher in the mouth, 102°F or higher in the ear) accompanied by other symptoms.

- Diarrhea – stools with blood or mucus, and/or uncontrolled, unformed stools that cannot be contained in a diaper/underwear or toilet.
- Vomiting – green or bloody, and/or more than 2 times during the previous 24 hours.
- Mouth sores caused by drooling.
- Rash with fever, unless a physician has determined it is not a communicable disease.
- Pink or red conjunctiva with white or yellow eye discharge, until on antibiotics for 24 hours.
- Impetigo, until 24 hours after treatment.
- Strep throat, until 24 hours after treatment.
- Head lice, until treatment and all nits are removed.
- Scabies, until 24 hours after treatment.
- Chickenpox, until all lesions have dried and crusted.
- Pertussis (Whooping Cough), until 5 days of antibiotics.
- Hepatitis A virus, until one week after immune globulin has been administered.
- Tuberculosis, until a health professional indicates the child is not infectious.
- Rubella, until 6 days after the rash appears.
- Mumps, until 5 days after onset of parotid gland swelling.
- Measles, until 4 days after onset of rash.
- Has a physician or other health professionals written order that child be separated from other children.

Children who have been ill may return when:

- They are free of fever, vomiting and diarrhea for 24 hours.
- They have been treated with an antibiotic for 24 hours.
- They are able to participate comfortably in all usual activities.
- They are free of open, oozing skin conditions and drooling (not related to teething) unless:
  - The child's physician signs a note stating that the child's condition is not contagious, and;
  - The involved areas can be covered by a bandage without seepage or drainage through the bandage.
- If a child had a reportable communicable disease, a physician's note stating that the child is no longer contagious and may return to our care is required.

## **Allergy Prevention**

Families are expected to notify us regarding children's food and environmental allergies. Families of children with diagnosed allergies are required to provide us a letter detailing the child's symptoms, reactions, treatments and care. A list of the children's allergies will be posted in the main area and kitchen. We are trained to familiarize ourselves and consult the list to avoid the potential of exposing children to substances to which they have known allergies.

## **Medications**

Our center does not administer over the counter medication to children.

All prescription medications should be handed to a staff member with specific written instructions for administration. Medications should never be left in the child's cubby or with the child to administer on their own. Our staff will ensure that the medication is recorded along with the directions and proceed to dispense the medication as directed.

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- **Prescription medications** require a note signed by the family and a written order from the child's physician. The label on the medication meets this requirement. The medication must include your child's name, dosage, current date, frequency, and the name and phone number of the physician. All medications must be in the original container (you may request pharmacies to fill your prescription in two labeled bottles). Please specify the dosage and time(s) to be administered for each medication.

**Non-prescription topical ointments** e.g., sunscreen and insect repellent require a note signed by the family, specifying frequency and dosage to be administered as well as the length of time the authorization is valid which cannot exceed 12 months.

## ***Communicable Diseases***

When an enrolled child or an employee of the center has a (suspected) reportable disease, it is our legal responsibility to notify the local Board of Health or Department of Public Health. We will take care to notify families about exposure so children can receive preventive treatments.

Included among the reportable illnesses are the following:

- Bacterial Meningitis
- Botulism
- Chicken Pox
- Diphtheria
- Hemophilus Influenza (invasive)
- Measles (including suspect)
- Meningococcal Infection (invasive)
- Poliomyelitis (including suspect)
- Rabies (human only)
- Rubella Congenital and Non-congenital (including suspect)
- Tetanus (including suspect)
- H1N1 Virus
- Any cluster/outbreak of illness
- Tuberculosis

## **SAFETY**

### ***Clothing***

Please dress your child in practical clothing that allows for freedom of movement and is appropriate for the weather. Your child will be involved in a variety of activities including: painting, outdoor play, sand, water, and other sensory activities. Our playground is used as an extension of the center, and daily programs are conducted outside whenever weather permits.

One particular aspect of concern is the risk associated with children's clothing that may become entangled with climbing or sliding equipment that could lead to choking or other serious harm. All drawstrings from children's clothes should be removed as a precaution.

Sandals and flip-flops are not appropriate for center play and make it difficult for your child to participate in some activities.

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## ***Extreme Weather and Outdoor Play***

Outdoor play will not occur if the outside temperature is greater than 90 °F or less than 35 °F degrees.

## ***Communal Water-Play***

Communal, unsupervised water play is prohibited. Supervised children are permitted to engage in water-play. Precautions are taken to ensure that communal water-play does not spread communicable infectious disease.

## ***Injuries***

Safety is a major concern in child care and so daily safety inspections are completed inside and outside the center area in order to prevent injuries. First aid will be administered by a trained caregiver in the event that your child sustains a minor injury (e.g., scraped knee). You will receive an incident report outlining the incident and course of action taken. If the injury produces any type of swelling or needs medical attention, you will be contacted immediately. Each classroom is equipped with a first aid kit meeting the state regulations.

In the event of a serious medical emergency, the child will be taken to the hospital immediately by ambulance, while we will try to contact you or an emergency contact.

## ***Biting***

Biting is a normal stage of development that is common among infants and toddlers – and sometimes even among preschoolers. It is something that most young children will try at least once.

When biting happens, our response will be to care for and help the child who was bitten and to help the biter learn a more appropriate behavior. Our focus will not be on punishment for biting, but on effective behaviors that address the specific reason for biting.

Notes will be written to the family of the child who was bitten and the biter's family. We will work together with the families of each to keep them informed and to develop strategies for change.

## ***Respectful Behavior***

All children and families will be treated with respect and dignity. In return, we expect the same from all of our families. We will not tolerate hostile or aggressive behavior. If this occurs, we reserve the right to ask you to control your behavior or to remove your children from our care.

## ***Smoking***

The poisons in secondhand smoke are especially harmful to infants and young children's developing bodies, therefore the indoor and outdoor center environment and vehicles used by the center are non-smoking areas at all times. The use of tobacco in any form is prohibited on the center's premises.

## ***Prohibited Substances***

The use of alcohol or illegal drugs is prohibited on the center's premises. Possession of illegal substances or unauthorized potentially toxic substances is prohibited.



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Any adult who appears to be inebriated, intoxicated, or otherwise under the influence of mind-altering or polluting substances is required to leave the premises immediately.

### ***Dangerous Weapons***

A dangerous weapon is a gun, knife, razor, or any other object, which by the manner it is used or intended to be used, is capable of inflicting bodily harm. Families, children, staff or guests (other than law enforcement officers) possessing a dangerous weapon will not be permitted onto the premises.

In cases that clearly [involve](#) a gun, or any other weapon on our premises, the police will be called and the individual(s) involved will be immediately removed from the premises. This policy applies to visible or concealed weapons.

### ***Child Custody***

Without a court document, both parents/guardians have equal rights to custody. We are legally bound to respect the wishes of the parent/guardian with legal custody based on a certified copy of the most recent court order, active restraining order, or court-ordered visitation schedule. We will not accept the responsibility of deciding which parent/guardian has legal custody where there is no court documentation.

### ***Suspected Child Abuse***

We are required by law to report all observations of child abuse or neglect cases to the appropriate state authorities if we have reasonable cause to believe or suspect a child is suffering from abuse or neglect or is in danger of abuse or neglect, no matter where the abuse might have occurred. The child protective service agency will determine appropriate action and may conduct an investigation. It then becomes the role of the agency to determine if the report is substantiated and to work with the family to ensure the child's needs are met. Our center will cooperate fully with any investigation and will maintain confidentiality concerning any report of child abuse or neglect.

### ***Parent Code of Conduct***

Oakhurst FPCDC requires the parents of enrolled children at all times, to behave in a manner consistent with decency, courtesy, and respect. One of the goals of Oakhurst FPCDC is to provide the most appropriate environment in which a child can grow, learn and develop. Achieving this ideal environment is not only the responsibility of the employees of Oakhurst FPCDC but, is the responsibility of each and every parent or adult who enters the center. Parents are required to behave in a manner that fosters this ideal environment. **Parents who violate the Parent Code of Conduct will not be permitted on agency property thereafter.** Please refer to the Policy on Parent's Right to Immediate Access for additional information regarding dis-enrollment of the child when a parent is prohibited from accessing agency property.

#### ***SWEARING/CURSING:***

No parent or adult is permitted to curse or use other inappropriate language on agency property at any time, whether in the presence of a child or not. Such language is considered offensive by many people and will not be tolerated. If a parent or adult feels frustrated or angry, it is more appropriate to verbally express the frustration or

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anger using non-offensive language. At NO time shall inappropriate language be directed toward members of the staff.

### **THREATENING OF EMPLOYEES, CHILDREN OTHER PARENTS OR ADULTS ASSOCIATED WITH Oakhurst FPCDC:**

Threats of any kind will not be tolerated. In today's society Oakhurst FPCDC cannot afford to sit by idly while threats are made. In addition, all threats will be reported to the appropriate authorities and will be prosecuted to the fullest extent of the law. While apologies for such behavior are appreciated, the agency will not assume the risk of a second chance. **PARENTS MUST BE RESPONSIBLE FOR AND IN CONTROL OF THEIR BEHAVIOR AT ALL TIMES.**

### **PHYSICAL/VERBAL PUNISHMENT OF YOUR CHILD OR OTHER CHILDREN AT Oakhurst FPCDC:**

While Oakhurst FPCDC does not necessarily support nor condone corporal punishment of children, such acts are not permitted in the child care facility. While verbal reprimands may be appropriate it is not appropriate for parents to verbally abuse their child. Doing so may cause undue embarrassment or emotional distress. Parents are always welcome to discuss a behavior issue with the teacher and to seek advice and guidance regarding appropriate and effective disciplinary procedures.

Parents are prohibited from addressing, for the purpose of correction or discipline, a child that is not their own. Of course, no parent or other adult may physically punish another parent's child. If a parent should witness another parent's child behaving in an inappropriate manner, or is concerned about behavior reported to them by their own child, it is most appropriate for the parent to direct their concern to the classroom teacher and/or Center Director.

Furthermore, it is wholly inappropriate for one parent to seek out another parent to discuss their child's inappropriate behavior. All behavior concerns should be brought to the classroom teacher or director's attention. At that point, the teacher and/or director will address the issue with the other parent. Although you may be curious as to the outcome of such a discussion, teachers and/or the Center Director are strictly prohibited from discussing anything about another child with you. All children enrolled in our agency have privacy rights and are further protected by our Confidentiality Policy. You may be assured that we will not discuss anything about your child with another parent or adult visiting the center.

### **SMOKING:**

For the health of all Oakhurst FPCDC employees, children and associates, smoking is prohibited anywhere on agency property. Parents are prohibited from smoking in the building, on the grounds, and in the parking lot of Oakhurst FPCDC. Parents who are smoking in their cars must dispose of the cigarette prior to entering the parking lot.

### **VIOLATIONS OF THE SAFETY POLICY:**

Parents are required to follow all safety procedures at all times. These procedures are designed not as mere inconveniences, but to protect the welfare and

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best interest of the employees, children and associates of Oakhurst FPCDC. Please be particularly mindful of Oakhurst FPCDC entrance procedures. We all like to be polite. However, we need to be careful to not allow unauthorized individuals into the center. Holding the door open for the person following you may, in fact, be polite; however that person may not be authorized to enter the premises. Security procedures are only as strong as the weakest person in our organizational chain. Be alert and mindful. Immediately report any breaches to the Center Director.

### **CONFRONTATIONAL INTERACTIONS WITH EMPLOYEES, OTHER PARENTS OR ASSOCIATES OF Oakhurst FPCDC:**

While it is understood that parents will not always agree with the employees of Oakhurst FPCDC or the parents of the other children, it is expected that all disagreements be handled in a calm and respectful manner. Confrontational interactions are not an appropriate means by which to communicate a point and are strictly prohibited.

### **VIOLATIONS OF THE CONFIDENTIALITY POLICY:**

Oakhurst FPCDC takes very seriously the responsibility of maintaining the confidentiality of all persons associated with the agency. Parents must understand the implications of this responsibility. Parents need to recognize that the Confidentiality Policy not only applies to their child or family, but all children, families and employees associated with Oakhurst FPCDC. Any parent who shares any information considered to be confidential, pressures employees or other parents for information which is not necessary for them to know, will be considered to be in violation of the Confidentiality Policy.

## **EMERGENCIES**

### ***Missing Child***

At Oakhurst CDC we anticipate no such incidents, but as a precaution we have instituted the following procedures:

As soon as we realize that a child in our care is missing from the group, the teachers will secure the other children with a responsible adult and begin a search of the immediate area, and inform the director.

- After two minutes: we will expand the search area. If we are in a public building, we will have the child paged if possible.
- Get as many people involved as we can in the search.
- After ten minutes: we will call the police and inform them of the child's name, age, weight, height, clothing and footwear and record the file number that the police will give us.

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- Then we will call the parents to inform of what has happened, what is being done, and that we will call them back in a few minutes to update them.
  - When the child is found: we will contact the parent/guardian, alert everyone else involved, hold a debriefing as soon as possible.
  - As a follow-up: we would assess the problem and make changes, if necessary, to avoid the risk of a similar incident. As well, we would further educate the children in our care about the importance of staying with the group.

### ***Fire Safety***

Our center is fully equipped with fire alarms throughout the center

Our fire evacuation plan is reviewed with the children and staff on a monthly basis.

### ***Emergency Transportation***

In the event your child needs to be transported due to a medical emergency, if no other authorized person can be contacted and the need for transportation is essential, an ambulance will be called for transportation. A proper escort will accompany and remain with the child until a family member or emergency contact arrives.

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# Family Handbook Acknowledgement

Please sign this acknowledgement, detach it from the handbook, and return it to the center prior to enrollment.

This handbook may be updated from time-to-time, and notice will be provided as updates are implemented.

Thank you for your acknowledging the policies and procedures we have established for the safety and welfare of all children in our care. We look forward to getting to know you and your family.

I have received the **Oakhurst Child Development Center Family Handbook**, and I have reviewed the family handbook with a member of the **OCDC** staff. It is my responsibility to understand and familiarize myself the Family Handbook and to ask center management for clarification of any policy, procedure or information contained in the **OCDC Family Handbook** that I do not understand.

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Recipient Signature

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Date

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Center Staff Signature

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Date