



# **Suncrest Childcare & Early Learning Center**

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# Parent Handbook

# Welcome!

Suncrest Childcare and Early Learning Center would like to welcome you to our programs. Our mission is provide a childcare program that nurtures our young children by honoring the whole child; provides quality, creative, age appropriate education and activities; respects diversity and honors Christian attitudes and values.

This manual will relay the policies and procedures of the program. We hope you will use this as a reference guide to enhance your understanding of our policies which are used to meet state and local rules and regulations. We encourage open communication and encourage you to ask questions regarding our center and the policies presented to you.

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## **Statement of Purpose:**

Our mission is to provide a childcare program that nurtures our young children by honoring the whole child; provides quality, creative, age appropriate education and activities; respects diversity; and honors Christian attitudes and values. Our objectives are:

1. To provide a supervised, safe place for children.
2. To provide the children with quality care and support.
3. To provide the children with developmentally appropriate educational experiences with consideration to their individual needs and learning styles, based on sound principles of child development and educational practice.
4. To provide the children with a healthy level of physical activities.

This facility is operated on a nondiscriminatory basis and the practice of this policy is demonstrated through equal treatment of each child regardless of race, color, creed, gender, national origin, handicap, religion and age or marital status of the parents.

## **Statement of Sponsorship:**

Suncrest Childcare & Early Learning Center (SCELC) is owned by Suncrest United Methodist Church and is governed by the Child Care Committee.

## **Mission Statement:**

To support families by providing safe, healthy, developmentally appropriate learning experiences for children in a caring Christian environment.

## **Philosophy of Education:**

Suncrest Childcare and Early Learning Center follows the standards set forth in the Legislative rules of Title 78. These rules and requirements can be found at <http://www.dhhr.wv.gov/bcf/Childcare/Documents/ChildCareCenterRegulationWeb.pdf>.

At Suncrest Child Care and Early Learning Center, we believe that children deserve a caring, nurturing environment that helps them to meet their full potential. We believe that childhood is a time when children should safely explore, create, and make friends. We believe that families need our support and encouragement and that each child and family is unique. We believe that staff members are professionals and that their personal and professional growth should be supported.

Our center will use an approach known as Problem Based Learning for math and sciences content, and Critical Literacy to encourage speaking, listening, reading and writing development in our children. We strongly believe we play in the child's world; they do not play in ours. In essence, the child is first in all we do.

## **Staff:**

The staff at Suncrest Childcare and Early Learning Center is selected for their educational training, experience with children, SCEL, 2021

and disposition. In accordance with State Licensing Regulations, all staff members are required to obtain the following:

- a. State Criminal Background Check
- b. FBI Fingerprint Check
- c. Infant CPR and First Aid
- d. Food Handler's Card
- e. TB Risk Assessment
- f. Health Assessment

Each staff member is required to create and maintain a professional portfolio which includes an overview of his/her credentials and to keep a copy of this portfolio on site. Parents are invited to view these portfolios at any time. Each staff member will have an individual professional development plan, which includes a training record and membership on the WVSTARS Pathway.

### **Confidentiality:**

SCELC staff will maintain the confidentiality of all children's records and keep all information about the children confidential. Confidential information shall only be disclosed to staff members caring for the child in accordance with our policies and procedures. The staff will obtain written consent from a child's parent/guardian before disclosing information about the child to any agency, company or health care professional, unless the child's safety or well-being is in question. Parent consent will cover such topics as photographs, audio or video recordings, or verbal statements about the child. The staff does not have to

obtain consent to disclose information to the Secretary of the Department of Health and Human Resources, or his/her designee.

### **Camera Policy:**

Video footage may only be reviewed by the center director, assistant director, IT designee, State licensing agent, and any other staff member deemed necessary by the director.

### **Type of Care and Licensing Information:**

SCELC is a West Virginia state licensed childcare program with a capacity of 162 children ages 2 to 13 years old, 32 children ages six weeks to 2 years, and 12 children ages 1 year 6 months to 3 years.

Parents/guardians have the right to report to the Secretary of the Department of Health and Human Resources any complaints related to compliance with the provisions of child care centers licensing set forth in the Legislative rules of Title 78.

### **Admission:**

SCELC is operated on a nondiscriminatory basis and the practice of this policy is demonstrated through equal treatment of each child regardless of race, color, creed, gender, national origin, handicap, religion and age or marital status of the parents.

- 1. Registration:** Registration Forms must be completed and submitted with a non-refundable Registration Fee of \$25.00, which assures the center you are a committed applicant. Registration Forms may be obtained from the Suncrest Childcare and Early Learning Center office or the



center's website. A visit to the facility is strongly recommended for both the parents and children prior to registration.

2. **Wait List:** Children may be placed on the wait list if the program is full. You will be contacted if and when an appropriate position becomes available. To obtain a spot on the wait list, families must complete the Registration Form and pay the Registration Fee as outlined above. SCELC offers an enrollment priority to SCELC staff (1<sup>st</sup> priority), SUMC staff (2<sup>nd</sup> priority), and siblings of currently enrolled children (3<sup>rd</sup> priority). Otherwise, all wait list applications are given an application number that is determined by the date in which the registration and payment are received.
3. **Admission:** When a spot becomes available, families will be notified. Children are admitted to the program once the family and center agree that this is the most appropriate setting for the child. In order to officially accept a position families must sign an Enrollment Agreement and pay one week of tuition, as a security deposit, which will be applied to the child's last week of attendance at SCELC as long as a two-week notice of withdrawal is provided.
4. **Enrollment:** Once the Enrollment Agreement and deposit are received, families will be given an Enrollment Packet that must be completed prior to the first day of attendance. Our enrollment packet includes:
  - a. Enrollment Form
  - b. Emergency Contact Form
  - c. Medical History and Immunization Record
  - d. Tuition Policy Agreement/Schedule

- e. Parent Handbook Policy Agreement
  - f. Photo Permission/Sunscreen Application
  - g. Registration with Remind Text Messages
  - h. Enrollment instructions for LifeCubby
5. **Orientation Session:** Once the enrollment packet is complete an orientation session will be scheduled with the Assistant Director or Office Manager. Additional permission forms, policies and procedures will be discussed at this time, and families will have the opportunity to see the classroom and meet with the teachers to discuss any additional questions or concerns.
6. **Renewal:** Enrollment at SCEL C must be renewed annually. Parents will be given a new Enrollment Agreement and notified of any program or policy changes.
7. **Withdrawal:** Withdrawal from our program requires a two-week written notice and payment in full. Families who do not provide a two-week notice will forfeit the one-week security deposit. If a family wishes to return to the center after withdrawing, the entire admission process must be completed starting with registration.

### **Termination of Childcare Policy:**

SCEL C reserves the right to terminate the enrollment of a child for any of the following reasons:

1. Nonpayment of fees after two weeks. Reinstatement will require payment of the current week's fees as well as the remaining week's fees in advance.
2. Violation of the Behavior Policy outlined in the Difficult Behavior Policies & Procedures section of this handbook.

3. Failure of a parent or guardian to return the required documents, including but not limited to physical forms, immunization records, and annual renewal agreements.
4. Continued failure of parent or guardian to inform SCEL staff of child/children absence or tardiness in advance.
5. Any reason that SCEL administration deems continuation in the program is not in the best interest of the child, other children at SCEL, the child's parent/guardian or SCEL staff.

If termination becomes necessary, the parent/ guardian will receive written and/or verbal notification by SCEL administration and the timing of termination will be at SCEL's discretion.

### **Tuition & Payments:**

Weekly Tuition Rate forms are available in the office and on the center's website. Specific fees are listed on your account and can be viewed at any time using our Procure management system. Non-operational days when SCEL is closed (state of emergency\*, holidays, local large scale events, and staff development) have been factored into the annual tuition rate of a child's education and broken into averaged weekly tuition payments. Therefore, no discounts are given for days we are closed. Parents will be given notice of any changes in tuition rates.

\*Emergency includes anytime the Director determines it is unsafe or impossible to operate SCEL. This includes, but is not limited to, occurrences such as failure of one or more facility systems, severe weather, outside events that impact the use of the parking lot and/or the ability of parents and teachers to get to and from the facility, and widespread illness among students and staff.

Full tuition payment is required weekly in order to secure your child's enrollment in any SCELCL classroom. This includes reserving your spot in the infant classroom until your child is ready to attend.

Additional Fees & Surcharges: In addition to your tuition payment, the following fees and surcharges can be assessed:

- Registration fee

- Late pick up

- Activity/material fee (certain programs)

- Returned Check Fee

- Court Costs/Magistrate Filing Fees\*

\*In the event that collections are necessary, SCELCL uses Monongalia County Magistrate court to collect unpaid fees.

A ten dollar late fee will be charged each day the payment is late. In order to retain the child's position in the program, tuition must be paid on time.

After admittance to the program and enrollment agreements are signed, paid fees are not refundable.

If multiple parents are paying tuition, both parents must sign the tuition agreement policy and in the event of late payments, late fees will be assigned to the negligent party.

The program will terminate your child's enrollment for nonpayment of fees after two weeks.

Parents will pay by ACH debit arrangement. Parents can view their statement balance at any time by logging into the ProCare kiosk. Receipts can be printed upon request.

**Vacation Credit:** Families are permitted 2 weeks of half-tuition vacation per school year. Families enrolling after March 1st will only receive 1 week of vacation for that school year. A vacation week is considered Monday-Friday and cannot begin or end in the middle of the week.

In order to receive the half price tuition discount notification must be submitted two weeks prior to vacation. The discounted tuition must be paid prior to the start of vacation. If tuition is paid after the vacation, you will be required to pay the full amount to hold your child's position in the program.

**Tuition Express Decline Policy:** The center now uses the Tuition Express ACH Draft to process tuition payments. In the event that a tuition payment is declined, the following process will be imposed on the delinquent account:

**First decline---the declined tuition amount must be paid by cash or money order before the center closes on the Friday of the week of notification. If the full amount is not paid the child's enrollment in the Center will be terminated and the child will not be admitted to the Center on the following Monday.**

**Second decline---the declined tuition amount must be paid by cash or money order, along with a \$20.00 penalty, before the Center closes on the Friday of the week of notification. If the full amount is not paid, the child's enrollment in the Center will be terminated. Also, the child will not be admitted to the Center the following Monday.**

**Third decline within the enrollment year---the family will be immediately dismissed from the program.**

## **Hours of Operation:**

The Child Care Center is open weekly from 7:00 A.M to 6:00 P.M. Individual programs operate on their own specific schedules which will be provided to parents upon enrollment. A calendar of scheduled center closures will be provided to families annually.

The center office is open from 9:00 A.M. – 5:30 P.M. and may close for a half hour to an hour during the day for lunch.

In order to maintain safe and healthy student/teacher ratios, Parents and ELC are expected to agree to each child’s daily scheduled hours of attendance.

## **Drop off and Pick up procedure:**

Please do not block the lane of traffic in the front of the child care entrance. If parking is not available in the pull-off, additional parking is available in the upper parking lot. Due to bus pick up and drop off, parking is prohibited in front of the childcare entrance from 7:50 A.M. to 8:10 A.M. and 3:30 P.M. to 4:15 P.M. daily.

The Procure kiosk is to be used to sign children in and out at drop off and pick up. Electronic fingerprint scan is used for security and to ensure accurate record keeping. Alternative signing procedures are available by request. For licensing purposes children must be logged in and out upon entrance and exit each day.

Upon arrival, please log your child into our system, wash hands in Cowen Hall sink or rest rooms, walk your child to his/her classroom and place his/her items in the designated cubby. Staff will assist in this transition.

At pick up time, children will be in their designated class space. Caregivers will go to those rooms to retrieve the child and their belongings, and log the child out of the Procure management system.

Children will only be released to authorized adults listed on the child's required emergency form. Authorized adults must present a photo ID, and any changes to authorized pick-up lists must be made in writing.

Late Pick-Up and Early Drop-Off:

The center is open 7:00 A.M. to 6:00 P.M. daily. Children may not be dropped off prior to opening and must be left in the care of a teacher or SCELCL staff member when they arrive.

Children must be picked up from the program by parents, authorized agent or guardian before 6:00 p.m. Children not picked up by 6:00 will be charged a \$10 overtime fee PER CHILD for each 10 minute interval they are late.

Example: 6:00 to 6:10 = 1<sup>st</sup> Interval \$10 charge

6:10 to 6:20 = 2<sup>nd</sup> Interval \$10 charge

The official time will be set by the digital clock on our sign in/out computer. Should the clock malfunction; the primary center cell phone will provide the official time. If your child is not picked up by 6:30pm, local police will be contacted.

**Weather Policy:**

If West Virginia University delays opening (for classes and/or staff) due to weather, SCELCL will open at 10:00am. If WVU closes campus early (for students and/or staff) due to weather, SCELCL will close 1 hour after the WVU closure time.

## **Emergency evacuation procedure:**

The program has its evacuation plan posted. In the event of a disaster or emergency, the church has made arrangements to use the College House/Old Drummond Building located in the rear of the building in the parking lot. In the event that an evacuation from the premises is necessary, children will be moved to the Friendship Manor property located on Van Voorhis Road.

## **Parent Access:**

Parents may visit SCEL C unannounced any time their child is in our care.

## **Emergency Drills:**

The center has a plan for evacuating the center in an emergency posted by the telephone in each room of the center that identifies the staff members responsible for implementing the plan. Fire drills are conducted two times per month and a written list of drills times and dates are kept in the director's office.

Additionally, safe room drills are practiced 2 times per year.

## **Insurance:**

Children and Staff of SCEL C are covered under a liability policy offered by United Methodist Insurance.

## **Communication:**

Suncrest Child Care and Early Learning Center is dedicated to ongoing purposeful communication. Next to the children, our parents are the most important people in our organization. It is



our goal to be transparent in our practices and to be open to parental input and feedback at all times.

There are several methods of communication with families:

1. Remind101 Text Messages: Families are required to register for Remind101 alerts from SCELCL. Text and data rates may apply.
2. Newsletters/Email: Newsletters will be distributed via email. Information contained in the newsletter will vary from menu information to upcoming dates and overall center/classroom information.
3. Incident reports: Families receive incident reports when a child displays an inappropriate behavior or an injury has occurred. The form will be filed in the child's folder for SCELCL records. A copy may be requested by the parent.
4. Parent information center: SCELCL information area is located at the entrance to Cowan Hall and contains menu information, calendars and important information of upcoming events. Teachers are expected to also utilize bulletin boards located in or near their classroom to communicate information to parents.
5. Verbal communication: SCELCL believes it is very important to keep parents informed of their child's progress and challenges. When a child is exhibiting unwanted or unusual behavior it is imperative that parents are notified as soon as possible. Keeping parents informed of their child's progress concerning social and emotional behaviors is an imperative dialogue that will benefit the child.
6. Parent/staff conference will be held on an individual as needed basis. There are regularly scheduled parent nights and meetings for families to attend.
7. Daily Communication: Individual classrooms will report each child's daily activities to parents via LifeCubby. Parents are required to sign up for LifeCubby app. Some

classrooms may supplement LifeCubby with hard copy forms.

## **Communication of Closings**

In the event the center must close for any reason, parents will be notified through Remind text messages or by email.

## **Field Trips and Special Activities:**

Permission slips will be provided for field trips and activities that are outside of the normal operating procedures. Parents will be given notice of these events in advance. Field trips and special activities may require additional fees to cover the cost.

## **Meals and Nutrition:**

Nutritious meals and snacks are served under the guidance of a dietician and will be prepared according to daycare licensing regulations and USDA guidelines. Menus will be provided to families for meals.

Meals are provided for children 12 months and up. Parents are required to provide food for children under 12 months as each child has differing dietary needs at this age. Please let the staff know if a new food was introduced to the child. New food should be introduced at home rather than at the center. Infant teachers will ask parents to complete a feeding schedule at the beginning of each month so that we can collaborate with families in their efforts to meet the dietary needs of each child.

Water is provided for the children throughout the day.

Allergies: Parents must provide a doctor's note to document known allergy conditions as well procedures if an allergen is

ingested. SCELCL will work with parents to determine the best course of action in relation to their child's needs

**Special Snacks:** Children may bring a special snack to share with the class on their birthday or for holiday parties. Snacks must be prepackaged and contain a list of ingredients. The special snack will supplement the snack for the day. We ask that you discuss the treat with teachers in advance so children with allergies or dietary needs can be provided with an appropriate alternative.

### **Health and Wellness:**

Upon entering SCELCL, all children are required to wash hands before entering the classroom or group setting.

Children must have a child health record including a record of a health assessment signed by the child's licensed health care provider. This form is provided to families in their enrollment packet.

Immunizations must be current and records must be submitted prior to your child beginning care at SCELCL. A child may be exempt from immunizations if the parent can provide a written statement from the healthcare provider that immunizations are contraindicated based on the child's health.

In order for registration to be complete all children must submit a record of immunizations by the State of West Virginia.

Immunization records must be submitted at the time of registration each year. The SCELCL physical form is due 1 week prior to the first day of enrollment. The physical must have taken place within 12 months of enrollment, and updated annually within 30 days of the child's birthday.

Children between six weeks and three months of age must have a statement signed by the child’s licensed health care provider permitting the child to enter group care.

**Sunscreen:** Sunscreen is treated as a medication and will be stored out of the reach of children. Parents must sign the sunscreen administration form and provide sunscreen for the body and a facial/stick sunscreen for the face.

**Illness:** The center is required to exclude a sick child from the center when the illness prevents a child from participating in routine activities, when a child’s illness results in a greater need for care than staff members can provide without compromising the health and safety of the other children, and when the child has a communicable illness. Children must be excluded until they can remain at SCELCL, fever free, without the use of medication. Once a child is excluded, the following return criteria should be used:

Illness	Return Criteria
Any/all illness	When the above conditions have been met, and the following specific criteria listed below:
Vomiting	24 hours free of vomiting, 24 hours fever free
Diarrhea	No indication of other illness, no signs of dehydration, 24 hours fever free
Strep Infection	24 hours fever free and 24 hours on antibiotic
Ear Infection	24 hours on antibiotic, 24 hours fever free
Conjunctivitis	24 hours on antibiotic
Chicken Pox	24 hours with no fever, no new pox, all lesions crusted

Pertussis	5 days on antibiotic
Hand, Foot and Mouth	7 days from start of illness, all blisters scabbed
Upper Respiratory Infection	24 hours fever free, 24 hours on antibiotic if prescribed
COVID-19: If diagnosed with COVID-19 OR exposed to a person diagnosed with COVID-19	Will not return to the center for a minimum of 14 days with a doctors approval
Unspecified Viral Illness	24 hours fever free
Bacterial Illness	24 hours fever free, 24 hours on antibiotic
Mumps	9 days after onset of gland swelling
5 <sup>th</sup> Disease, Roseola	24 hours fever free
Scabies	After treatment, and with doctor approval
Ringworm or Undiagnosed Rash	After treatment and with doctor approval
Lice	Children will not be readmitted until 24 hours after treatment and must be nit free. The Director and an additional trained staff member will make an evaluation and determine if the child can be readmitted

\*fever free without use of medication in all cases.

Children who have a fever of 100.4 or symptoms of a contagious disease may **not** be signed in. If she/he becomes sick while at the facility, you will be called and asked to pick up your child ASAP, so as not to infect other children. Parents must pick up a sick child within **one hour of notification**. The sick child may not return to the child care center until he/she has been **symptom free for a minimum of 24 hours**. Notify the staff if the child has a

communicable disease so other parents can be notified. (ie: lice, pink eye, diarrhea, vomiting, etc.)

## **Medication Administration:**

### **Medication Policy**

This policy defines the requirements and procedures for administering medications to children enrolled in SCELC. Due to state regulations we **CANNOT** administer or provide any over-the-counter medication unless we have doctor's orders stating the exact amount and the number of times to be given. This includes Tylenol, cough medicine, etc. Breathing treatments must also have a written prescription with instructions from the doctor. Because the administration of medication poses an extra burden for staff, and having medication in the facility is a safety hazard, families are asked whenever possible to arrange with their child's medical provider to schedule medications at times that do not include the hours the child is in the child care facility. **The first dose of any medication must be given at home to be sure that the child does not have an unexpected reaction to the medication.** Parents or guardians may administer medication to their own child during the child care day.

### **Medicine Administration Procedure:**

1. SCELC staff will administer medications **ONLY** if the parent or legal guardian:
  - a. Has provided written consent (a form will be provided)
  - b. The medication is in the original medication container (no pre-measured doses).
  - c. SCELC has on file the written instruction of

the health care provider for administration of the specific medication.

2. For prescription medications, parents or legal guardians must provide SCELCL with the medication in the original, child resistant container that is labeled by a pharmacist with the child's name. The name of the medication, the date the prescription was filled, the name of the health care provider who wrote the prescription, the medication expiration date, and administration, storage, and disposal instructions.
3. Instructions for the dose, frequency, method to be used and duration of administration must be provided to SCELCL in writing using a medication log that will be provided for each child that will be stored in their personal file. Children with recurring or ongoing health needs must have a health care plan with instructions from the prescribing physician for administration of specific medications based on need. The instructions must include the child's first and last name, the name of the medication, the dose, the method of administration, how often the medication may be given, the conditions for use, and any precautions to follow. Where required, staff must have additional, specific training and additional training to administer emergency or other additional medications.
4. If the child's medication requires storage in a refrigerator, parents must place the medicine bottle in a leak proof, sealed plastic storage container. All other medication at SCELCL will be stored out of reach of children in an approved cabinet.
5. If the child must take a controlled substance, such as Ritalin, SCELCL staff will count with the parent the number of pills received and document daily on a log the number of remaining pills each day.
6. Medication will not be used beyond that date of



expiration noted on the container or beyond any expiration of the instructions supplied by the prescribing health care provider. Expired medications will be returned to the parents, or if not collected within one week of expiration, flushed down the toilet. All disposed medication will be documented by the Director of SCEL C.

7. A medication log for each child will be maintained by SCEL C Director to record the instructions for giving medications, consent by parent or guardian, amount, time, method of administration, the signature of the staff member giving the medication, and observations, comments related to administration of the medication. Spills, reactions and refusal to take medication will be noted on the log.
8. Medication errors will be documented using designated SCEL C forms. Parents will be notified in the case of medication error. In addition, SCEL C will file a Serious Occurrence Report with our licensing agent.

Children on a health care plan will have a medical file established which will be kept separate from their SCEL C file and will also be kept confidential. In the medical file we must have a photo of the child for the purpose of identification. We will also keep the child's health insurance information, emergency medical forms, allergy information, and if required a medicine authorization consent form, the medicine log, record of emergency medical administration, and an asthma emergency plan in the child's medical file. Other forms such as Illness Report Forms and Incident Report Form will be filed in here as well. If the child has dietary restrictions for medical reasons the child's doctor must complete a form provided by us listing the restrictions and

appropriate dietary substitutions. This is required by Federal Food Program.

SCELC staff will only give medication in the presence of another adult; both adults will initial the medication log.

### **Self-Administration of Medication:**

If a school age child has written permission from the parent and the physician, the child may self-administer asthma medication, emergency allergy medication or other emergency medication. With written permission from the child's parent and physician, the child may, under supervision, self-administer insulin or other injected medication. When a child self-administers medication, staff members must record the administration in the medicine log.

### **Medication Error:**

Medication error involves the following parameters:

1. Failure to administer a dose of medication.
2. Administration of medication to the wrong child.
3. Administration of medication to the wrong dosage.
4. Administration of medication at the incorrect time, other than a half an hour before or after scheduled time.
5. Administration of medication in the incorrect form.
6. Administration of medication by the incorrect method or route.
7. Administration of medication that is incorrect.

When a medication error occurs the staff member that makes the error must inform the Director and the parent of the child

affected. The licensed health care provider must be notified and a **Serious Occurrence Report** must be completed. SCEL staff will observe the child for any reaction to the error and if the licensed health care provider has been contacted, follow instructions. Staff will need to draw a line through the incorrect entry in the medical log, initial the error and write the correct information.

### **Injury:**

All SCEL staff members are trained in child and infant CPR and First Aid. In the event a child is injured, staff will administer emergency assistance, contact the caregiver, and emergency personnel if necessary. If the caregiver is not available, the next person on the contact list will be notified. The assistant teachers will attend to the child while the teacher or director contacts emergency services.

### **Personal Property:**

Children should not bring toys from home or personal items except as listed on the materials list and items used for comfort during sleeping times. Young children will have toys provided for them, as personal items are not easily shared and become problematic. Also, we want to be able to assure all families that items entering the center meet guidelines for safety. For school age children, school necessities should be kept in backpacks, and the school does not hold responsibility for any personal items they may bring. Therefore, please do not send children with other items.

**Guidance:**

It is the policy of the center to provide a safe, nurturing environment for all of the children. The guidance of children's behavior will be related to their age and stage of development.

Teachable moments: When children first emit a challenging behavior, the staff will use it as a teachable moment and discuss the behavior with the child. The child will be told why the behavior needs to be changed, and then the staff will redirect the child's behavior.

Children will be given choices whenever practical, and learn to self-regulate their behavior by making good choices.

Occasionally a child needs to try a different activity, or cool off and then the staff will work with the child to find a solution to the conflict.

If a child's behavior becomes dangerous to the other children, that child will be taken to the director's office and the center reserves the right to call parents. A meeting will be scheduled and a plan of action will occur.

**Difficult Behavior Policies and Procedures:**

Challenging behaviors will be categorized by three levels of difficulty. The course of action taken will be determined by the frequency, intensity and persistence of the challenging behavior.

**Minor Behavior Problems**

Behaviors will be corrected immediately with appropriate redirection and management. Teachers will **make a notation in a**

**log book.** No behavior form is required unless these behaviors become persistent, then a conference with parents may be scheduled and a behavior plan put into place. Examples of minor behaviors include but are not limited to:

1. Not following directions.
2. Talking back to teachers.
3. Arguing/fighting with other children.
4. Inappropriate language/ swearing.
5. Name calling/ teasing.
6. Temper tantrums.
7. Not following classroom routines/ schedules.
8. Running in the classroom.

### **Moderate Behaviors**

Any exhibition of a moderate level challenging behavior requires a behavior form to be completed and signed by the parent. Examples of moderate behaviors include but are not limited to:

1. Hitting, biting, pushing, kicking, or choking another child with no injury occurring.
2. Spitting on a child or teacher.
3. Actions or languages that are sexual in nature beyond the scope of natural curiosity.
4. Minor assaults on teachers (unintentional or light enough not to cause injury).
5. Climbing on furniture/jumping off furniture.
6. Running outside the door or away from teachers both at SCELC and while on field trips.

Repeated moderate incidents will lead to a parent conference where a behavior plan may be established. A behavior professional or other outside consultant may be brought in to help with these behaviors. At the conference, the problem will be defined and parents and teachers will establish goals towards solving the problem. A time frame for improvement will be established at the conference. If the initial plan for helping the child fails, the parents will be called to a second conference where another attempt will be made to identify the problem, outline new approaches to the problem and discuss the consequences if progress is not apparent.

At this conference, discussion about using outside intervention may be discussed. When previous attempts have been followed and no progress has been made towards solving the problem, the child may be suspended from childcare indefinitely.

## **Severe Behavior**

Infractions are defined as any action that results in injury to another child or staff member. These include, but are not limited to the following behaviors:

1. Pushing, shoving, kicking, hitting or biting a child that results in injury (bleeding, bruising, and cutting).
2. Intentional aggression toward any staff member of SCELC.
3. Sexual language or actions that are overly aggressive in nature and put other children at risk for exposure to inappropriate actions.
4. Any action deemed to be molestation of another child or teacher.

5. Physical and/or verbal abuse of staff or children.

Severe infractions will result in an immediate suspension of no less than three days. The child may not return until a conference is scheduled and behavior plan is put into place. The child has two weeks from the time of the conference to stop the severe behavior, or the child will be terminated from the center. Failure to schedule a conference will result in immediate expulsion of the child.

We will make every effort to work with parents of children having difficulties in the center. We are here to serve and protect all children. Children displaying chronic disruptive behavior which has been determined to be upsetting to the physical or emotional well-being of another child or staff member will be considered a severe behavior and will be handled thusly. The Childcare Director may immediately suspend a child at any time he/she exhibits a behavior which is harmful to him/herself or others. A parent may be called from work anytime the child exhibits uncontrollable behavior that cannot be modified by the childcare staff. The parent may be asked to take the child home immediately. Suspensions from the childcare center may vary from a few hours (rest of day) to an indefinite period.

The use of corporal punishment is strictly prohibited. Any witnessed or reported incident of a staff person using this type of discipline technique will result in immediate dismissal. Staff shall adhere to the West Virginia State Licensing standards

## **Mandated reporting:**

Under the Child Protective Services Act, mandated reporters are required to report any suspicion of abuse or neglect to appropriate authorities. Teachers and child care administrators are not required to discuss their suspicions with families prior to reporting the matter to appropriate authorities, nor are they required to investigate the cause of any suspicious marks, behavior or condition prior to making a report. Under the Act, mandated reporters can be held criminally responsible if they fail to report suspected abuse or neglect. This responsibility is taken very seriously and we will make all warranted reports to the appropriate authorities. The Child Protective Services Act is designed to protect the welfare and best interests of all children.

## **Grievance Policy**

Staff grievances resolution procedure:

The purpose of this policy is to ensure all grievances and complaints are being addressed, investigated fairly, and documented in a timely manner.

- All complaints involving staff will be investigated immediately and without bias. These investigations will occur in a timely, transparent, thorough, and impartial manner.
- The anonymity of the complainant will be respected, and they will be notified of the outcome of any investigation concerning the complaint. Also, staff names will remain confidential. The option to remain anonymous will be at the discretion of each staff member.
- All confidential conversations regarding the complaint



will take place in an area away from children, parents, and other staff.

- A satisfactory resolution will be sought.
- Every staff member will be provided with clear guidelines outlining the grievance procedures.

## **Changes to the Parent Handbook/Policies & Procedures:**

SCLEC reserves the right to review and edit the Parent Handbook at any time. Parents will be notified of any changes.

## Acknowledgment of Receipt

I, \_\_\_\_\_, parent of  
\_\_\_\_\_ have received the Parent Handbook of Suncrest Early Learning Center. I understand the policies and procedures and agree to abide by them. I also understand that specific programs at SCELC may have an addendum to these policies and procedures, which I may be required to read and review in addition to the Parent Handbook.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date