

**Malcolm W. Cole
Child Care Center
Parent Handbook**

Revised January 2006

PURPOSE:

The Malcolm W. Cole Child Care Center was established in April of 1984, and was accredited by the National Association for the Education of Young Children in 2005. The Center is generously subsidized by the Health System to assist in recruitment and retention of quality employees. The Center is open to children of UVA employees regardless of race, gender, religion, or national origin.

PHILOSOPHY:

The Malcolm W. Cole Child Care Center offers the opportunity for each child to develop physically, socially, and cognitively according to individual learning style. Each child is considered unique in temperament and rate of development. Curriculum is planned to enhance and challenge particular, distinct individual needs, interests, and abilities. Activities and relationships occur in a healthy, positive and relaxed environment in which a well-qualified staff provides personal attention, guidance and nurturing to each child.

The Center strives to maintain continuity and consistency throughout the program by conducting cooperative staff planning, training, and a variety of joint activities involving the various groups of children. In this context, all caregivers at the Center are encouraged to express their individual pedagogical strengths as they work with individual children and in their cooperative efforts with other staff members.

The Center is also committed to the continuing education of all Center staff.

GOALS FOR CHILDREN:

The Malcolm W. Cole Child Care Center maintains the following goals:

- to provide consistency between child care center and home practices
- to develop the child's sense of trust through continuous, warm, concerned care giving
- to provide opportunities for the child to relate positively to other children and adults
- to allow each child to grow as an individual and to meet each child's special needs in this process
- to nurture the child's sense of wonder in the world
- to support a positive self-image so that each child sees him/herself as a worthy individual

NON-DISCRIMINATION POLICY:

Children will be admitted to the Center regardless of race, gender, religion, or national origin and in compliance with the Americans with Disabilities Act.

To best ensure that their needs are met, when children with special needs are enrolled, there will be consultations with the parents and, as needed, the Center's medical advisor, the staff who will be involved, and any other appropriate individuals. Additionally, an assessment to determine the full scope of needs and appropriate services may be required. Assessments may be made on a periodic basis after a child with special needs is enrolled to ensure that the child is continuing to have his/her needs adequately met.

ELIGIBILITY FOR ADMISSION:

Admission to the Malcolm W. Cole Child Care Center is based on a priority listing of employees in the Health System and UVA. Priority will be given to employees in the job categories where an incentive is needed for staff recruitment and retention.

Priority 1 includes all health care professionals paid directly through the Medical Center (Agency 209) whose *primary* role involves direct patient care. **Priority 2** employees are all other employees paid by the Medical Center. **Priority 3** includes employees of HSF, employees contracted for nutrition services and environmental services, and UVA faculty, staff, and research professionals (Agency 207). This includes attending physicians paid by the medical school.

After first offering spaces to Priority 1 employees, spaces may be offered to the children of Priority 2 employees, and then Priority 3. Once a child has been accepted at the Center, that child's

place will not be pre-empted for a child whose parent may be in a higher priority status. Priority 1 and 2 families with children currently enrolled are given the first option for available openings for their subsequent children.

Children of part-time employees are eligible for enrollment. If it is demonstrated that the predominant (20 hours of week or more) place of employment is within the University, access to an unrestricted number of days of enrollment per week is provided. Any employee who is not predominantly employed within the University (less than 20 hours) shall have access to enrollment of his/her children in an amount commensurate to actual hours worked (work shift plus reasonable travel time.)

Employees who work weekends and evenings shall have the right to bring their child to the Center during operating hours when they do not work. Employees who have children enrolled in the Center and who need to take authorized leave shall have the right to continue using the Center during their leave with prior written notice to the Director of the Center.

It is the parents' responsibility to notify the Center of any change in employment, as it may affect a child's eligibility for enrollment in the Center. Children of employees no longer meeting these requirements will be withdrawn, subject to 60 days prior notice in writing from the Director. Failure to notify the Center of a change in employment status will result in an automatic and immediate dismissal of the child. Parents will sign an agreement to the above terms upon enrollment of a child in the Center.

ADMISSION PROCEDURES:

Upon application, employment is verified to determine priority status and appropriate placement on the waiting list. Applicants are required to complete an application form and submit a \$50.00 application fee. Before a spot is offered, parents and children shall visit the Center. Just prior to an enrollment offer, employment will be re-affirmed. Parents have two weeks from the time of the offer to accept or decline the spot. Upon a parent's acceptance of an offer, a meeting will be scheduled between the parents and Director or Assistant Director and a separate meeting will be arranged between the parents and the child's teacher. These meetings will provide an opportunity to discuss the Center's philosophy, goals, and general procedures and to fill out required forms. These forms include method of fee payment, emergency and health information, and other information as required. Registration paperwork and payment for the first two weeks of care must be turned in at least two business days before the child's start date.

PAYMENT AGREEMENT:

Parents will be required to sign an agreement indicating the method of payment they will use while their child is attending the Center (check or payroll deduction). Tuition will be paid to the Center in advance of care on a bi-weekly or monthly basis, with either a personal check or money order, or by payroll deduction. If payment is not received within 30 days of the date the fee was incurred, the parent will be given written notice of the overdue balance. From that point, payment for the balance of the account must be received within 5 days in order for child to return to the Center.

ITEMS SUPPLIED BY CENTER:

- A selection of baby foods and baby cereals
- Breakfast, lunch and afternoon snack based on USDA guidelines and on a 3-week rotating menu, including whole milk to children 1 to 2 years old, 2% milk to children older than 2 years, and juice and water as indicated on menu
- Sheets changed on cribs daily, on nap mats weekly
- Diapers, wipes, gloves as available through the hospital storeroom
- Specific brands or particular items must be supplied by parents and labeled with child's name

HOURS OF OPERATION:

The Center is open Monday through Friday, including all holidays except Thanksgiving Day and Christmas Day. The Center opens at 6:00 A.M. and closes promptly at 6:00 P.M.

COMMUNICATION:

We ask that you supply Center administration and teachers with all contact information as it changes after receipt of your initial registration form. In addition to telephone and pager numbers, we ask that you supply the Center with your e-mail address if you wish to receive information. If we do not have your e-mail address, you will find copies of necessary information at the front desk and/or posted on the parent bulletin board on the first floor hallway.

ITEMS SUPPLIED BY PARENTS:

Parents of infants not yet drinking whole milk supply bottles of either formula or breast milk, or any combination thereof. Diaper cream, sunscreen, or any medications or topical ointments must be supplied by parents and accompanied by a consent form (stored at front desk).

Parents are encouraged to dress their children in seasonally suitable play clothes that are appropriate for inside and outside play. Please realize that the hands-on way in which children learn can result in messy clothes! Each child should have a complete change of clothes at the Center at all times, including underwear and socks. Children who are beginning toilet training must have 3 extra changes in their cubbies each day. Parents should check every day for soiled clothing to be taken home, and periodically to make sure that the clothes still fit and are appropriate for the season. All clothing left at the Center must be labeled to help avoid loss.

Children may bring a special blanket and security toy. Parents should check with the staff for their child's group concerning policies for bringing other toys and/or items for sharing. Weapons and "fighting toys" may never be brought to the center. Parents and children should be aware that when toys and items for sharing are brought to the Center there is increased chance of breakage and/or loss. The Center cannot assume responsibility in the case of breakage or loss.

GROUPING AND STAFF/CHILD RATIOS:

Children are grouped in the Center to comply with Virginia State Licensing Codes. Children are enrolled so as not to exceed the following except during designated rest period:

Infants (6 weeks – 16 months)	1:4
Toddlers (16 months – 2 years)	1:5
Two and Three Years	1:6
Preschool (3-5 years)	1:9

ATTENDANCE POLICIES:

All parents are required to check in upon arrival at the Center and check out their children on their way out of the building to ensure compliance with Virginia licensing codes. Additionally, parents must make verbal contact with a staff person upon arrival or departure to assure that the transfer of responsibility for the child has taken place.

Attendance will be monitored to determine compliance with enrollment contracts. Full-time is defined as 5 days per week and no more than 10 hours on any given day. Part-time contracts will be for specific days and times and may be for 2 or 3 full days (up to 10 hours). Part-time contracts will only be offered such that it does not create a vacancy to do so.

If a priority employee is required to work extra hours such that s/he requires more than 10 hours of child care on a given day, provided that **prior** arrangements are made with the Center administration to ensure the availability of space, the employee will incur an additional charge (smallest unit of time sold will be one hour). Rates for attendance after 10 hours will be billed at a rate approximating one-and-a-half times the usual rate: \$6.50 per hour for infants and toddlers, \$5.00 per hour for 2 through 5-year-olds.

Also, occasional additional days for a part-time child will be permitted if prior written requests are approved by Center administration to ensure availability of space. See the current fee schedule for extra attendance fees. Charges will be assessed in units of full days regardless of the portion thereof that the child attends without authorization. All fees for overuse of the Center will be included in the bi-weekly billing cycle and payment is due with the tuition payment following notification.

Any non-compliance with enrollment contract (late pick-up, over 10 hours, non-approved extra attendance) that occurs 3 times in a 6 month period may result in loss of privilege of attending the Center for one day, to occur no more than 2 workdays after notification.

CENTER VISITATIONS:

The Center operates with an open door policy and custodial parents of enrolled children are welcome to visit anytime. Mothers should feel free to visit according to their schedules in order to breastfeed. If parents wish to participate in particular activities, however, it is important that staff be notified before making a visit, as activities vary from day to day.

LATE PICK-UP OF CHILDREN:

The building should be cleared by 6:00 P.M. **Any parent/guardian/authorized person who is not out of the Center by 6:00 P.M. will be considered late in picking up their child(ren).** Whenever possible in cases of emergencies causing late pick-up the Center must be notified by phone. The fee charged for late pick-up will be \$1.50 per minute per child. **Late fees will also be incurred anytime a child is not picked up from Get Well Care by 4:30, or when a sick child is not picked up within one hour of a call or e-mail indication that a pick-up is needed. More than three occurrences of late pick-up in a 6-month period may result in loss of attendance of Center for 1 day to occur within 2 days of notification.**

EMERGENCY POLICY IN CASE OF FAILURE TO PICK UP A CHILD:

In the event that a child is not picked up by 6:00 P.M., staff shall use all contact information in attempting to arrange for the earliest possible pick-up of any child remaining in the Center after closing. Staff shall attempt to contact the Director or Assistant Director in the event that parents are unreachable and an alternate pick-up might be arranged. If we have not had phone contact with a parent by 6:15 P.M., we will begin calling emergency contacts. If we release a child to one of the emergency contacts and staff then leave for the evening, the information will be left on parent answering machines whenever possible and in a message on the Center's front door.

If a child has not been picked up by one hour after Center closing time or notification of emergency evacuation, and all attempts to reach parents/guardians have been unsuccessful, staff shall call the police for the jurisdiction in which the child lives and request that they assist in locating a responsible adult to pick up the child. Police may help by going to the child's residence and by performing any other appropriate investigation. The police should be requested to report their finding to the Center as soon as possible. If the police report that they are unable to locate a responsible adult to pick up the child, then staff shall immediately call Child Protective Services for the jurisdiction in which the child lives and request that they arrange to have Social Services pick up the child from the Center as soon as possible.

Staff shall carefully and fully document all efforts, including names and times, throughout this process and provide the documentation to the Director the following workday.

AUTHORIZED PICK UPS:

Virginia State Codes require that the Center be provided with a list of those persons who are authorized to pick up a child, as well as any persons not permitted to pick up a child. A statement signed by the parent must be provided to the Center to authorize anyone other than those individuals

listed on the enrollment form to pick up a child. Faxed, signed permission will be accepted, but phone authorization will not be accepted.

EMERGENCY COMMUNICATION AND CONTACTS:

Parents are expected to provide the Center staff with any and all contact numbers we might need in order to reach you. This includes home, work, pager, and cell phone numbers as well as e-mail addresses. In addition, the Center should have names and numbers of co-workers who might be able to locate you if you are out of your office. Virginia State Licensing codes require parents to provide names, complete addresses, and phone numbers of at least 2 people from different households who could pick up their child in an emergency. Please be advised that Center staff are authorized to call your emergency contacts to pick up your child if we are unable to reach you in a reasonable amount of time depending on your child's condition.

In the event of a need to evacuate the Center (weather emergency, for instance), our evacuation location will be announced through the HSCS Command Center Employee Advisories or, you can call the SNOW line (982-SNOW or 924-SNOW.) We will also get our information to Channel 29 for their updates. In the past, the Center was relocated to the UVa Children's Hospital Kluge Children's Rehabilitation Center (KCRC) on Ivy Road.

HOLIDAYS:

The Center will be closed on Thanksgiving Day and Christmas Day. Parents will not be charged for those days. Parents will be charged for all other holidays that fall on a regularly scheduled day of attendance for their children, regardless of attendance.

Accurate information regarding planned attendance during holidays is essential to ensure appropriate staffing of the Center. Therefore the following procedures for scheduling a child's attendance are in effect:

1. Parents will provide a schedule of attendance for their children by the deadline indicated on Holiday Forms to be distributed prior to each holiday. Holiday forms will be distributed via e-mail to those who have given their e-mail address to the Center. Holiday forms are also available at the front desk.
2. Attendance will not be permitted on holidays without the required registration for attendance.
3. Exceptions to the above requirements may be granted when an employee's supervisor changes his/her work schedule such that the above notification times cannot be met, and if staffing allows.

GRIEVANCE PROCEDURE:

Although the Center makes every attempt to offer the highest quality care to all children and families, there may be occasions when parents have concerns about particular events, situations, or staff. In this event, parents are encouraged to talk to their child's direct caregiver as a first point of contact. If they have tried this without satisfactory results, or if the concern is serious enough to warrant immediate administrative review, parents are encouraged to contact the Center Director. The Director will then schedule meetings as necessary with appropriate parties to gather relevant information before deciding on a course of action. Parents will be informed, as appropriate within confidentiality requirements, as to the result of the Director's inquiry and action taken.

Again, our goal is quality child care and we encourage parents to bring their concerns to us so that we can work together to ensure that quality.

WITHDRAWAL OF A CHILD:

Any family planning to withdraw their child from the Center must do so by completing a Change Form available at the front desk. The form must be completed and returned at least two weeks prior to the last scheduled date of attendance. Parents are obligated to continue payment of fees to meet this requirement regardless of child's attendance.

PARENT INVOLVEMENT:

Periodic classroom and Center-wide events are held. Parent workshops are offered as needed. All parents are welcome to attend monthly Parent Group meetings to become involved in Center fund raising, events, staff appreciation efforts, etc.

There are many opportunities for parents to participate directly with children by volunteering in the classroom or helping with special activities. Parents can also provide support by doing things such as collecting materials or items requested by teaching staff, helping to construct needed equipment, repairing broken toys or torn books, making learning games for children to use, loaning educational materials, etc. All efforts benefit the children and are greatly appreciated by the staff.

HEALTH POLICIES:

The Center attempts to maintain an environment as free of infectious agents as possible. Special housekeeping and staff procedures are key parts of this effort, but parents play a critical role in maintaining the health of the children at the Center. All parents should familiarize themselves with the following health policies so as to ensure that children receive proper immunizations and that sick children do not expose others to illness.

Prior to enrollment, parents must submit a Virginia State Health Form, completed by a health care practitioner, including proof of recent physical examination and up-to-date immunization records, except in cases where there is parental objection on religious grounds.

For religious exemption from immunization a parent must submit a completed Commonwealth of Virginia Certification of Religious Exemption form that has been signed by a notary public and stamped with the notary seal. This form can be obtained at any health department, local school system, or social services department as well as on-line at:

<http://www.vahealth.org/schoolhealth/CRE-1.pdf>

Upon arrival at the Center, parents are asked to wash their children's hands with liquid soap and running water. The Health Department also recommends that children's hands be washed before leaving the Center at pick-up as well.

Parents are required to wait in the classroom at drop-off long enough for staff to greet the child, perform a Daily Health Check, and accept child into attendance for the day.

Parents are asked to remove shoes or use disposable shoe covers (provided outside the door) when entering infant classrooms to avoid contamination of the carpet.

Parents are required to inform the Center within 24 hours if their child develops a communicable disease (see enclosed chart.)

Infants must accept formula or breast milk from a bottle prior to enrollment, in order to ensure that proper feeding can be provided by our staff.

Infants must be in a dry diaper when they are left in the care of our staff. If a child soils his/her diaper on the way to the Center, parents are welcome to use our diapering facilities so long as proper sanitization occurs.

DAILY HEALTH SCREENING:

The parent or guardian must bring the child into the Center and stay until the staff has welcomed the child. This is to permit a daily health screening to be performed and to ensure that staff are aware of any current health issues or concerns on the part of the parents.

ADMINISTERING MEDICATIONS:

Both over-the-counter and prescription medications can be administered to recovering, non-contagious children by the Center nurse or by a staff member trained in medication administration, with written authorization from the parent. No consent is effective for longer than 10 working days except with written authorization from the child's physician. Any medications left at the Center more than 14 days after authorization expires will be discarded in compliance with Virginia State Licensing

regulations. All medications must be in the original container and labeled with the child's name, the medication name, dosage, time for administering the medication, and other such information as required to assure the safety of the child receiving the medication. Children for whom emergency medications have been prescribed shall be in the care of a child care provider trained in administration of medication.

A copy of staff health policies and procedures may be reviewed upon request.

GET WELL CARE:

The Center has a wing that is separate from the rest of the Center called "Get Well Care." Here, mildly ill children can be cared for by our resident R.N., as space is available. Spaces become available on a first come, first served basis as parents call in the morning to admit their children. Parents bringing sick children must use the Get Well entrance located on the side of the building. If a child becomes ill during the course of the day, the parent will be called immediately, and if there is space, the parent has the option to have their child cared for in Get Well Care until 4:30 p.m. If space is unavailable, the child will be moved to that part of the Center in a holding area until the parent or emergency contact arrives to pick up the child (within one hour.) This prevents the spread of germs throughout the Center and will help to keep all children healthier all of the time. We recommend and request that a parent make every attempt to pick up a sick child as soon as possible and to see Get Well Care as emergency care only.

Types of illnesses that will not be included in Get Well Care are droplet-type infections, or illnesses so serious that special equipment or intensive care may be required.

CRITERIA FOR EXCLUDING SICK CHILDREN AND TERMS OF EXCLUSION:

Your child will be temporarily excluded from the classroom, in Get Well Care, if there is room, or sent home as soon as possible if one or more of the following conditions exist. If parents are called to pick up sick children, arrangements must be made to pick the child up within one hour. After one hour, late fees will accrue at the same rate as after 6:00 pick up.

Conditions requiring exclusion from the classroom:

1. The illness prevents your child from participating comfortably in activities as determined by the child care provider;
2. The illness results in a greater need for care than the child care classroom staff can provide without compromising the health and safety of other children as determined by the child care provider;
3. Your child has any of the following conditions:
 - Fever over 100 degrees
 - Symptoms and signs of possible severe illness until medical professional evaluation finds the child able to be included at the Child Care Center. Symptoms and signs of severe illness shall include
 - Lethargy that is more than expected tiredness
 - Uncontrolled coughing
 - Inexplicable irritability or persistent crying
 - Wheezing or difficulty breathing
 - Other signs unusual for the child
 - Diarrhea, defined by more watery stools, decrease form of stool that is not associated with change in diet and increased frequency of passing stool, that is not contained by the child's ability to use the toilet. Children whose diarrhea is found to be caused by organisms such as Salmonella, or Shigella will be excluded from the

- Child Care Center until they meet requirements set by the Health Department. Children are excluded from the classroom until they have resumed eating and no longer have diarrhea
- Blood in stools not explainable by dietary change, medication or hard stools
 - Vomiting illness (two or more episode of vomiting in the previous 24 hours). Children are excluded from classrooms until they have resumed eating and are no longer vomiting
 - Persistent abdominal pain (continues more than 2 hours) or intermittent pain associated with fever or other symptoms
 - Mouth sores with drooling until a physician determines the child is noninfectious
 - Rash with fever or behavioral changes until a physician determines that these symptoms do not indicate a communicable disease
 - Purulent conjunctivitis (pink eye) defined as pink or red conjunctiva with white or yellow eye discharge), until a full 24 hours of antibiotic treatment has been completed
 - Pediculosis (Head Lice) until child is nit free
 - Scabies, excluded until after treatment has been completed
 - Tuberculosis, until cleared by the Health Department to return to the Child Care Center
 - Impetigo, until 24 hours after treatment has been initiated
 - Strep throat or other streptococcal infections, until 24 hours after initial treatment has been completed
 - Chickenpox until all sores are dried and crusted, usually 6 days. Get Well Care does not have negative pressure rooms so children cannot be in Get Well Care with chickenpox
 - Pertussis, until Health Department recommendations on returning to child care are met
 - Mumps, until 9 days after onset of parotid gland swelling
 - Hepatitis A virus, until physician advises return (written release required)
 - Measles, until 4 days after onset of rash
 - Rubella, until 7 days after onset of rash
 - Any diagnosis of a communicable disease not previously referred to

Sources:

Caring For Our Children National Health and Safety Performance Standards: Guideline for Out-of-Home Child Care Programs (second addition)
Virginia Department of Health Communicable Disease Reference Chart for School Personnel Standards For Licensed Child Day Centers; Virginia Department of Social Services; January 24, 2005

FIRST AID/CPR TRAINING:

Staff are trained in compliance with Virginia State licensing codes in proper first aid and CPR practices. Staff will follow policies which comply with Virginia State codes and are available for viewing upon request.

NUTRITION:

Breakfast, lunch, and afternoon snack are provided each day. Nutritional Services at the Medical Center prepares and delivers these foods under the guidance of a nutritionist to assure that they meet USDA standards. Menus are posted in the Center with copies available upon request. Children will be monitored to assure that they are not exposed to foods that are known to cause individuals to have allergic reactions. The Center has a strict "No Nuts" policy that applies to menu items as well as food brought in by parents or staff.

Infants on formula or breast milk are fed on demand. Mothers wishing to breast feed their children are welcome to do so at any time.

Special diets for individual children must be provided by the parents. We do, however, offer limited vegetarian meals. All unused portions of that diet will either be discarded or returned to the parents, depending on prior arrangement made between the Center and the family. If the child's special food is unavailable, the Center will provide an emergency substitute such as is possible from its on-hand supplies and/or contact the parent to obtain needed items.

Food to share with other children in a group may be brought to the Center for a celebration (i.e., birthdays, holidays, etc.). Staff shall be consulted prior to such occasions. Except as noted above, no food from home will be allowed into the Center.

Please be aware that we do not believe in requiring children to eat particular foods if they decline, nor do we believe in withholding food as a punishment.

TRANSITIONING OF CHILDREN BETWEEN GROUPS:

Children are transitioned between groups in the Center to ensure that individual developmental needs are met and NOT strictly according to chronological age. The classroom placement of children is determined by administration, based on a number of factors, one of which is parent input regarding their child's needs. Conferences are scheduled prior to all transitions to discuss the child's readiness for transitioning and to familiarize the parents with day-to-day routines in the child's new group. On occasion, staff may recommend that outside assessments be made to obtain a clearer description of the child's development and appropriate program content to meet the child's particular needs. Such assessments will only be done with parental consent. Assessment reports will be shared with parents, but otherwise will be kept confidential. If an assessment is done at parent initiative, the Center requests a copy so that we can better meet the child's needs.

CONFERENCES:

Orientation meetings are held prior to a child entering a new classroom. After that point, parent/teacher conferences are held periodically or as needed to assure on-going communication. Conferences will always occur prior to the transitioning of a child to a new group. Parents are encouraged to request a conference whenever they would like to discuss something at length with staff. Staff will do the same. Daily communications are encouraged to discuss routines and incidental matters.

DISCIPLINE:

The primary goal of discipline at the Center is to help the child develop self-control and assume responsibility for his/her actions. It is crucial to this effort that parents and staff maintain an on-going dialogue about all aspects of the child's development and behavior.

Positive reinforcement and redirection are two important tools to be utilized in encouraging acceptable behaviors. Negative behaviors will be handled in a developmentally appropriate manner. Neither corporal punishment nor verbal abuse is tolerated in the Center. Respect for children is central to our discipline philosophy.

Parents will be kept aware on an on-going basis of unusual behaviors or behavior patterns (both positive and negative) that develop and, as warranted, conferences shall be scheduled. Parents are encouraged to bring any questions or concerns that they have to staff's attention.

TOILET TRAINING:

Toilet training for an individual occurs over a period of time that can range from a few weeks to several months and include several stages of development. Regressions are not unusual during the process, particularly if the child is affected by such things as illness, a move to a new home or child care center, or a new baby in the family. Accidents are to be expected and never met with disapproval. Daytime control may occur earlier than nighttime control. Girls tend to develop complete control of the elimination process earlier than boys. Children rarely have the physical

control, understanding of the process, and the emotional maturity to successfully and consistently use the toilet prior to reaching 18 months of age, and on average, not until the child is 2½ to 3½ years old.

Because of the complexity of a child's learning to successfully and consistently use the toilet and the intense emotional relationship between the parents and the child about the process, the Center will not initiate toilet learning. Staff will, however, keep parents informed of any signs of readiness observed at the Center. Parents should keep Center staff aware of child's movement through the developmental stages at home (see below) and may request a formal conference at such time the switch from diapers to pants is to be attempted. This will help ensure that staff are supportive and consistent with parental efforts with the child.

The stages of toilet training are:

1. Becoming aware of the process, i.e., developing a vocabulary for the process, seeing others use the toilet, talking about being wet or having had a bowel movement, imitating others by sitting on the toilet or potty chair, role playing with dolls about the process.
2. Communication, i.e. says, "I'm wet," "Change my diaper," or "I need to use the potty."
3. Develops sphincter muscle control as evidenced by 2-3 hours of dryness.
4. The child wants to use the toilet.

Center staff will be supportive of parental efforts to assist the child with toilet training and will never show disapproval when accidents occur. Success will be met with encouragement. After the switch from diapers is agreed upon between staff and parents, parents are responsible for always maintaining at least 3 pairs of underpants and changes of clothes in the child's cubby. Clothing should be easily removable, such as elastic waist pants, to help eliminate frustration when the child attempts to use the toilet without help. Because accidents will occur and regression is possible, patience is necessary as the child learns to use the toilet.

TRANSPORTATION POLICY:

Children are not transported to or from the Center or on field trips by Center staff.

PLAYGROUND/WATER PLAY RULES:

Playgrounds are used according to daily schedules for all classrooms except Infants and Transitions. Schedules are designed for two outdoor play periods each day, weather permitting. Daily schedules vary somewhat during summer and winter to minimize exposure to extreme weather. When weather does not permit outdoor play, the multi-purpose room is available for large motor play.

Equipment for large muscle play is located both indoors and outdoors. Play times are planned for each classroom group and are part of the daily activities schedule. The Center posts a list of playground and water rules developed for each classroom. Parents are asked to help enforce these rules when present with their children during playtime. Copies of these rules are available from each classroom teacher. Special procedures or precautions for individual children should be written on the appropriate forms and presented to the classroom teacher.

CHILD ABUSE POLICY:

All Center staff are mandated child abuse reporters in accordance with UVA Health System policy.

ESTABLISHED LINES OF AUTHORITY FOR CENTER STAFF:

As required by Commonwealth of Virginia Department of Social Services, Licensing Division: In general, Center staff fall into the broad categories of Teachers, Assistant Teachers, Floaters, Support Staff, and Administration. The Administration (Director and Assistant Director) report to Human Resources, and are responsible for the daily operation of the Center and supervision of the staff.

Assistant Teachers and Floaters report to the Teachers in their classroom. Teachers and support staff report to Administration.

TELEPHONES:

Receptionist: 924-2907

(Call this number to be transferred to classroom extensions.)

Director: 924-5140

Assistant Director: 982-1780

Office Manager: 924-1210

When an emergency plan is activated, the Center cell phone will be utilized: 960-7250.

Please note, this phone will only be used for emergency purposes.