



River Valley CARES Childcare Center

2021 5th Avenue West, Huntington, WV 25704

Phone: (304) 429-3882

Fax: (304) 429-3883

Family Handbook Year 2019-2020

A program of



River Valley Child Development Services

611 7th Avenue

Huntington, WV 25701

304-523-3417

www.rvcds.org

TABLE OF CONTENTS

<u>GENERAL INFORMATION</u>	<u>4</u>
About RV CARES Childcare Center	4
USDA Non-Discrimination Statement	5
RVCDS Mission Statement	6
RV CARES Mission Statement	6
Our Commitment	6
Contact Information	6
<u>PROGRAM INFORMATION</u>	<u>7</u>
Philosophy	7
Teacher/Student Ratio	7
Agency's Right to Refuse Admission	7
Licensing/Enrollment	7
Hours of Operation	7
Daily Schedule	7
Parent Communication	8
Arrival and Pick-Up Procedures	9
Alternate Pick-Up	9
Emergency Pick-Up	10
Closing Information/Procedures	10
Transportation Policy	10
<u>ENROLLMENT INFORMATION</u>	<u>11</u>
Enrollment Procedure/Forms	11
Orientation	11
Tuition	11
Payment Schedule	12
Late Payment	12
Additional Fees	12
Dismissal	13
Withdrawal	13
Collection Fee	13
Change in Enrollment Status	13
Parents' Right to Immediate Access	13
Court Orders Affecting Enrolled Children	14
<u>HEALTH/SAFETY INFORMATION</u>	<u>15</u>
Notification of Absence	15
Communicable Disease	15
Re-admittance After Illness	15
Pediculosis	16

Outdoor Play	16
Incident Reports	16
Administering Medications	17
Allergies	18
Food	18
Fire and Emergency Drills	18
Emergency Procedures	18
Alternate Safe Location	19
<u>GENERAL CODE OF CONDUCT</u>	<u>19</u>
Code of Conduct	19
Confidentiality	19
Violations of Confidentiality	19
Dress Code for Parents	20
Dress Code for Children	20
Touch Policy	20
Guidance Techniques	21
Physical/Verbal Punishment	21
Mandated Reporting of Child Abuse and/or Neglect	21
Firearms and Weapons Policy	22
Smoking	22
Swearing/Cursing	22
Threatening/Confrontational Interactions	22
Violations of Safety Procedures	23
<u>OTHER INFORMATION</u>	<u>23</u>
Personal Items	23
Gifts	23
Birthdays/Special Occasions	23
Parent Participation/Volunteers	23
Field Trips	23
Staff Childcare Outside of Work Hours	24
Grievance Procedure	24
<u>AGENCY CONTACT INFORMATION</u>	<u>25</u>
<u>SIGNATURE PAGE</u>	<u>26</u>

About RV CARES Childcare Center

River Valley CARES (RV CARES), established in 2019, provides a safe enriching environment for children ranging in age from six weeks to two years. We offer specialized childcare services for children to promote healthy brain and body development through positive and nurturing relationships. Healthy development and nurturing relationships will be achieved through onsite healthcare services, specialized childcare services, support and education services for families and caregivers, and/or social services provided by Family Navigators who will guide families to needed resources and/or substance use treatment/support. Services/resources in addition to childcare are highly recommended but not mandatory.

Our goal is to provide a safe and nurturing environment that promotes healthy growth and development of your child based on their unique and individual needs. Each day your child will be cared for in a sensory considerate environment where they will engage in activities to aid in the development of healthy brains and bodies. Family members and/or caregivers will have the opportunity to observe and learn effective skills to utilize with children while in their home environment to encourage continued development and healthy attachments.

Children Served: Infants, six weeks through Toddlers, two year of age.

RV CARES Childcare Center will be an integrated and inclusive childcare center. Children that meet criteria for admission will not be discriminated against on the basis of their sex, race, national origin, immigration status, preferred home language, religious beliefs, medical condition, disability, or the marital status/family structure, sexual orientation, or religious beliefs or other affiliations of their families (NAEYC Code of Ethical Conduct P-1.3).

All River Valley Child Development Services programs provide an environment free from discrimination, intimidation and harassment because of race, gender, age, religion, handicap, or ethnic origin. RVCDS prohibits any physical, verbal, or visual harassment by any employee toward any family or child.

All River Valley Child Development Services programs are covered by liability insurance.

USDA Non-Discrimination Statement:

In accordance with Federal Civil Rights Law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotope, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the [USDA Program Discrimination Complaint Form](#), (AD-3027) found online at: [How to File a Complaint](#), and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

- (1) mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410;
- (2) fax: (202) 690-7442; or
- (3) email: program.intake@usda.gov.

This institution is an equal opportunity provider.

RVCDS MISSION STATEMENT

To provide quality services and support to children, families, and the early childhood community.

RV CARES' MISSION STATEMENT

To provide high quality and comprehensive services to children exposed to substance use disorder (SUD) and their families/caregivers in order to promote healthy brain and body development through positive and nurturing relationships

OUR COMMITMENT

- Safe, nurturing, and inclusive learning environments
- High standards of professionalism and practice
- Resources, support, and opportunities

CONTACT INFORMATION

Director of RV CARES: Janie Phelps

Cell Phone: (304) 710-7190

Office Phone: (304) 429-3882

Email: jphelps@rvcds.org

PROGRAM INFORMATION

Philosophy

We believe that infants and toddlers will flourish and grow if their care and life experiences are consistent, nurturing, and loving.

We believe that every child should be afforded the opportunity to be cared for in a safe and nurturing environment that promotes healthy brain and body development through promoting healthy attachments with caregivers as well as by providing an individualized developmentally appropriate program that promotes each child's physical, social, and emotional development.

We strive for an atmosphere that respects the individual differences of children and their families/caregivers, and yet appreciate the similarities in all of us. Additionally, we set high standards for our program as a model of best practices in serving our children and families for not only the community, but for the state of West Virginia.

Children who are referred and meet the admission criteria will be accepted on a first-come, first-serve basis, without discrimination in regard to race, color, religion, gender, and socio-economic status based on availability.

Teacher/Student Ratio

Children will be provided high quality care at a staff to child ratio of one staff to three children which exceeds the state requirement of one staff to four children.

Agency's Right to Refuse Admission

RV CARES strives to maintain an ample list of substitutes in anticipation of staff absences. However, there are times when substitutes are not available, and the number of students must be limited to maintain compliance with licensing regulations. Refusal will be based on a "first come, first served" basis when seeking to maintain appropriate staff to child ratios and/or closing programs.

Licensing/Enrollment

Maximum capacity is determined by a licensing specialist with the WVDHHR, based on square footage. The maximum number of children to be cared for at RV CARES is sixteen.

Hours of Operations

RV Cares Childcare Center will operate Monday through Friday from 7:30 am to 5:30 pm. This is subject to change depending on several factors including but not limited to weather conditions, staff availability, and needs of families.

Daily Schedule

Schedules are flexible to meet children's individual needs. Children are provided time for meals, developmentally focused activities, gross motor play, fine motor play, free play, quiet time, and

outdoor play (weather permitting). *The Creative Curriculum for Infants, Toddlers & Twos* is a comprehensive curriculum that is the foundation for activities and experiences your child will have while at RV CARES. This curriculum will be utilized to further your child's development and learning while taking into consideration their individual needs and abilities. A daily schedule will be posted in your child's classroom.

An example of the daily schedule is as follows:

7:30 – 8:30	Greet families/daily check in
8:30 – 9:00	Breakfast/bottle feeding
9:00 – 9:30	Morning nap, rocking, holding, reading, soft music
9:30 – 10:00	Large muscle activity, center play, exploration on floor with teacher
10:00 – 10:30	Outdoors
10:30 – 11:00	Music, books, fine motor
11:00 – 12:00	Lunch/bottle feeding
12:00 – 2:30	Naps as needed, rocking, holding, reading, soft music
2:30 – 3:00	Snack/bottle feeding
3:00 – 3:30	Outdoors
3:30 – 4:30	Floor activities, centers, language experience, songs, puppets, books, stories
4:30 – 5:30	Nap/Quiet Time/Child Pick-up-Goodbyes

Diaper Check every hour or more frequently as needed.

Meals according to family or individualized meal plan.

All infants accompanied outside for two 30 minute sessions daily, weather permitting

Parent Communication

Good communication is imperative for daily management of the center as well as to ensure that your child receives consistent care. The following communication methods will be used to ensure that you are up to date and aware of things happening at RV CARES as well as with your child.

Phone:

The Director of the program is available by phone during business hours 8:00 am – 4:30 pm, Monday through Friday at (304) 701-7190.

RV CARES' center phone number is (304) 429-3882. If you hear a recording, press 0 for the Director. Messages will be heard and calls returned within 24 hours unless urgent. This number can also be utilized to speak with or leave messages for your child's teacher. This is the phone that will be used to contact you if there is an emergency so please save this number for future reference.

Email:

The Director will often send emails for program business so that there is documentation of all business matters. We also email invoices for tuition, so please, during enrollment, list a current, working email address on your contact information.

Social Media:

RV CARES Childcare Program has a group page on Facebook. The "Friends of RV CARES" page is searchable, but only members can see posts to the page. All members must be approved by the

Director. Only parents and staff of the RV CARES Childcare Program are allowed access to the page.

This is to be used as a means of communication to make program-wide announcements for closings, fundraisers, upcoming events, etc. Parents may also use this as a means to communicate to staff when their child will be absent or late, or even for asking about a lost item of clothing, etc. **Please do not use this page to disclose personal information or ask specific question regarding your child as information cannot be guaranteed to remain confidential.** It is open communication meant to create a sense of community with our families and staff and keep parents updated quickly about anything important in the program. Negative or harassing comments will be deleted from the page if made and access to the page terminated if determined necessary by the Director. Please make sure that you use this resource for the purposes for which it was intended.

Please note that this Facebook group is the only acceptable place for parents and RV CARES staff to communicate outside of the center. Please do not contact RV CARES staff via phone, email or on any social media for personal reasons, as this is against RVCDs policy.

Daily Reports:

Each day you will receive a daily report about your child. This report will provide you a summary of what your child did while at RV CARES. The reports will include information about meals/feedings; diaper changes/toileting times; naptimes; and activities. They will also indicate if your child is running low on supplies as well as other important information.

Teacher/Family Communication Journal: (Optional)

The Teacher/Family Communication can be an effective tool for communication. The journal will provide you the opportunity to ask specific questions regarding your child; request meetings with teachers and/or staff; provide updates on your child's health, activities, and development; and to keep teachers informed about any information that you believe is important for them to know regarding your child. The journal should be provided to staff each morning at the child's arrival and will be returned when the child is picked-up.

Arrival and Pick-Up Procedures

When students arrive at the program each day, they will be signed in by a parent/guardian. When picking up, parents/caregivers are required to walk into the center and sign their child out each day. Be sure your signatures are legible and the time you record is accurate.

Once parents sign their child out, the parent is then solely responsible for supervising the child while on center premises. The parent is asked to supervise their child at all times while in the building and on the grounds. Parents are asked to handle all business issues prior to signing out their child, and are required to directly exit the building once they have signed their child out of care.

Alternate Pick-Up

Children will only be released to authorized individuals. Initial authorization will be made during the enrollment process via the Authorized Pick Up List.

In order to authorize any additional person, other than those listed on the original Authorized Pick Up List, parents/guardians must add authorization to the original form or start an additional form that is dated and signed. Only custodial parents/legal guardians have the right to make changes or additions to this form.

All persons authorized to pick up a child must produce a government issued ID. When the newly authorized person arrives at the location for pick-up, the government issued photo ID will be checked and the child's file rechecked to verify information.

If there are any last minute changes needed for an authorized alternate pick-up person, please notify us as soon as possible by email, fax, or phone.

Emergency Pick-Up

In an emergency situation the child's parents/guardian will be called first. If they cannot be reached, staff will call the persons listed in the Emergency Information section of the Enrollment Form, and then persons listed on the Authorized Pick Up List until someone can be reached.

Should the staff contact a parent/guardian, and the parent/guardian is unable to pick up the child, it is then the responsibility of the parent/guardian to arrange for their child to be picked up by someone on the Authorized Pick Up List.

Closing Information/Procedure

If the RV CARES Childcare Center will be closed for any unexpected reason, the closing will be announced on the RV CARES Facebook page (Friends of RV CARES) and program staff will notify parents via telephone and/or email in a timely manner.

If the governor declares a safety State of Emergency in which roads are to stay clear except for emergency vehicles, RVCDS offices and RV CARES Childcare Center will be closed. RV CARES staff will notify families via phone, e-mail, and/or Facebook.

Should the site need to close in the middle of the program day, the staff will attempt to reach the child's parents first to arrange for pick up. Should the staff be unable to reach the parents/guardians, the persons listed on the Authorized Pick Up List will be called until pick up arrangements are made. Children must be picked up within 45 minutes of notification.

Staff will notify the parent/guardian or emergency contact person of the pickup location should the children need to be evacuated from their site. Parents/guardians or emergency contact persons should report directly to the alternate location if one is indicated.

Transportation Policy On foot

RV CARES Childcare Center staff only transports children on foot for the purpose of walks only. There are no exceptions.

ENROLLMENT INFORMATION

Enrollment Procedures/Forms

All required documentation for enrollment must be completed in its entirety and returned to RV CARES Childcare Center personnel prior to a child being officially enrolled into the program. If any section is left blank, your child will not be able to enroll until all information is provided. Once enrolled, parents/guardians are responsible for keeping all forms updated with current information concerning changes of address, phone, medical needs, etc.

The following forms are included in the enrollment packet:

- Fee and Attendance Agreement
- Enrollment Forms
- WV Department of Education Application for Free and Reduced Price Meals
- Authorized Pick Up List
- Signature Page from the Family Handbook
- Release of Information
- Consent for Birth to Three to Release Information
- Birth to Three Consent to Obtain Information
- Birth to Three Consent for Assessment Activities
- Birth to Three Consent for the Collection of Electronic Data

The following forms are to be completed on an as-needed basis:

- Special Dietary Needs Packet
- Medication Authorization Form
- Seizure Action Plan Form

Orientation

Prior to the first day of care, the parent/guardian and the child will be scheduled for an orientation of the program with the Director of RV CARES. During the orientation, all documentation will be reviewed to ensure its completeness; information will be provided about services; child will receive a developmental assessment provided by WV Birth to Three Staff; family/child specific expectations and goals will be addressed and a plan developed; and a tour of the facility will be provided.

Tuition

Private Pay Families:

For private pay families, the weekly fee of \$210.00 is due whether or not your child is physically present all of the days you have signed up for, thereby retaining your child's space within the program. Tuition is set via the fee and attendance agreement, to be filled out and signed by the parent during enrollment.

Subsidy Families:

Families are encouraged to contact Link Childcare Resource and Referral to determine eligibility for tuition assistance.

Families are personally responsible for payment of tuition in the event they become ineligible to receive childcare subsidies. Link Childcare Resource and Referral will be notified of delinquent accounts.

According to the Dept. of Health and Human Resources, if your childcare fees are paid by the State of WV, your child must attend up to the number of days printed on the Childcare Certificate while you are working, attending school or other approved activity

All Families:

All custodial parents/legal guardians are required to sign a Fee and Attendance Agreement. This form obligates parents/guardians on a "joint and serviceable" basis, meaning either or both parents/guardians are liable.

Tuition may not include fees for field trips and extracurricular activities.

A non-refundable enrollment fee of \$10.00 is due at the time of enrollment.

Fees that are not paid in a timely manner may be sent to collections, and children may not return to the center until fee is paid in full.

Invoices will be mailed, hand delivered, and/or sent via email at the beginning of each week.

Payment Schedule

Tuition is due by Friday for the following week of care. Money orders or personal checks are accepted and should be made payable to River Valley Child Development Services. Cash will only be accepted at the main office of RVCDS (611 7th Avenue Huntington, WV 25701.) There will be a \$25.00 fee charged for tuition checks returned by the bank. Returned checks will not be re-deposited. Parents/Guardians will be responsible for re-issuing a second check. Parents/guardians may be required to pay fees up to 31 days in advance.

Late Payment

If fees are not paid by Friday for the following week of care, then an additional \$10.00 fee will be assessed for that week, per child. A higher penalty may be required for habitual late payments.

If your weekly fees become two weeks delinquent, a closure notice will be sent giving you two weeks to make payment arrangements, or your child will be dismissed effective the said closure date.

Additional Fees

Late Pick-Up:

With the exception of an emergency, late fees will be charged when your child is not picked up by closing time, as follows:

- a) \$5.00 for the first five minutes-according to the center's consistent clock, and
- b) \$2.50 for each minute thereafter.

It is the parent's/guardian's responsibility to ensure someone (parent/guardian, emergency contact person, or individual from the authorized pick up list) is available to pick up the child on time.

Improper Sign In/Out:

When picking up, parents/guardians are required to sign their child out each day. Signatures must be legible and the time you record must be accurate. Failure to sign in or out properly will result in a \$1.00 fee for each improper sign in/out.

Dismissal

The RV CARES Childcare Center reserves the right to dismiss a child at any time, with or without cause. Any past due balances must be paid within 30 days of the dismissal. An invoice detailing past due balance will be forwarded to the address indicated in the child's file. Any balances remaining after the 30-day period will be referred for collection.

Following dismissal, any adult or child who harasses, threatens, or in any manner causes harm to anyone affiliated with the agency by calling, writing or any other means, may be prosecuted to the fullest extent of the law.

Withdrawal

Once a child is withdrawn from the program, the parents/guardians and child are not permitted to re-enter agency property without prior permission of the RV CARES Childcare Center Director. The parents/guardians of a withdrawn child are required to call and request an appointment with the RV CARES Childcare Center Director if they wish to return to agency property following the last day of enrollment at RV CARES Childcare Center. Appointments are made at the discretion of the RV CARES Childcare Center Director.

If the parent/guardian withdraws a child, the space is not guaranteed should the parent/guardian wish to re-enroll the child at a later date. The child's name will be placed on a waiting list and spaces will be filled in the order they become available.

Collection Fee

If you leave our program – whether by withdrawal or dismissal – and you have an outstanding balance, your account will be sent to a collection agency. Before the account is turned over to collections, RVCDS will add an additional \$50 collection fee to your past due balance.

Change in Enrollment Status

If a parent/guardian wishes to change their child's enrollment status, they will need to complete a new Fee & Attendance Agreement. Changes in enrollment will only be granted if there is space available to accommodate the change in days of attendance.

Changes in enrollment status will only be made on the 1st of a month. Parents/Guardians are still responsible to pay their tuition based on their prior Fee & Attendance Agreement during the month of the request for a change. The new Fee & Attendance Agreement (and new tuition amount) will go into effect the 1st of the following month.

Parents Right to Immediate Access

Parents/Guardians of a child in our care are entitled to immediate access, without prior notice, to their child whenever they are in care at RV CARES Childcare Center, as provided by law.

In cases where the child is the subject of a court order, RV CARES Childcare Center must be provided with a certified copy of the most recent court order and all amendments thereto.

In the absence of a court order on file with RV CARES Childcare Center, both parents shall be afforded equal access to their child as stipulated by law.

Court Orders Affecting Enrolled Children

In cases where the child is the subject of a court order (e.g., Custody Order, Restraining Order or Protection from Abuse Order) RV CARES Childcare Center must be provided a **Certified Copy** of the most recent order and all amendments thereto. The order of the court will be strictly followed unless the custodial parent(s) requests a more liberal variation of the order via a notarized letter. In the case where both parents are afforded shared/joint custody by order of the court, both parents must sign, and have notarized, the request for more liberal interpretation of the order. In the event the child is in the custody of the state, a **certified copy** of the most recent order and all amendments thereto must be provided to RV CARES Childcare Center. Legal documentation indicating custodial care is required to be provided to RV CARES Childcare Center if the child is the care of foster parents or family members other than the biological parents.

In the absence of a court order on file with RV CARES Childcare Center, both parents shall be afforded equal access to their child as stipulated by law. RV CARES Childcare Center cannot, without a court order, limit the access of one parent by request of the other parent, regardless of the reason. If a situation presents itself where one parent does not want the other parent to have access to the child, RV CARES Childcare Center suggests that the parent keep the child with them until a court order is issued, since our rights to retain your child are secondary to the other parent's right to immediate access. RV CARES Childcare Center staff will contact police should a conflict arise.

If conflicting court orders are presented, the most recently dated court order will be followed. Once presented with a Protection from Abuse Order or a Restraining Order, RV CARES Childcare Center is obligated to follow the order for the entire period it is in effect. Employees of RV CARES Childcare Center cannot, at the request of anyone except the issuing judge, allow a Protection from Abuse Order and/or a Restraining Order to be violated. RV CARES Childcare Center will report any violations of these orders to the court.

RV CARES Childcare Center strongly advises parents to serve the local police department, within the jurisdiction of any RV CARES Childcare Center program, a certified copy of the court order as applicable.

HEALTH/SAFETY INFORMATION

Notification of Absence

If your child is ill, especially in the case of a communicable disease, we ask that you notify the RV CARES Childcare Center Director not only of the absence, but also the diagnosis. This information will be shared with staff members on a need-to-know basis.

If your child has a communicable disease, parents/guardians of the children in the program will be notified that a communicable disease is present. Only the communicable disease information will be shared, not the name of the child - RV CARES Childcare Center will take all measures necessary to protect your child's confidentiality.

Parents/Guardians are not required to disclose this information by law, and your enrollment will not be based on your decision to share (or not to share) the reason for your child's absence from the center. The purpose of obtaining this information is to attempt to protect children from illness when possible.

DO NOT SEND YOUR CHILD IF HE/SHE HAS:

- Fever of over 100 degrees
- Vomiting/Diarrhea
- Undiagnosed skin rash
- Inflamed eyes or drainage from eyes
- Lice or nits
- Any illness which prevents a child from participating in routine activities, including outdoor play

Communicable Disease

If a child in the program is found to have any of the above listed symptoms while under the care of RV CARES CHILDCARE CENTER, parents/guardians will be contacted to pick up their child. Parents/guardians are required to pick up an ill child within 45 minutes of phone notification. If a parent/guardian is reached, but cannot pick his or her child up within 45 minutes, it becomes the parent/guardian's responsibility to arrange for an alternate pick up person. The staff will not continue to call those listed on the Authorized Pick Up List once a parent/guardian is reached.

If a parent/guardian cannot be reached, the staff will attempt to contact the emergency contact person. If the emergency contact person can't be reached the staff will begin to call the people listed on the Authorized Pick Up List until arrangements can be made for the child to be picked up. While waiting to be picked up, children will be excluded from participation in activities and isolated from other children.

Re-admittance After Illness

Children must present a doctor's note stating they are no longer contagious and can return to the program.

In the absence of a doctor's note, the following guidelines are to be used in determining when a child may return to the program after an illness.

- 24 hours AFTER a fever has disappeared
- 24 hours AFTER the stool or urine has returned to normal color or consistency
- 24 hours AFTER vomiting has ceased
- 24 hours AFTER beginning a prescription medication of any kind
- When the child is completely lice and nit free

RV CARES CHILDCARE CENTER reserves the right to refuse to allow a child to return if the Director believes the child to be too ill to participate in the program.

Pediculosis (Head Lice)

Children who are found to have lice or nits will be sent home and will not be permitted to return to the program as long as lice or nits are present.

Center Responsibility:

- Exclude children found to have lice
- Isolate children's coat and belongings (inside plastic bags)
- Bag dress up clothes, hats, wigs, stuffed animals, and other fabrics in plastic bag for 2 weeks
- Screen siblings immediately and close contacts of affected students as soon as possible
- Screen when signs of head lice are present, i.e. intense scratching of scalp
- Notify parents if nits/lice are found, and have them picked up
- Screen children before permitting them to return to the classroom
- Maintain confidentiality among students/staff

Family Responsibility:

- Pick up the affected child/children from the program within 45 minutes of notification
- Treat children appropriately - remove all nits, treat other affected family members, and do all appropriate house cleaning to rid the house of lice
- Check children daily/weekly for a period of time for signs of head lice recurrence

Outdoor Play

Licensing requires that children spend a minimum of 1 hour, daily, engaging in gross motor play. This should be in a natural environment, such as the outdoors whenever possible. Please dress your child accordingly in comfortable clothing with appropriate footwear. Parents should expect and prepare for all weather possibilities. Outdoor play is healthy for all children. If your child is too sick to go outside, he or she should not come to the center. In extreme heat or cold, the time outdoors will be limited. If temperatures rise above 90 degrees or fall below 32 degrees, then gross motor play will be indoors.

Incident Reports

Incident Reports are used for 2 purposes in the RV CARES Childcare Center program. The main purpose is to document any accident or injury a child sustains while in care of RV CARES Childcare Center staff. Should your child be involved in an accident or injured during the course of the day, a staff member will complete an Incident Report, detailing the date, time, place, type and location of injury, and a brief summary of what happened. If an incident was involving more

than 1 child, each child's parent/guardian will receive a separate Incident Report that only names their child. All other children's names are kept confidential.

Parents/guardians will sign the report and it is then retained in the child's file. A copy can be provided at the parent/guardian's request. Parents/guardians are required to sign the Incident Report on the day it occurred, at pickup. Should a person other than the parent pick-up the child, a parent/guardian must sign the Incident Report on the following day. The Incident Report cannot be removed from the site. Failure to sign an Incident Report within this time period may result in your child's exclusion from the program until such time as the report is signed.

Should the parents/guardians wish to discuss the incident in more detail, they may schedule a meeting for a later time with the staff member and/or the Director. The teacher on duty is responsible for supervising the remaining children in the program and the staff are not permitted to discuss an Incident Report in the presence of children or other parents, in an effort to maintain confidentiality.

Incident Reports may also be used to document behavior problems. Severe behavior issues such as cursing, fighting, theft, gross disobedience, and damage to school and/or program property are some examples in which an Incident Report may be deemed necessary.

Administering Medication

If a child needs to have medication administered while in the care of RV CARES Childcare Center staff, parents/guardians are to submit a prescription and will also need to complete a Childcare Medication Authorization Form. This form is completed and signed by both the parent/guardian and the child's doctor. A separate form must be completed for each medication. All medications must be provided to RV CARES Childcare Center staff in a separate, original, properly labeled container from the pharmacy. If necessary, an appropriate measuring device for dispensing the medication must also be provided.

Non-prescription medicines, such as fever reducers, cold medicines, antihistamines, eardrops, sore throat sprays, etc. will not be given unless they are accompanied by a written order with explicit directions from a physician that do not require independent judgment to be made by the staff. No medication ordered to be given "as needed" may be administered. Non-prescription medication must also be in the original and appropriately labeled container with the child's name on it.

Staff will count and record the amount of medication left on site by the parent/guardian. Each time a child is given medication, it will be documented. Staff will administer ALL medication given to them by the parent/guardian, unless otherwise stated on the Childcare Medication Authorization Form. If applicable, any leftover medications will be returned to the parent/guardian.

Orders for ongoing medication are to be updated every six months by the prescribing health care professional and parent/guardian.

Medication is never to be given to a child other than the one for whom it is prescribed (not even a family member.)

If a child has a fever at the time medicine is to be administered, the parent/guardian will be contacted, and a determination will be made by the parent/guardian whether the physician's conditions for administration are met and whether the drug is to be given by staff with parental permission.

Only authorized staff who have successfully completed Medication Administration Training will administer medications.

Allergies

For child safety, parents/guardians are required to indicate any allergies – food or otherwise – from which their child suffers, at the time of enrollment or as soon as the allergy is discovered.

An up-to-date list of children's allergies is posted in the child's classroom at all times. A list will also be kept in the kitchen and office. This information will be kept posted, but covered, to keep information confidential. This list is only accessible to relevant staff on a need-to-know basis.

For children with food specific allergies, the following steps will be taken:

- a. Parents/guardians must complete a Special Dietary Needs Packet. These forms are to be completed and signed by the parent/guardian as well as the child's doctor. They will indicate what food the child is allergic to and will list substitutions to be made. These forms must be updated yearly.
- b. A copy of the Special Dietary Needs Medical Statement will be kept in the kitchen to indicate the child's name, their allergy, and the appropriate substitution. The original will be kept in the child's file. Menu adaptations can only be made once a Special Dietary Needs Packet has been completed.
- c. In the case of a severe allergy, prior to attendance at RV CARES Childcare Center, the parents/guardians of a child with allergies will meet with the cook, the Director, and the teachers to discuss a food allergy avoidance plan. The parents/guardians will provide a list of foods and ingredients to avoid, and will discuss a strategy for avoidance. The parents/guardians will be given a copy of the scheduled menu weekly. The parents/guardians and staff will review the avoidance plan yearly.

Food

The RV CARES Childcare Center program participates in the USDA's Child and Adult Care Food Program (CACFP). This program allows RV CARES Childcare Center to be reimbursed for serving meals and snacks to all the children enrolled. In order to receive the reimbursement, the RV CARES Childcare Center program must serve well-balanced and nutritional foods that satisfy the requirements of the CACFP. These requirements limit sugar and high amounts of fats and salts. New foods are introduced regularly and children are encouraged to try them.

Food will never be used as a punishment. Children will never be denied participation in meals for behavior reasons. Weekly menus are posted on site.

Meals will be offered to all children, but no one will be forced to eat what is served. No special meals will be provided unless accompanied by a Special Dietary Needs form. Food from home is not allowed.

Fire/Emergency Drills

RV CARES Childcare Center conducts regular fire, lock down, and shelter in place drills. Evacuation drills are conducted monthly, and lock down and shelter-in-place drills are conducted twice a year – to be rotated on a quarterly basis.

Emergency Procedures

In the event of an emergency situation in which an evacuation is necessary, parents or emergency contact persons will be notified by phone of the situation. Children must be picked up within 45 minutes of the phone call.

In the case of a shelter-in-place or lockdown, RV CARES Childcare Center Emergency procedures direct RV CARES Childcare Center staff to keep themselves and the children in their designated lock down and shelter-in-place locations until notified by law enforcement and/or the Director.

Please do not come to the site until you are called. Your presence in a real emergency situation could put you, your child, and others at risk. Staff will do their best to keep parents notified of the most current information; however, our top priority is keeping the children safe. Please understand that information may not always be communicated to parents until after an emergency situation has ended.

Alternate Safe Location

Should the evacuation site be deemed insufficient to keep staff and children out of danger, the staff will take the children to an alternative safe location. Once the children are assembled there, the staff will begin contacting parents or emergency contact persons for pick up. Children must be picked up within 45 minutes of the phone call. Staff will notify parents of the safe location.

GENERAL CODE OF CONDUCT

Code of Conduct

RV CARES Childcare Center requires the parents/guardians of enrolled children to behave in a manner consistent with decency, courtesy and respect. One of the goals of RV CARES Childcare Center is to provide an environment in which children can grow, learn and develop. Achieving this ideal environment is not only the responsibility of the employees but also is the responsibility of each and every adult who enters the center. Adults are required to behave in a manner that fosters this ideal environment. Individuals who violate the Code of Conduct will not be permitted on agency property thereafter. Additionally, certain behaviors will result in dismissal from RV CARES Childcare Center, and we reserve the right to cease services, with or without cause at any time.

Confidentiality

Within the RV CARES Childcare Center, confidential and sensitive information will only be shared with employees on a “need to know” basis in order to most appropriately and safely care for the children in our care. Confidential information includes, but is not limited to: names, addresses, phone numbers, disability information, and medical information of anyone associated with RV CARES Childcare Center.

Outside of RV CARES Childcare Center, confidential and sensitive information about a child will only be shared when the parent of the child has given express written consent, except where otherwise provided for by law.

Violations of Confidentiality

RV CARES Childcare Center takes very seriously the responsibility of maintaining the confidentiality of all persons associated with the agency. Parents/guardians must understand the implications of this responsibility. Parents/guardians need to recognize that the Confidentiality Policy not only applies to their child or family, but all children, families and employees associated with RV CARES Childcare Center. Any parent/guardian who shares any information considered to be confidential, or who pressures employees or other parents for information, will be considered to be in violation of the Confidentiality Policy. Violations may result in dismissal from the program.

Dress Code for Parents

Parents/guardians are asked to dress in appropriate clothing while at the center, or involved in any RV CARES Childcare Center sponsored events. Inappropriate clothing would include, revealing, extremely short, ripped/torn (in inappropriate places), and /or see through articles of clothing. Anything with suggestive or vulgar language is prohibited.

Dress Code for Children

Children are engaged in various activities during the course of the day. Some of these activities can be messy, and/or athletic in nature. Additionally, children are engaged in daily outdoor play, weather permitting. Due to these activities, children are required to be dressed in seasonably appropriate, comfortable clothing, and preferably something that the parent does not mind being potentially ruined.

Children are discouraged from wearing open toed and/or open backed shoes (i.e. flip flops) at all times. The most appropriate type of shoe for participation in center activities is rubber-soled sneakers/tennis shoes.

Accessories can be considered safety hazards. When choosing accessories for your children, be mindful of the potential safety issues they present. If any item of clothing or accessory worn by any child poses a safety hazard for that child or any other child enrolled in the program, the item will be removed and stored in a safe place.

Touch Policy

Touch is necessary for normal social and emotional development of young children. Research has shown that children who do not receive affection do not learn to trust and have difficulty forming relationships later in life. Just as young children learn about their world through hands-on experiences, including touch, children must be shown love with touching.

One of the first rules children learn when they enter the program is that they may not touch another person in a way that is not wanted. This covers harmful touching like hitting, pinching, biting, pushing, etc. but also includes “nice” touching like hugging or patting. Both staff and children are expected to respect this rule. The only exception is when a staff member must gain control of a child to prevent injury/harm to others or themselves.

In order to maintain a healthy touch policy, these are some guidelines:

- Staff will be seen giving spontaneous hugs and pats on arms, shoulders and back.
- Children are given help with clothing whenever they request; however, staff encourage children to try to manage clothing alone.
- Children are taught that kissing is a family activity.
- The RV CARES Childcare Center program has an open door policy. Parents are welcome any time.
- At least 2 staff members are always present at the center.

Guidance Techniques

Techniques commonly used:

- Redirection - interest a child in another activity
- Positive intervention - adding an idea to a play situation that renews a child's constructive participation
- Logical and natural consequences – example, if a child spills something, they will help clean it up
- Restatement of rules
- Restructure of environment

Techniques never used by staff or by families ON SITE:

- Spanking, shaking, slapping
- Use of sarcasm, belittling, screaming

Physical/Verbal Punishment

While RV CARES Childcare Center does not necessarily support nor condone corporal punishment of children (e.g., spanking, shaking, slapping, etc.), such acts will not be permitted or tolerated in the RV CARE Childcare Center or on the property. While verbal reprimands may be appropriate it is not appropriate for parents/guardians to verbally abuse their child. Doing so may cause undo embarrassment or emotional distress. Parents are welcome to discuss behavior issues with the teacher and to seek advice and guidance regarding appropriate and effective disciplinary procedures.

Parents/guardians are prohibited from addressing, for the purpose of correction or discipline, a child that is not their own. 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 child, it is appropriate for the parent to direct their concerns to the Teacher or Director.

It is inappropriate for one parent to seek out another parent to discuss their child's inappropriate behavior. All behavior concerns should be brought to the 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 discussion, teachers and/or 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 other families visiting the center.

Mandated Reporting of Child Abuse and/or Neglect

Under the Child Protective Services Act, mandated reporters are required to report any suspicion of abuse or neglect to the appropriate authorities. The employees of RV CARES Childcare Center are considered mandated reporters under this law. The employees of RV CARES Childcare Center are not required to discuss their suspicions with parents prior to reporting the matter to the 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. RV CARES Childcare Center takes this responsibility very seriously and will make all warranted reports to the appropriate authorities. The Child Protective Services Act is designed to protect the welfare and best interest of all children.

As mandated reporters, the staff of RV CARES Childcare Center cannot be held liable for reports made to Child Protective Services, or appropriate authorities, which are later determined to be unfounded, provided the report was made in “good faith.”

Causes for reporting suspected child abuse or neglect include, but are not limited to:

- Unusual bruising, marks or cuts on the child’s body
- Severe verbal reprimands
- Improper clothing relating to size, cleanliness, and/or season
- Transporting a child without appropriate child restraints (e.g. car seats, seat belts, etc.)
- Dropping off or picking up a child while under the influence of illegal drugs or alcohol
- Not providing appropriate meals including a drink for your child
- Leaving a child unattended for any amount of time
- Failure to attend to the special needs of a disabled child
- Sending a sick child to school over medicated to hide symptoms, which typically require the child to be kept at home until symptoms subside.
- Children who exhibit behavior consistent with an abusive situation

Firearms and Weapons Policy

At no time is any person permitted to carry any type of firearm, ammunitions and/or weapon on agency property. Violation of this policy will result in immediate dismissal from the program.

Smoking

For the health of all RV CARES Childcare Center employees, children and associates, smoking is prohibited anywhere on agency property. Parents/guardians are prohibited from smoking in the building or on the grounds. Parents who are smoking in their cars must dispose of the cigarette prior to entering the property. RV CARES Childcare Center staff are required to be non-smokers per RVCDS policy.

Swearing/Cursing

No parent/guardian 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 and will not be tolerated. If a parent/guardian or adult feels frustrated or angry, it is

appropriate to verbally express the frustration or anger using non-offensive language. At NO time shall inappropriate language be permitted to be directed towards members of the staff.

Threatening/Confrontational Interactions

Threats of any kind will not be tolerated. All threats will be reported to the appropriate authorities and will be prosecuted to the fullest extent of the law. Parents must be responsible for and in control of their behavior at all times.

We understand parents will not always agree with the employees of RV CARES Childcare Center or other families. It is expected that all disagreements be handled in a calm and respectful manner. Confrontational interactions are not appropriate means by which to communicate a point and are strictly prohibited.

Violations of the Safety Procedures

Families are required to follow safety procedures at all times. These procedures are designed not as inconveniences, but to protect the welfare of the staff and children. Please be particularly mindful of RV CARES Childcare Center entrance procedures. We must not allow unauthorized individuals into the center. Please do not hold doors open for others following you, or open doors for someone you see waiting. Security procedures are only as strong as the weakest person in our organizational chain. Be alert and mindful. Immediately report any breaches to the Director.

OTHER INFORMATION

Personal Items

RV CARES Childcare Center is not responsible for lost or damaged items.

Gifts

River Valley Child Development Services asks parents to refrain from giving personal gifts to the staff. Should you decide to give a personal gift, the value of the gift is not to exceed \$50.00. Staff members are not permitted to accept cash gifts.

Birthdays/Special Occasions

Should a parent/guardian want to provide food for a special occasion, arrangements are to be made in advance with the child's teacher, who will help the parent/guardian plan nutritious foods that can be enjoyed by all in the classroom. The CACFP requires that food brought in by families be store bought, not homemade.

Parent Participation/Volunteers

Parents/guardians are invited and encouraged to be involved in their child's RV CARES Childcare Center activities. There are many different ways in which parents/guardians can participate and volunteer. Parents/guardians may volunteer to attend trips, assist staff, and/or coordinate special events.

Any parent/guardian who volunteers at RV CARES Childcare Center on a regular basis will be required to pay for and secure all criminal background checks, as required by licensing regulations. Any person, including parents/guardians, with felony convictions; sex offender

convictions; open investigations into any criminal activities; an open investigation by Child Protective Services; and/or substantiated allegations of abuse/neglect will not be permitted to volunteer in the classroom, or on field trips.

Parents/guardians with court orders detailing custodial arrangements will only be permitted to volunteer in accordance with their custody/visitation rights outlined in the court order.

Field Trips

Parents/guardians are required to give written permission for their child to attend field trips as part of the enrollment process. Parents will be given ample notice in the event of a field trip with all information including destination, date, time, and cost (if applicable).

If parents/guardians wish to attend the trip with their child, they should discuss attending with the RV CARES Childcare Center Director or staff member on site. RV CARES Childcare Center provides all required supervision for all field trips, but always invites and welcomes parents/guardians to attend. Parents/Guardians will not be permitted to transport children, other than their own, on any RV CARES Childcare Center sponsored trip.

Staff Childcare Outside of Work Hours

Any parent or guardian wishing to have RVCDS Staff care for their children currently enrolled in the program outside of the center, outside of working hours, and either inside or outside of the child's or parent's home, must sign a "Consent to Hold River Valley Child Development Services Harmless" form. In addition, the employee must sign a "Conflict of Interest" form and a "Release of Liability" form. These forms are available at the center or in the main office.

Grievance Procedures

We encourage all parents and families to address any concerns or complaints with the Director. We will make every effort to successfully resolve any situation at that level first. If a resolution cannot be made, the grievance procedure is as follows:

- Fill out a Grievance Form (available from the RV CARES CHILDCARE CENTER Director or on rvcds.org) citing all details of the complaint and the desired outcome.
- The form will be submitted to the Executive Director for review.
- The Executive Director will respond to the family within 48 hours of receiving the grievance.
- RVCDS will make every attempt to reach a resolution that is satisfactory for both parties within in a timely manner.

Agency Contact Information

Birth to Three –RAU Region IV
432 2nd Street
Huntington, WV 25701
Ph: 304-523-5444 / 886-982-8855
Fax: 304-523-5556

WV Birth to Three –RAU Region IV Logan
19 Circle Drive
Logan WV 25601
Ph: 304-752-1710
Fax: 304-752-2897

Birth to Three –RAU Region III
Family Enrichment Center
1701 5th Avenue
Box 14
Charleston WV 25312-1911
Ph: 304-414-4460
Fax: 304-414-4461

Choices CCR&R
315 N. Ohio Avenue
Clarksburg WV 26301
Ph: 304-622-6528 / 866-622-6528
Fax: 304-622-6092

Choices CCR&R
4421 Emerson Avenue
Suite 102
Parkersburg WV 26104
Ph: 304-485-2668 / 866-966-2668
Fax: 304-485-7024

Connect CCR&R
Family Enrichment Center
1701 5th Avenue
Box 4
Charleston, WV 25387
Ph: 304-414-4488 / 888-595-8290
Fax: 304-595-6402

Family Childcare Food Program
611 7th Avenue
Suite 201
Huntington WV 25701
Ph: 304-523-3031 / 800-581-3031
Fax: 304-523-3064

Link CCR&R
611 7th Avenue
Suite 100
Huntington WV 25701
Ph: 304-523-9540 / 800-894-9540
Fax: 304-697-4821

Link CCR&R Logan
19 Circle Drive
Logan WV 25601
Ph: 304-752-3932
Fax: 304-752-2897

School Age Connections
432 2nd Street
Huntington WV 25701
Ph: 304-942-8052
Fax: 304-523-2678

ACDS
611 7th Avenue
Suite 208
Huntington, WV 25701
Ph: 304-523-0433 / 866-982-2237
Fax: 304-697-6613

WV ECTCR
611 7th Avenue
Suite 322
Huntington WV 25701
Ph: 304-529-7603 / 888-983-2827
Fax: 304-529-2535

RV CARES Childcare Center Family Handbook Signature Page

This Signature Page serves as the contract between myself and RV CARES Childcare Center, a program of River Valley Child Development Services, concerning all information included within the Family Handbook. I understand I may be asked to sign additional Signature Pages as updates, amendments, and future revisions are incorporated within RVCDS. The Family Handbook is available to me for review anytime, in print and online.

My signature below places into effect this contract, understanding of, and acceptance of the Family Handbook.

- I have received the RV CARES Childcare Center Family Handbook, and I will keep in my possession each current version as long as my child is enrolled in the RV CARES Childcare Center program.
- I have read the Family Handbook, and I was given the opportunity to ask questions.
- I agree to abide by the Family Handbook.
- Although the program carries liability insurance, this insurance does not include medical coverage for expenses incurred as a result of an accident or injury. These expenses are my responsibility.

Parent/Guardian Signature

Date

Program Director Signature

Date

Original Signed Page – Child Permanent File