**Child Care and Learning Center**

**Parent Handbook**

**2023-24**

****

**(540) 675-3237 office ( 540) 675-3819 fax**

**Hours- 7:00 am-6:00 pm, Mon.-Fri.**

**PO Box 520**

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**Washington VA 22747**

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**This institution is an equal opportunity provider.**

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# 2023-24 Closings, School Start/End, Holidays, Teacher Workdays

# Monday Aug. 7, 2023 Closed-Teacher Workday

# Wednesday Aug 9, 2023 RCPS reopens, first day SAC & PreK

# Monday Sept 4, 2023 Labor Day

# Thur-Fri Nov 23-24, 2023 Thanksgiving

# Monday Dec 25, 2023 Christmas Holiday

**Monday Jan 1, 2024 New Year’s Holiday**

# Friday & Monday March 29 & April 1, 2024 Easter Holiday

# Monday May 20, 2024 Last Day of School Age Club

# Tue-Weds May 21 -22, 2024 RCPS Early Release—Last Day of RCPS Thurs 23

# Friday May 24, 2024 CCLC end of year contract

# Friday May 25, 2024 CCLC Family Picnic;

# Closing at 1:00 pm for Teacher Workday

# Monday May 27, 2024 Memorial Day

# Summer Camp Begins Tues, May 28 – Ends August 2, 2024

# Thursday July 4, 2024 Independence Day

CCLC is closed for 10 Holidays and 1.5 teacher workdays per year.

In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity. CCLC upholds these laws in our employment and enrollment practices.

# Welcome to CCLC

The Child Care & Learning Center has a long and proud history of providing high-quality early child care in Rappahannock County and has been in continuous operation since 1976. Our primary goal is to provide your child with the skills needed to be a successful learner in elementary school and beyond. We welcome parent involvement in all of our programs!

Accreditation & Staffing

CCLC is one of only 213 centers in Virginia that is accredited by the ***National Association for the Education of Young Children* (*NAEYC*)**. This accreditation recognizes CCLC as one of the highest quality early childhood education programs in the country. CCLC continues to be the only NAEYC accredited program within a 10-county radius. CCLC is licensed by the Commonwealth of Virginia’s Department of Education and is a state subsidy provider. CCLC is currently the only child care center in Rappahannock County Virginia and is licensed for a maximum enrollment of 167 children.

# Our Mission

# *Mission Statement: Thriving Children. Healthy Families. Loving Community.* CCLC’s mission is to develop each child’s social and emotional learning skills to ensure their success in school and in life. As part of our mission, CCLC seeks to support families through direct assistance, referral for services, and by providing opportunities for families with young children to meet. CCLC additionally collaborates with other family-serving nonprofits and public agencies serving children in the area to provide low-cost dental, hearing and vision screenings, and referral for emerging developmental issues.

# History Of CCLC

CCLC opened in 1976 in the basement of a law office in Washington, Virginia. CCLC was initially named “Sursum Corda” (“Lift up your Hearts”). It was incorporated in 1977 as a non-profit organization. From 1978 to 1986 services were conducted in a farmhouse on Tiger Valley Road. In May 1986, CCLC moved to its current facility on 8.5 acres located on Route 211 west of Washington, Virginia. In October 2022, CCLC opened a second location for infant care at Trinity Episcopal Church in Little Washington.

**Staffing**

The Virginia Department of Education regularly inspects all child care centers, and has established standards for staff hiring, training and certification. At a minimum, every child care center staff member is CPR and first aid certified, has successfully completed 10 hours of preservice training, and has completed all state and federal background checks.

In July 2021, the Virginia Department of Education became the lead agency responsible for child care. While Virginia DSS will continue to provide licensing inspections, DOE is developing new standards of practice that will likely bring early childhood education in alignment with state goals for school readiness. Other impacts of this change include the implementation of the Virginia Kindergarten Readiness Program testing in Fall and Spring, and an increase in CLASS observations used to assess teaching and classroom management.

CCLC supports ongoing professional development of our teaching staff to help stay current with our curricula, and classroom management practices. We encourage parents to stay in close contact with teachers to discuss and coordinate plans to address any behavioral or developmental concerns.

In 2021, CCLC began a partnership with Rappahannock-Rapidan Community Services Board to provide assessment and screening for behavioral, mental health, developmental, or substance abuse issues for children and adults. CSB has office space in Nini’s House and is available to meet with individuals or families on-site on Mondays and Thursdays. This service is open to all CCLC families and others living within the Rappahannock-Rapidan service area (Rappahannock, Madison, Orange, Fauquier and Culpeper counties).

**Board of Directors**

As a non-profit, 501(c)(3) organization, CCLC is managed by an Executive Director and governed by a Board of Directors. Board members are a committed group of volunteers interested in providing the highest quality early childhood programs to families in Rappahannock and surrounding counties. The CCLC Board currently has 9 members all of whom are residents of Rappahannock County. Among other duties, the Board provides oversight of CCLC operations, sets tuition rates, and raises funds to meet the organization’s financial needs.

**Tuition**

 Current tuition rates are available by request–please stop by the CCLC office to pick up a copy. CCLC posts tuition rates for the upcoming school year in early-August with any tuition changes going into effect in October.

CCLC participates in the Virginia Preschool Initiative and Mixed Delivery Program, and is a subsidy provider for the Virginia Child Care Assistance Program. CCLC’s participation in these programs allows CCLC to offer quality child care at a significantly reduced rate to all families at our school.

**Financial Arrangements**

A non-refundable registration fee of $25.00 is required at the time of enrollment. A $75.00 deposit for each contract is held until the contract expires. Notification of withdrawal from our program must be made by the 15th of the preceding month or parents will lose their deposit. These policies are clearly explained in the contract that each parent signs upon enrollment.

***Tuition for the upcoming month is due on the first day of each month.*** Your invoice will be posted to ProCare–an online application that allows parents to pay an invoice by credit card or direct withdrawal from a savings or checking account. You will be added to ProCare once your child is enrolled and will be sent an email or text message with enrollment information.

Payment may also be made by check, credit/debit card, or in cash. A late payment fee of $25 will be charged on all bills not paid in full by the 5th of each month. We charge a fee of $35 for any returned check.

A parent may request a “drop-in” day for days other than those on which their child is enrolled. The child will be accepted for an extra “drop-in” day only if there is space available in the classroom. The additional time will be added to your next tuition bill at the daily drop-in rate. Drop-in days are available only for families who have a signed contract.

**Parents may not substitute or be given reimbursement for days not attended due to a child’s illness, holidays taken, or other circumstances outside of the control of CCLC such as snow days. Parents may request a planned absence of up to two weeks per calendar year during which tuition will not be charged.**

**Tuition Assistance**

CCLC provides tuition assistance by holding fundraising activities several times a year. The funds raised are limited and are administered using a sliding fee scale on a first come, first serve basis. All families applying for tuition assistance must provide the most recent tax return submitted to the Internal Revenue Service as proof of income. In many cases, families who are eligible for tuition assistance are also eligible for Child Care Assistance (CCA). Because CCA can provide a much larger amount of financial assistance, CCLC requires all families seeking tuition assistance to first apply for CCA. Eligibility for CCA is determined by the Department of Social Services in the county where the family resides. Families may apply for CCA in person or by completing an online application: <https://commonhelp.virginia.gov/access/>. **Teacher/Child Ratios**

**Maximum teacher ratio per NAEYC regulations are:**

|  |  |  |
| --- | --- | --- |
| Age Category Ratio  | Teacher to Child Ratio | Avg. Class Size at CCLC |
| Infant 0-15 months | 1:4 |  10 |
| TOTs 16 -24 months |  1:5 |  10 |
|  Twos 24-36 months | 1:6 |  15 |
| Preschool (36 mos-5 yrs.) | 1:10 | 20 |
| School -Age 5-12 years  | 1:15 | 30 |

# Enrollment Forms

***Forms which MUST be returned on or before the first day of enrollment include:***

* Registration form including emergency contact information
* School physical examination that has been completed within a year of the enrollment
* Immunization form or exemption form
* Enrollment contract
* Proof of birth letter/birth certificate
* Statement form for the Child Care Food Program
* Statement of Income (used for state tax rebate program)

Please note:

* Religious exemption from immunization means that in the occurrence of an outbreak of a vaccine-preventable disease, the State Health Commissioner may require all children without immunizations to stay home until the outbreak is under control.
* Parents may request a copy of their child’s record in writing by email or post.

**Programs**

The following programs are available for full day (7:00am-6:00pm) or reduced day (8:00am-3:30pm). Families can select the option of a 2, 3, 4, or 5 days a week program and 3, 4, or 5 in the preschool classroom. Please note: the Infant Program at Trinity Church is 8:00-3:30 pm only.

* **BEFORE SCHOOL CARE-** for all ages from 7:00 am until the school bus arrives.
* **INFANT & TODDLER PROGRAM-** for children 3 weeks to about 16 months of age.
* **TOT’S PROGRAM-** for children about 16 - 24 months of age.
* **TWO-YEAR-OLD PROGRAM-** for children who are 24 - 36 months of age.
* **PRE-KINDERGARTEN PROGRAM** **(PreK)**- for children who are 3 to 5 years of age (5-year-olds with birth dates before September 30th).
* **SCHOOL-AGE PROGRAM**- for children who are 5-12 years of age from 3:00 to 6:00 pm daily and on school holidays or early closing. Please note that “drop in” care is offered on a first come, first serve basis.
* **SUMMER CAMP PROGRAM-** for children ages 5-12, June through the first week of August. This is a full-day program that offers field trips, visual and performing arts experiences, hiking, swimming, and camping activities.

Breakfast, lunch and 2 snacks are provided to all age groups in all day programs.

Children enrolled in the School-Age Program are provided a hearty afternoon snack.

Diapers are provided for all children not yet toilet trained.

Rappahannock Public Schools provide transportation to and from CCLC for Rappahannock County residents with children participating in the Preschool and School-Age Programs. Please check with the main office staff if you are interested in having your child ride the school bus.

**Children in Nature**

CCLC supports the use of outdoor play as a fundamental learning tool for children. In concert with classrooms, CCLC’s Children in Nature (CiN) Program offers regularly scheduled time for students of all ages to participate in nature exploration and seasonal gardening. The program encourages students to develop confidence and self-regulation while engaging in outdoor activities.

Our CiN students go outside in most weather conditions. Children love to get wet and muddy, and we use Muddy Buddy rain suits for our infants through preschool students. We also have a limited number of rain boots. Please provide your child with seasonally appropriate outdoor clothes, sunscreen, and bug repellent spray (if desired.) Coats, hats, mittens or gloves are especially important in the winter months. Please make sure all personal items are labeled with your child’s name.

**Curriculum and Assessment: Infants to Pre-K**

*The Creative Curriculum* is a Virginia Department of Education approved curriculum that offers a balance of teacher-led activities and child-initiated learning. *The Creative Curriculum* is used nationally and has been shown to produce positive social and academic outcomes for children. The two editions--one for infants, toddlers and twos, and another for preschool-age children-- focus on 38 objectives in ten areas of development and learning: social-emotional, physical, language, cognitive, literacy, mathematics, science and technology, social studies, the arts and English language acquisition. Spanish text is included in the book selection for infants-toddlers, twos and preschoolers to increase awareness of other cultures.

The daily classroom routine includes opportunities for large and small group activities to develop language and math skills, other activities to encourage the development of fine and gross motor skills, and socialization activities such as shared mealtime. The activities we plan for children, the way we organize the classroom environment, and how we plan the daily schedule are designed to accomplish the curriculum objectives and to build a strong foundation for your child’s academic success.

The assessment portion of the *Creative Curriculum* is known as *Teaching Strategies GOLD® (TSG)* and is used by CCLC to discover each child’s strengths, needs, skills and interests and to evaluate progress over time. TSG is based on 38 objectives for development and learning that include predictors of school success aligned with Virginia’s Early Learning & Development Standards (ELDS). ***Parents are encouraged to accept the invitation to their child’s online portfolio to communicate with the teacher and to add their own notes.***

Other periodic screenings such as PALS and ASQ are used to track development in the following areas: language, cognitive, gross motor, fine motor, social and emotional. Teachers share information screening from PALS, ASQ and TSG assessments with parents throughout the year.

The Virginia Department of Education now requires all 4-year-old students to be tested using the Virginia Kindergarten Readiness Program (PALS remains a part of the assessment) in the fall and spring. Parents seeking additional information on the program can link to the VKRP website at [VKRP online](https://vkrponline.org/)

# Preparing for Your Child’s First Week

The first week at CCLC is an adjustment for both parents and children. Many factors, such as the child’s age and past group experiences influence how soon they will adjust to the new setting. The teachers will have suggestions regarding how to make the first few days run more smoothly. If your child has had a hard time saying goodbye during the drop off, feel free to call the office later for a report on his/her day. Taking time to explore the classroom with your child before leaving may also help.

**Please bring these items on the first day**:

* Crib size blanket (for naptime) and a soft object to act as a “naptime snuggly”
* Complete change of seasonal clothing labeled with the child’s name

**Labeling:** We appreciate labels on personal items such as your child’s coat, hat, and spare clothing. This saves time and confusion for staff and children at CCLC. We cannot be responsible for unlabeled clothes.

**Cubbies:** Each child has a cubby for personal belongings.

**Footwear**: *Please make sure your child has safe shoes to wear to school that are suitable for outside play*. We do not allow flip-flops, high heels, clogs, or other shoes without backs.

**Sunscreen and bug spray:** Please apply the first layer of sunblock before dropping off at school--we will reapply during the day. Please supply non-aerosol sunblock and a child-safe bug spray labeled with your child’s name.

**Please do not bring toys from home** other than a book or “naptime snuggly.” Personal toys from home brought into the classroom can lead to conflict between curious youngsters who see a toy in a cubby and want to claim it as “MINE”! If you have trouble separating your child from their favorite toy in the morning, please begin a ritual where your child kisses the toy goodbye in the car with lots of encouragement that it will be there in the car when you return for pick up.

**Helpful hints to make your drop off and pick up easier for you and your child:**

* Breakfast is served from 7:00 am to 8:20 am in all classrooms.
* Please review your child’s weekly schedule and the monthly menu. Your child’s weekly classroom schedule will be emailed to you. The monthly menu is posted outside the main office and copies are available upon request.
* Please bring your child directly to their classroom no later than 9:00 am so that your child can settle into the class before “Greeting Time” activities begin. This helps ensure that the other children in the class can stay focused on the lesson that is being taught for “Greeting Time” without the distraction of late arrivals.
* Pick up time- Please make sure you speak to your child’s teacher to inquire about the day and allow your child to say goodbye.
* Call to make an appointment if you need to speak with the teacher or administrator about any concerns that require a more in-depth conversation.

**Environment, Recycling, Safety**

**Ecologically Minded:** At CCLC we strive to be environmentally aware by using cleaning supplies that are listed as eco-friendly and biodegradable. Education on being good stewards of the earth and nature-based activities are included in lesson plans.

**Recycling:** We enjoy teaching children how and what to recycle, and hope that families will continue this practice at home.

**Safety:** CCLC is on the direct email announcements for UV Sunburn Rating, Weather Alerts, Children’s Equipment/Toy Recalls, Amber Alerts, Dept. of Social Services Distribution, Health Dept. Alerts and food recalls, USDA Food Safety and Inspection Service, Fire Marshall, Sheriff’s Department, and the National Association for the Education of Young Children (NAEYC). We will share any alerts with parents on our website and Facebook page.

Additional safety information:

CCLC staff are not able to apply sprayable sunblock, baby powder, cornstarch or anything that is considered a respiratory inhalant.

Parents are asked to please follow all car seat and booster seat safety requirements while on CCLC property. If you have questions about the height, weight and age requirements for each seat type, please stop by the office.

**Pick Up/Drop Off Safety:**

1. **DRIVE SLOWLY and carefully** through the driveway--no more than 5 mph. Our driveway curves to the front of the building and at faster speeds you may not be able to stop for a child or parent.
2. **STOP and wait for the bus to pick up and drop off.** If the bus sign is up, the law requires you to wait until children have entered or exited AND LIGHTS AND SIGN ARE OFF!
3. **Please turn your vehicle** **OFF and do not leave children in the car**. Vehicles can be pushed out of park by curious children which may cause an accident, and cars left running create unhealthy air for all of us.
4. Families dropping off and picking up are asked to park in the right pull up lane directly in front of the main doors of CCLC.
5. For longer stays, parents are encouraged to park in the parking areas near the front entrance.
6. The passing lane is on the left, but please proceed cautiously. **NO parking is allowed on the left side.**
7. At drop off and pick up times, please hold your child’s hand when crossing the driveway.
8. All children must **WALK** to and from the CCLC classroom and must be under parent’s care and supervision at all times.
9. The parking lot is not safe for tree climbing, running between cars, or other play. Additionally, all construction areas are off limits to children.
10. CCLC is a drug free campus. Please do not smoke or vape during drop off or pick up. No child will be released to anyone appearing to be under the influence of alcohol or other substances.
11. CCLC does not allow firearms or other weapons in our buildings. Firearms carried in vehicles should be secured and the vehicle locked while parked on our driveway or parking lot.

**Late Pick Up Fee**

The Center closes at 3;30 pm for those enrolled in the reduced day program and at 6:00 pm for full time child care. At 3:46 pm or 6:01 pm, a late fee of $1.00 per minute per child will be assessed until pickup. The fee will be added directly to your bill. We recommend that parents identify a relative or friend to add to the enrollment form for times when late pickup is unavoidable. CCLC does not keep spare car or booster seats, so please take this into consideration when making backup plans.

**Authorization Policy for Child Pickup**

Only an authorized adult—*one who is designated on your child’s Registration Form*—may pick up your child. They will be asked to show a driver’s license or, if another adult is driving, another form of ID. You may authorize another adult to pick up your child by phone, ProCare, or email in an emergency. We will not release your child to anyone unknown to us without your authorization. In cases where a parent would like CCLC to enforce a custody or no-contact order with a parent, we will need a copy of the most recent court order held in the child’s file. Unfortunately, state licensing regulations do not allow us to prohibit a parent from picking up a child unless a court order is in place.

**Attendance**

CCLC is required by Virginia Department of Education regulations to document and maintain child attendance records for each of our programs. If your child will not be at school for any reason, please let us know the same day or within 24 hours of their absence. We will contact all parents after 2 days of absence to check on the status of your child and to determine the return date. All absences that occur without parent notice will be marked as unexcused. Eight or more unexcused absences **in preschool** may result in the loss of funding for your child’s placement. Ten or more unexcused absences in any program may result in the termination of enrollment.

**Security Features**

All entrances and exits to our main building feature automatic door locks upon closure. The security button at the front entrance allows a parent or visitor to ring an administrator or designee for entrance approval. All visitors to CCLC must check in at the main office before proceeding to a classroom. **Please help us keep unauthorized visitors out of the building by not allowing someone you do not recognize to enter with you.**

Program staff are issued a key card which allows them to enter and exit the building. Staff are not allowed to share the pass card.

**Sick Child Policy**

**CCLC operates under the health guidelines established by the Virginia Department of Health. CCLC is responsible for reporting all communicable diseases to VDH and for implementing VDH advice.**

A child who is running a fever of 100.5 axillary (under the arm) or higher, or has diarrhea, or has vomited, or shows other signs of an infection should not be sent to school. If these symptoms occur once your child is at the CCLC, the teacher will notify an Admin team member. Teachers may suggest that the child be sent home, but the Admin makes the decision and will in most cases contact the parent. Concerns about the decision to send a child home should therefore be directed to the Executive Director or Program Director.

CCLC requires all children who have suffered a head injury to be picked up for medical assessment.

Parents should notify the front office immediately if your child has any contagious illness. Examples of contagious illnesses include COVID, chicken pox, measles, strep throat, impetigo, pink eye, ringworm, head lice, Norovirus.

Please note:

* Children who are sent home with a fever of 100.5 Degrees Fahrenheit axillary (underarm) or higher may not return to child care the following day, but can return on Day 3 if the fever has subsided. If your child is prescribed an antibiotic, they must receive the medication for at least 24 hours and be fever free (below 100.5 degrees) before returning to school.
* If your child tests positive for Covid and has symptoms, they cannot return to child care for 5 days and (if over age 2) will be required to wear a face mask for days 6-10. Children ages 2 and under who test positive and have symptoms must remain out of child care for 10 days. Siblings and other household members who are asymptomatic may return to child care.

In circumstances where a communicable disease has been identified in a classroom, CCLC will notify parents by email, ProCare, in person, or by posting on the door that your child may have been exposed and will provide information on what symptoms to look for.

If your child has seen a doctor, please bring a “return to school note” signed by the doctor. If the child is returning to school with medication, we will also need a copy of the prescription along with the medication and pharmacy label. Parents are required to complete a Medication Administration Form to authorize staff to administer medication. CCLC will only administer over the counter medication in the exact doses listed on the manufacturer’s label and must have a physician’s authorization if the manufacturer’s label specifies that it is necessary to do so. All medication is stored under lock and key in the office or refrigerated in a medication refrigerator container in the kitchen. Only staff with Medication Administration Training and certification can administer medication.

**Infant Sleep Policy**

CCLC follows sleep policy procedures that are well researched and hope you will do the same at home to reduce the risk of sudden infant death syndrome (SIDS) and other sleep related causes of infant injury or death. As a reminder:

* Always place a 12 month and younger age baby on his or her back to sleep, without the use of sleep positioners unless ordered by a doctor.
* Do not allow babies to sleep in swings, seats, or any other container.
* Use a firm and flat sleep surface with no other bedding or soft items in the sleep area.
* Do not put blankets, pillows, quilts, comforters, sheepskins, soft objects, toys, crib bumpers, or loose bedding under, over or anywhere near the baby's sleep area.
* Give the baby plenty of “tummy time” to develop important muscles when he or she is awake, and someone is watching and supervising.
* Do not smoke or let others smoke around the baby.

**Toddler/Preschooler Nap Time**

CCLC nap time occurs daily after lunch until about 3:00 pm depending on the age group. Each child is provided with their own cot and may bring a blanket, stuffed toy or other snuggly to sleep with. Research has shown that a regular nap time supports better behavior, nighttime sleeping patterns, immune system functioning, and healthy growth and development. We require all children in our program to lay on their cot quietly even if they do not fall asleep for at least 30 minutes. Quiet activities are provided for those unable to fall asleep. We ask parents to respect this routine by scheduling pickups and drop offs before noon or after 3:00 pm whenever possible. Please see the following link for additional information: [Why are Naps Important?](https://kidshealth.org/en/parents/naps.html#:~:targetText=The%20Importance%20of%20Naps,Nap.&targetText=Crucial%20physical%20and%20mental%20development,to%20fall%20asleep%20at%20night.)

**Daily Contact**

Our staff looks forward to seeing parents and children coming and going from CCLC and we encourage regular contact between parents and teachers at drop off and pick up. Please call to let us know when your child is sick or arriving late. We also encourage you to phone whenever you have a question or concern. A message may also be left for the teacher who will call back at a convenient time. Because teachers are required to focus their attention on all the children in their care, there will only be time for limited conversations at drop-off or pick-up times so please schedule time for a call or meeting if you need to speak with your child’s teacher at length. Problems involving your child should not be discussed in the presence of children or other adults. Please do not use any form of physical discipline on our campus as this is against our policies.

**Child Progress Reports/Conferences**

Your child’s *Teaching Strategies GOLD* portfolio is available for review and discussion with your child’s teachers. There is a *Family Guide* online that you can download to learn about our ongoing assessment process and how to access and use the online system. Please let your teacher or the main office know if you would like to set up a conference to discuss your child.

**Positive Discipline Policy**

Our primary goal with discipline is to teach children the skills needed to control their behavior, and to resolve conflicts on their own. We accomplish this goal through kind and respectful responses and emotionally calm interactions.

The use of physical punishment and threats of any kind are prohibited for teachers, staff and parents on the CCLC campus. Research shows that physical or emotional punishment demeans the child and does not support positive changes in the child’s behavior over the long term. **Listed below are the positive strategies we use to guide children's behavior:**

* We carefully structure your child’s environment to avoid challenging behavior.
* We identify triggers to misbehavior and attempt to avoid those triggers.
* We reinforce acceptable behavior with support and encouragement.
* We do not reinforce challenging behavior by giving the child extra attention.
* Appropriate and limited choices are given whenever possible.
* Teachers are specific, concrete and positive in giving direction. We avoid “no”, “don’t”, “can’t”, “stop” etc.
* Behavior is often redirected to acceptable outlets.
* Logical consequences are used for challenging behavior.
* Comments are made about children’s behavior, not about the children themselves.
* Children are allowed to calm down before angry feelings or actions are addressed.
* Teachers assist children in solving problems and resolving conflicts.
* Children are encouraged to talk to each other to express their feelings of hurt and anger as well as happiness.
* Problems are dealt with quietly so those who aren’t involved will not be affected by the discipline.
* All children are encouraged to demonstrate respect for other children and teachers.
* Staff coordinate with each other to be sure children get consistent messages.
* Dangerous and potentially harmful behavior is stopped immediately.
* Staff children are treated the same as other children.
* Serious behavioral problems will be discussed with parents.

**Behavior Planning**

***Challenging behavior:*** Challenging behavior is defined as any behavior that interferes with children’s learning, development and success at play, is harmful to the child, other children, or adults, or puts a child at high risk for later social problems or school failure. Examples may be hitting, biting, shoving, relational aggression such as “you can’t play with us”, verbal bullying, tantrums, whining, testing limits, or refusal to follow directions or observe classroom rules.

When a challenging behavior is ongoing and the techniques described previously have all been exhausted, CCLC will take the following steps to limit exclusionary measures.

* Parents are informed of problem behavior, including incident reports.
* Parents and staff work together to develop behavioral goals and plans.
* In situations where the child’s behavior still creates a risk to the child or others, CCLC will schedule a meeting with parents to discuss referral to an external behavioral health provider and/or assessment by the Child Study Team at Rappahannock County Public Schools.
* If all interventions have been exhausted and there is agreement that temporary or permanent exclusion is in the best interest of the child, assistance in accessing services and an alternative placement is given.

# Toilet Training/Learning

Toilet training typically happens between a child’s second and third birthday. CCLC policy is to handle toileting for each child at CCLC in a manner consistent with what is done at home. Toilet learning is as individual as learning to walk. There is no right age by which all children should be using the toilet, but once a child is ready, it should only take a short time to learn to use the toilet. Our goal, in partnership with parents, is to make toilet learning a positive experience for the child.

We will try toilet learning with your child for at least 10 days. If your child shows absolutely no interest, is fearful, or extremely oppositional, or has too many accidents, we will set up a meeting to review our strategies and determine if we should postpone the process and when to resume.

The following steps can help in the toilet training process:

* Dress your child in loose-fitting clothing that can be managed independently, such as elastic waist pants that are easy to pull up or down. Avoid overalls, pants with buttons or snaps, or dresses.
* Provide CCLC with a supply of cotton underpants. We have a no pull-up diaper policy. That way, your child is more aware when she/he has had an accident.
* Bring a bag with at least three pairs of extra clothes, including socks, *every day.* Label all clothing with the child’s name. Bring an extra pair of shoes, as well.
* Let us know if you want to encourage your male child to sit or stand when urinating.
* Have your child start wearing underwear at home the weekend before we initiate it here.If you feel it is necessary, your child can wear a diaper at night, but you might try getting him/her up once during the night to go to the bathroom with your assistance.

At CCLC, we leave the door to the bathroom open both for easy access and because seeing other children use the toilet inspires children to do the same. Sometimes we encourage children to go to the bathroom with a buddy for positive reinforcement*.* We ask children every 30 to 45 minutes if they need to go to the potty during the first and second week of toilet training. Unfortunately, because of health regulations, teachers cannot wash soiled clothes. We will put them in a plastic bag for you to take home to launder and sanitize.

# Transition to New Classrooms

We recognize that transitions can be difficult for many children, as they often are for adults! We therefore plan carefully for each transition your child will make to each new classroom at CCLC during their time with us. All teacher positions (Infant, Toddler, Twos, Preschool and School Age Club) are arranged carefully to maintain at least a 9-month or longer position in the same classroom with the same children in order to create strong partnerships with the child, family and teachers. We will transition most children to the next age-based program in June and or in August. Under special circumstances, a child may move to the age-appropriate program if developmental milestones have been reached before the end of the current school year and there is space in that class.

# CCLC Events

We welcome parents, guardians and other family members to participate in CCLC’s events. Children benefit most from the program when they see that their teachers and family members are working together and have a respectful relationship. A few additional notes:

* Parents with a special skill make ideal volunteers for our programs! Please let us know if you’d like to share your skills with our children for a project or lesson.
* Parents are welcome to join their child’s class for lunch. Please let the teacher know that morning so you will be included in the lunch count.
* We have semi-annual parent workdays when all parents are encouraged to give an hour or so in painting, mowing, mulching, weed eating, making needed repairs, etc. The two parents’ workdays are usually *scheduled on the second Saturday in Oct and April from 10-2pm,* with child care and lunch provided.
* We are proud of helping you have opportunities to build relationships with other parents early in your child’s young life. Participating in these events provides families with strong and continued support long after you move on from CCLC. We welcome alumni and their families to remain involved.

# Field Trips

Field trips are an essential part of our School-Age and Summer Camp Programs and trips for younger children may also be scheduled. *A signed permission form and receipt of any admission fees is required prior to all trips.* Parents will be given proper notification and are always invited to help chaperone and provide transportation, if needed. Parent chaperones are expected to follow CCLC protocol for managing behavior.

# Emergency Procedures

Parents will be called immediately if their child is sick or injured. Please see that our records are kept up to date and that we have all current daytime contact information. In case of a medical emergency or accident, if we are unable to reach you or the emergency contact person for permission, staff will proceed with getting needed medical attention for your child. Your signature on your child’s Registration Form when you enrolled your child gives us this authority. We will document all that we do and will also continue to try and reach you so you can be fully involved in your child’s care.

In the event of a school emergency (flood, fire, earthquake or lockdown incident), we will do our utmost to protect the safety and wellbeing of your child until you can take over. Licensing regulations require CCLC to have written shelter-in-place and evacuation protocols. Shelter in place protocols require CCLC staff to gather with the children from their classroom in the designated safe area in our main building until the weather emergency passes. In the event of a lockdown incident, CCLC will first contact the Sheriff’s Department and then send an alert to parents via email and ProCare to stay off campus until the emergency passes and a second email is sent. Evacuation procedures such as those used for fire emergencies require CCLC to move children to a lower portion of the CCLC lot until the emergency passes. We will notify parents of the incident and any aftermath as soon as possible.

Our emergency preparedness plan and drills held throughout the year--and reviewed by the Fire Marshall annually--are devised to assure parents that we will do our best to protect your child from any danger during your absence. Please feel free to stop by the front office to review or ask for a copy of our emergency preparedness plans.

**Weather Alert Procedure**

CCLC strives to meet the needs of parents who must work regardless of the weather, but also has a responsibility to our staff and the children we serve to occasionally open late, close early or close for the day due to inclement weather. **CCLC is not always closed when the public schools are closed so, please check our website (**[**www.rappcclc.org**](http://www.rappcclc.org)**) and Facebook pages!** If the public school is closed, however, there is no bus service to CCLC.

**Food Program**

The Child Care and Learning Center participates in the food program sponsored by the United States Department of Agriculture. The UDSA reimburses CCLC for a portion of the cost of food based on the income levels of families enrolled at CCLC. Participation in the USDA program allows CCLC to reduce our operating expenses and helps to keep tuition rates stable. In order for CCLC to fully participate, ***all families will be asked to fill out a form stating their annual income level, number of people in the household, and their names and Social Security numbers*** to help CCLC receive the accurate amount of reimbursement from the USDA. USDA menus for school lunch and snacks are developed monthly and will be emailed to you by your child’s teacher. We are able to meet special dietary requirements in our USDA kitchen and aside from breast milk and formula, food from home is unnecessary in most situations. If your child is allergic to a specific food, or your family observes a vegetarian diet, please note this on your registration form and let your child’s teacher know. All breast milk shall have the date it was expressed, and the child’s FULL name written on the bottle. We will store it as requested--kept frozen or kept in the refrigerator--and warmed appropriately with warm water only. Unfinished formula or breast milk will be discarded after one hour to meet health department guidelines.

# Special Celebrations

We are delighted when you think of sharing your family’s special birthday and seasonal celebrations with us! The Center’s policy on celebrating religious holidays (Christmas, Passover, Easter, etc.) is to emphasize not the individual religious beliefs, but the general themes involved such as sharing and giving to others. Parents may bring food from home for special celebrations, but unused portions will be discarded or returned to parents at the end of the day. If you have a concern about our policy, please let us know.

**Grievance Procedures**

A grievance is defined as any significant concern that arises between two or more parties in our community.

***Grievances Between Parents or Parents and CCLC Employees:***  All CCLC employees and parents or guardians are encouraged to address minor grievances by going directly to the person or persons involved for discussion and resolution. If this fails to resolve the problem, either party may request a meeting with the Program Director or Executive Director. In all situations, we ask parents-guardians to respect CCLC’s confidentiality policies by not asking staff for information about another staff person, child or parent.

**Please note that CCLC will call a meeting with any parent who has made hostile or demeaning comments to or about staff in person, by phone or email, or on social media. The purpose of this meeting is to attempt to resolve any reasonable issues or concerns. If a parent does not participate in this meeting and the behavior continues, CCLC will terminate the enrollment contract.**

**Additionally, any parent, guardian or person serving as the emergency contact who threatens a staff person verbally or physically will be reported to the Sheriff’s Department, permanently banned from the premises, and CCLC will terminate the enrollment contract.**

**Child Abuse and Neglect Policies and Procedures**

ALL CHILD CARE WORKERS ARE “MANDATED REPORTERS”. This means if there is a suspicion of abuse or neglect the staff person must report the details to the Program Director and Executive Director for referral to the Department of Social Services.

**Definitions:**

"Child Abuse" is the non-accidental commission of any act by a person, which causes or creates a substantial risk of harm to a child's physical and emotional wellbeing, including sexual abuse or exploitation.

"Child Neglect" is the failure by a person, either deliberately or through negligence, to take those actions necessary to provide a child with minimally adequate food, safety, clothing, shelter, medical care, supervision, or other essential care.

**Reporting Suspected Abuse or Neglect:** The Department of Social Services is called by the Program Director or Executive Director. A written statement from the staff person may be required. In most situations, the Program Director or Executive Director will make every effort to learn the details of an incident by speaking with the teacher, child(ren) and parents before making a report. CCLC documents the incident report after referral and participates in any next steps required by DSS.

**Licensing Information: Child Care Programs**

All child care programs that assume responsibility for the supervision, protection, and wellbeing of a child for any part of a 24-hour day must be a licensed program.

**Title 63.1, Chapter 10 of the Code of Virginia gives the Department of Social Services authority to license these programs.** Standards for licensed child care centers address certain health precautions, adequate play space, ratio of children per staff member, equipment, programming, and record keeping.

Criminal record checks, required training, and specific qualifications for staff and most volunteers working directly with children are also required. Facilities must meet applicable fire, health, and building codes. Compliance with standards is determined by announced and unannounced visits to the program by licensing staff within the Department of Social Services. In addition, parents or other individuals may register a complaint about a program, which will be investigated if it violates a standard. If you would like additional information about licensing of child care programs or would like to register a complaint, please contact the Regional Office of Social Services closest to you.

Northern Virginia Regional Office <https://www.dss.virginia.gov/cc/index.html>
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