

Dear Parent,

Welcome to the Franciscan's Family Child Care Center referred to as FFCCC for the purposes of this handbook. Please read the information contained. There are many policies and procedures with which you should be familiar before enrolling your child in our program. Should you have any questions, please do not hesitate to ask for clarification.

Our program is committed to providing for the child's needs, as well as, the family's needs. If you have any questions, concerns or suggestions about the care your child is receiving please bring them to our attention. Parents are welcomed to visit the center at any time. Please drop by when you can.

Again, if you have any questions, we would be happy to talk with you!

Sincerely,

Program Director

### **CHILD CARE CENTER**

The Franciscan's Family Child Care Center was established to meet the childcare needs of hospital employees and of the community. In response to need, the facility serves children 8 weeks to 6 years old without regard to sex, race, religion, cultural heritage, political beliefs, marital status, disability, national origin or sexual orientation. The program is available 7:00am to 5:30pm, Monday through Friday, **51 weeks per year**. The facility will close for one week during the summer months for maintenance and vacation.

## **PHILOSOPHY**

The program philosophy is educational in nature using play. Children are viewed as individuals and are provided with activities, which can be approached from a variety of developmental levels. Creativity is encouraged through open-ended activities and materials. Children are encouraged to think and reason in order to expand their skills and abilities. In a safe, warm, supportive environment, children are able to take risks and experiment with materials.

Social skill development is a major part of the curriculum. Children are given opportunities to participate in-group activities or to play alone. In a group setting, children develop sharing and cooperative play skills. Children learn, with adult supervision and intervention, where necessary, to negotiate problems and to solve difficult social situations.

The family is an integral part of the program. Communication with parents is open and consistent. Parents and family members are encouraged to visit the classroom when they are able, provided it does NOT cause undue stress for the child. Family events and participation are a regular part of the program.

Where appropriate and feasible, children will be involved in the establishment of rules, policies and procedures within the classroom. Preschool aged children, in particular, are able to understand the need for limits and rules in a way in which infants and toddlers can not yet grasp. With this in mind, preschoolers may participate in establishing limits and rules for safe, productive play and use of materials in their environment.

## **GOALS AND OBJECTIVES**

Goals for children are based upon their levels of development. There are, however, general goals for all children in the program. These include, but are not limited to:

- \*Each child is well cared for every day. Needs are met and the child is secure that the basic needs will be met.
- \*Children feel safe and loved in a supportive environment.
- \*Children and families are treated with respect and nurturing care.
- \*Communication is open and thorough with all concerned parties concerning a child's care.
- \*Developing self-awareness and an awareness of others.
- \*Developing motor skills.
- \*Developing cognitive skills.
- \*Developing communication and language skills
- \*Developing social skills
- \*Children are happy and having fun as they learn.

- \*Children are beginning to understand and express feelings and emotions.
- \*The environment is clean, safe and welcoming.
- \*There are a variety of materials and equipment available for a variety of uses.
- \*Classrooms are well organized and child centered.
- \*Outdoor play is a daily part (weather permitting) of the curriculum for all age groups.
- \*Children's attempts at and developing mastery of independence skills is encouraged.
- \*A predictable routine is adhered to giving children a sense of security and understanding of what to expect.
- \*Flexibility within routines allows for creativity, self-expression and individual needs.
- \*The process in activities, transitions, and interactions is more important than the product.
- \*Individual schedules are respected.
- \*Consistent, positive encouragement is utilized in communication.
- \*Changes in behavior are encouraged through supportive limit setting and positive redirection.
- \*Expectations are appropriate to individual activities.
- \*Health standards are maintained to prevent the spread of infectious illnesses.
- \*Curriculum is developed with flexibility to follow children's interest and is relevant to their own life experiences.
- \*Teachers facilitate children's learning and experiences.
- \*Skills introduced are meaningful to children and are based upon individual children's readiness.
- \*Regular assessments of children's growth and development are made. Parents will be provided a conference time to discuss the assessment.

### **DAILY SCHEDULE**

The daily routine is consistent but is also flexible given children's level of interest, individual needs and changes in weather. **ALL CHILDREN MUST BE IN OR CALLED IN ABSENT BY 9:30am!!**

#### INFANT PROGRAM

The infant program is flexible and dependent upon babies' individual sleeping and eating schedules. The babies will be fed on demand, put down to nap when they are tired and changed as needed. **\*Upon drop off, all children will wash their hands with their parent, daily!**

- 7:00 opening and welcoming toys and activities on rug
- 8:00 breakfast and bottles
- 8:30 play, interacting with teachers on rug, diapers
- 9:30 am nap
- 10:30 outside and/or indoor activities
- 11:30 lunch

12:30 diapers and p.m. nap  
 2:30 outside  
 3:30 p.m. bottles  
 4:30 play and interacting with teachers on rug/diapers  
 5:30 home

### TODDLER PROGRAM

The toddler's daily schedule includes a variety of individual and brief group activities. This schedule is flexible and dependent upon changes in attention span and weather. **\*Upon drop off, all children will wash their hands with their parent, daily!**

7:00 opening, welcoming and playing with shelf toys  
 7:30 breakfast—early arrivals may bring breakfast ready to eat. We suggest cereal, milk, granola bars and a juice box. Breakfast will NOT be served after 7:30 as it is very difficult for children arriving who have already eaten to watch other children eat.  
 8:00 manipulative, stories and interactive play with teachers  
 8:30 clean up—wash hands, change diapers/toileting.  
 9:00 am snack  
 9:30 circle time—brief song, story or finger play  
 9:45 activity (finger painting, water play, etc)  
 10:30 outdoor play, water play  
 11:00 inside story, wash for lunch  
 11:30 lunch  
 12:30 wash, toileting, diapers and rest  
 2:30 wake up, toileting, diapers, wash and p.m. snack  
 3:30 outside  
 4:30 shelf toys, manipulatives  
 5:30 home

### PRESCHOOL PROGRAM

The preschool schedule includes more group play and opportunities for free choice amongst activity centers for an extended period. It, however, is also flexible and takes into account children's interests and attention span. **\*Upon drop off, all children will wash their hands with their parent, daily!**

7:00 opening, welcoming and playing with materials available  
 7:30 breakfast—early arrivals may bring breakfast ready to eat. We suggest cereal, milk, granola bars and a juice box. Breakfast will not be

served after 7:30 as it is difficult for children arriving who have already eaten to watch other children eat.

8:00 choices of manipulatives and interest centers

8:30 clean up, toileting and wash up

9:00 am snack

9:30 circle time—stories, songs, choices of interest and special activities

10:00 choice time—children make choices of activities and interests and may change their choice as space permits

11:00 outside play

12:00 toileting

12:30 rest time

2:30 wake up, toileting, wash up and p.m. snack

3:00 afternoon choices, finish activities from morning if children wish

4:00 outside

5:00 inside, quiet stories, manipulatives

5:30 home

## ENROLLMENT PROCESS

The Franciscan's Family Child Care Center accepts children 8 weeks to 5 years old. Parents interested in enrolling their child must speak with the Director to discuss availability of appropriate space in the center.

If space is unavailable, parents may register their child. A \$100 registration fee is required and the child will be put on a waiting list until such time that space does become available.

If space is available, parents may register and enroll their child. A \$100 annual registration fee and tuition deposit is required in order to enroll the child. Parents will receive an enrollment package and a starting date will be arranged.

Before starting in the program, it is helpful for the child to visit two or more times. Parents will stay with their child during the visits and children will be welcomed by the center staff and encouraged to participate in activities as they are comfortable. This gives children an opportunity to become accustomed to the surroundings, teachers and routines of the classroom with the security of the parent nearby.

On the child's first day, or before, the parent provides a completed enrollment package including a physical and immunization record, lunch, a change of clothing (all labeled), diapers if appropriate and a security item or blanket for rest time. All personal items must be stored in the child's cubby.

## **PARENT INVOLVEMENT**

Parent input and involvement is an important overall part of our program. It is essential that parents feel comfortable entrusting the care and nurturing of their child to us while they are working or in school. Each child receives love and attention from teachers on an individual basis.

We are committed to open channels of communication between parents and teachers. Parents are ENCOURAGED to speak with their child's teacher daily about thoughts and questions. Teachers will make every effort to connect with each parent daily. Parents will receive a day sheet completed by their child's teacher describing the child's day and the activities or special events he/she particularly enjoyed. In addition, parents will be welcomed and asked to participate in field trips and special events.

Parents are ENCOURAGED to visit as often as possible. Parents may come and go, as they are able, either to share lunchtime or to check in and say hello. Occasionally, for some children, visits during the day may cause increased separation anxiety. Where this is the case, parents will be encouraged to limit visits until such time that their child is more comfortable in the Center and separation may be eased by the knowledge and understanding that the parent will return at the end of the day.

Twice during the year, and every three months for infants and children with disabilities, teachers will provide a written record of each child's progress and an opportunity for the parents to meet with their child's teacher to discuss that report. A copy of that report will be provided to the parent and the original will be kept in the child's file at the center. In addition, any special concerns that the parent may have may be discussed at any time during the year. The parent as well as the teacher and Director may request a parent conference to discuss concerns about the child's development or progress.

Parents are welcomed to provide any input about their child's day or the program in general. Please address ideas or input with your child's teacher or with the Director verbally or in writing. Parents' suggestions will be taken respectfully and implemented where appropriate. In any case, follow up will be provided either by the teacher or by the Director.

## **PARENT RESPONSIBILITIES**

Prior to a child's starting date at FFCCC, the parent must provide the completed forms in the enrollment package including:

- ❖ A registration form
- ❖ An enrollment form, listing home and work numbers for parents
- ❖ A developmental history
- ❖ Authorization and consent form, allowing the Day Care staff to use First Aid if necessary and to transport to FCH Urgent Care in an emergency, and a minimum of two back up names who can pick up the child when the parent is unable.
- ❖ Permission to participate in walking outings and general center activities. Permission slips will be sent home for each field trip requiring public transportation.

- ❖ A written medical examination stating the child has had a complete physical exam within one year of admission or obtains one within one month of admission to be updated annually, including lead screening for children over one year of age; for children admitted prior to 2 years of age, a lead screening must be provided within one month of the 2<sup>nd</sup> birthday.
- ❖ An immunization record according to the Department of Public Health recommendations.
- ❖ A Parent Contract

Daily, parents must provide two full changes of clothing including appropriate outdoor playwear (in winter months: boots, hats, mittens, and snowsuit). In addition, non-skid slippers or light sneakers are appropriate for indoor play. Parents also provide diapers and several pairs of training pants for children who are toilet training. All clothing must be labeled and stored in a bag in the child's cubby.

### **BREAKFAST, LUNCH AND SNACKS**

The Center provides two nutritious snacks daily. These consist of juice, crackers, cheese, fruits and other foods prepared by children and teachers.

Parents must provide all bottles prepared (or the means to prepare) and all other foods for babies not yet on table foods. Bottles will be refrigerated and heated in a crock-pot as needed.

Parents provide breakfast foods for children arriving before 7:30, such as: cereal, milk and a juice box. Parents also provide a nutritious lunch for those children not enrolled in the lunch program. **Refrigeration and heating of lunches IS NOT POSSIBLE.** An ice pack in the lunch box will keep foods cool and refreshing. Hot foods placed in a thermos after heating will be at the right temperature at lunchtime.

Please be sure all lunch boxes, bottles and food containers are LABELED to prevent their being misplaced.

Each child should bring a nutritious entrée and a drink for their lunch. Parents know best what nutritious foods are their child's favorites. Below are some helpful suggestions:

- ❖ Sandwiches cut into small sections
- ❖ Cut-up parboiled vegetables
- ❖ Pasta in a thermos
- ❖ Cheese
- ❖ Yogurt
- ❖ Oranges, apples and other favorite fruits, peeled and ready to eat

Children should NOT eat foods that have no nutritional value. Their bodies are developing at such a fast rate that they need vitamins and minerals at every meal and snack. Foods such as candy, donuts, potato chips, fruit roll ups, soda and sugary fruit juices are not recommended.

Special events such as birthdays or holidays may be such an occasion that treats may be shared and enjoyed. Please talk with your child's teacher if you would like to provide a special snack or dessert for such an occasion.

**\*Please note that at no time will force-feeding be tolerated!**

**\*FFCCC is a peanut free child care center.**

## **TUITION PAYMENTS**

Tuition is charged on a weekly basis and is based on the annualized cost of childcare for a specific age group. Partial week rates are also based on annualized cost at a slightly higher daily rate than full time rates.

Tuition payments will be billed weekly to parent's accounts. Payments must be made **IN ADVANCE OF SERVICES** and may be made weekly, biweekly or monthly. Tuition checks may be left in the tuition mailbox outside of the Director's office.

If payment is not made a \$5 fee will be assessed daily until payment is made. If payment is not made by the 4<sup>th</sup> working day of the week, the child will not be admitted into the program. When tuition is paid in full, the child may be readmitted into the program.

Parents who have proof of 125b participation will not be assessed penalties within timely receipt of tuition payment.

## **LATE PICK UP**

FFCCC is open 7:00am to 5:30pm. Children must be picked up by 5:30pm!!! If children are not picked up by closing, a late fee will be assessed.

Parents will be charged \$1/minute for the first 15 minutes and \$2/minute for the second 15 minutes before 6:00pm. After 6:00pm parents will be charged \$10/minute. Late fees must be paid in full with tuition payment. If late fees are not paid in full, enrollment will be suspended until all late fees are paid.

This policy is intended to encourage parents to pick up their child on time. It can be very stressful for the child to be left at day care past the usual pick up time. A telephone call is requested, however, but will not cancel any late fees assessed.

## **INCLEMENT WEATHER**

It is the intention of FFCCC to remain open. It is possible, however, that under extreme weather conditions the center may have to close early, have a delayed opening or not open at all. If the center has to close early during the day, parents will be notified by telephone and will be asked to pick up their child by the closing time. If the opening is delayed or closed for the day, there are two ways to access this information. First, you may call (617) 254-3800 x 3500 and listen to the voice mail for a message that will be left before 6:30am.



Second, you can log in to **Channel 7 News** ([www.whdh.com](http://www.whdh.com)) for information on delayed openings or closures. The center will make every effort to remain open, but in extreme conditions that may not be possible. If you are in question as to whether the center will open, please wait until 7:00am and call the center before leaving home.

**\*Please note the Inclement Weather Policy enclosed in the Appendix!**

### HOLIDAY SCHEDULE

The FFCCC will remain open 51 weeks per year. The center will close the week of July 4<sup>th</sup> for maintenance, renovations and vacations. The center will close at 3:30p on the following days: Day before Thanksgiving, Christmas Eve and New Year's Eve. The center will follow the FFCCC Holiday Schedule and will close on the following days:

New Year's Day	Martin Luther King Day	President's Day
Memorial Day	Labor Day	Columbus Day
Thanksgiving Day	Day after Thanksgiving	Christmas Day
Patriot's Day		

### REFERRAL PLAN

If a staff member feels that an assessment for additional services would benefit a child, he/she would direct the concerns to the Director. The Director and the staff member will then meet with the child's parents and notify them of their concerns. The Director, with the permission of the child's parents, will then observe and record the child's behavior for 1 hour per day over a 5-day period. At the conclusion of the observation period, the Director and the child's parents will meet again. If the need for additional services is warranted, the parents will be informed of the referral resources in the area and a brochure listing early intervention services and providers will be provided. In addition, parents will be given the name of the Director of Special Education for their town and a copy of the "Parents Rights to Chapter 766 Services" brochure.

The Director, with parental consent, may contact the agency or service provider who evaluated the child for consultation and assistance in meeting the child's needs at the center. If it is determined that no additional services are needed, the child's progress will be reviewed within 3 months to determine if the center is able to meet the child's needs or if additional referrals may be necessary.

### SOCIAL SERVICES REFERRAL

All staff are required to report any suspected abuse or neglect to the Director. The Director will determine if a report to the Department of Social Services is warranted. If such a report is warranted, the Director and teacher who made the observation are required by the

Office of Child Care Services to file a 51-A. The Director or DSS investigator will notify the parent or guardian that such a report has been filed. A list of Social Service Agencies will be made available through the Director.

### **TERMINATION AND SUSPENSION**

Parents are required to notify the center two (2) weeks before their child's departure date from the center.

The center may terminate a child whom: requires care or services beyond that which the center has the capability of providing or repeatedly has late tuition payments or an outstanding balance on their account. Parents will be given adequate written notice of termination of services as well as the reasons for termination.

In the event, tuition is unpaid or a child's behavior is unmanageable within the grouping of this program, childcare services may be suspended. When tuition is paid or a determination is made as to individual needs of the child and behavior is improved, the child may return to care. \*\*Parents with child care vouchers, will abide by the policies set forth by the Child Care Referral Agency and their termination policies as well. In any case of termination or suspension of services, the center will prepare the child in a manner consistent with the child's ability to understand.

### **INJURIOUS BEHAVIOR POLICY**

When a child in the ChildCare Center exhibits injurious behavior causing harm to others, every effort will be made to determine causes and to institute a behavioral program to eliminate the behavior. If necessary, staff will seek behavioral consultation to assist them in instituting an effective program. After the second incident, parents will meet with the ChildCare Center Director and/or staff as well as other personnel deemed necessary. The action taken will be determined at the meeting.

While instituting the behavioral program, parents and staff will continue to meet and discuss the effectiveness of the behavior program. Any modification that needs to occur will be made accordingly. Parents of any child affected will be informed of any incident of injurious behavior and all parents shall be informed of procedures.

Should injurious behavior persist, despite attempted interventions and after a period of time appropriate to the developmental age of the child, the Program Director will exercise discretion to suspend or terminate the child from the program. In the event the child is terminated from the program, support will be provided to the family in finding an alternative placement for the child.

## **EMERGENCY PROCEDURES**

All teaching staff and the Director maintain certification in First Aid for infants and children and at least one person on site at all times maintains current infant and child CPR.

When minor injuries occur, the injured child will be treated with appropriate First Aid. The parent or guardian will be contacted at the discretion of the Director or teacher depending upon the severity of the injury. If not contacted immediately, the parent or guardian will be informed of the incident and the treatment provided when the child is picked up.

In non-life threatening emergencies, Parents or guardians will be contacted to transport the child to an emergency facility after First Aid is provided. In serious emergencies, immediate First Aid or CPR will be provided as needed. If indicated, the internal code response will be activated. The parent or emergency contact will be notified immediately. A staff member will accompany the child either to FCH Urgent Care or to another facility and remain with the child until the parent or guardian arrives.

An accident report must be completed and parents will sign the report and receive a copy. The original will be placed in the child's file at the center. A third copy will be placed in an Injury Log to be reviewed monthly to evaluate trends and patterns. All accidents, which result in a bruise, bump, welt or abrasion to the skin, and all head injuries must be documented on an accident report.

When a parent cannot be reached, the emergency contact list will be utilized. If no one can be contacted, then the child will be treated in Urgent Care at Franciscan Children's Hospital.

Whenever leaving the center for off ground activities, staff members take a First Aid kit. They also bring a copy of each child's consent forms. In case of a serious accident or injury, staff members will provide emergency First Aid, summon Emergency Medical Services and notify the center. The center will provide back up support and notify the parent or guardian of the injury and the procedures being followed.

If the child is transported to an Emergency Facility, a teacher will accompany the child and remain with the child until the parent arrives. All other children will remain at the site until additional help arrives or return to the center if there are enough adults present to safely walk or transport the children.

## **DISPENSING MEDICATION**

Any medications must be accompanied by a physician's note authorizing that medication for that particular child. Prescription medications must be in original container with prescription label in tact. The prescription label serves as the physician's note.

When bringing in a new medication, parents must complete a Medication Permission form listing time and dose to be administered. When the medication is administered, teachers fill out the date time and dose administered to the child. Before a non-prescription medication is

administered, parents will be contacted. Completed Medication Permission forms are kept in the child's file.

Children who are on medication must bring their medication to the center daily. Parents may ask their physician or pharmacist for a separate container, with prescription label, containing the doses to be given at school. The center has the right to refuse the child's attendance if they arrive without medication.

All medication will be stored in a locked cabinet in the classroom or, if necessary, in the refrigerator. Any unused portion of medication is always returned to the parent.

### **ALLERGIES**

During the initial parent interview, the enrollment process, listed on the Developmental History, and in the physical, parents and physician must supply any information regarding allergies and the child's health status in general. Parents should list specific allergies, symptoms, treatments and medications. Notices of allergies will be posted in the classroom. Allergies requiring medication must be clearly identified as such and the medication must accompany the child each day to school and on off grounds trips if necessary. **\*PLEASE NOTE:** FFCCC is a peanut free day care center.

### **UNIVERSAL PRECAUTIONS**

Universal precautions must be followed when potentially being exposed to bodily fluids. Procedures are listed in FCH Policy and Procedure Manual and staff is trained annually in compliance with hospital policy.

### **VACATION**

FFCCC allows one week tuition free vacation during the course of one year. That vacation week is the week of July 4 when the center will be closed. For additional vacation weeks, space cannot be guaranteed if tuition is not paid.

### **RESEARCH POLICY**

Research will be allowed only for the purpose of better understanding children's behavior and development. Child development students and educators may wish to observe groups of children with the intent of furthering knowledge and understanding of children's thought processes and learning patterns.

In the event any research will be conducted, parents must provide written authorization. Any findings from such research shall be confidential and anonymous.

### **VOLUNTEERS AND STUDENT INTERNS**

The Franciscan's Family ChildCare Center does utilize volunteers and interns to compliment the child/teacher ratios. They will be provided appropriate orientation, training and supervision. In addition, FFCCC maintains a written agreement with any school or training program describing the responsibilities and supervision of the student by the program and by FFCCC.

Volunteers and interns are a valuable part of our program and will be included in curriculum development, staff development and center events. Their involvement shall be encouraged and appreciated through consistent direction, supervision and feedback.

### **CENTER LIAISON**

FFCCC provides a Teacher for each child with disabilities to serve as that child's liaison. The Liaison is responsible for coordinating care in the program and for communication with service providers, parents and center staff.

### **VALIDITY OF CONSENTS**

All written consents are valid from one year of execution unless such consent is withdrawn in writing. This includes enrollment forms referring to the children's participation in day to day activities such as: outdoor play, water play, messy activities and walks on FCH grounds.

### **EXAMS FOR CHILDREN**

FFCCC, in cooperation with the parent, and based upon an assessment by the Lead Teacher and Director, may request that dental, hearing or vision check ups be conducted by the pediatrician or an assessment team if the child's development or behavior indicates the need for such examination. This is to assure that the child's full needs are being met and that development is progressing.

### **PETS**

Pets may be a part of the curriculum at FFCCC. Children shall help to select pets and pets will be developmentally appropriate. Any allergic children shall not be exposed to animal fur or dander. Any pets will be vaccinated as is appropriate and prescribed by law for that species. Pets will be well cared for and healthy. Children shall not be included in cleaning the pet's cage. Parents that would like to be included in the care and maintenance of pets will be welcomed to participate. In addition, parents who may have any experience in animal care will be encouraged to share their knowledge and skill.

### **FOOD PREPARATION**

FFCCC serves two snacks each day. Snacks shall be nutritious and provide a balance and variety of foods. Snack foods shall be ordered from FCH dietary and outside food service that serves the hospital. Teachers will prepare snack on a daily basis. FFCCC also participates in a lunch program. All children are given the opportunity to participate in the lunch program. If a parent chooses, they can provide a healthy meal for their child instead of participating in the lunch program.

### **INTERACTION WITH OTHER FCH PROGRAMS**

FCH provides several programs for children. It is our goal to spend periods of activity time with other programs within FCH. The Kennedy Day School and Pedicare, in particular, are such programs with which we will have activities and events.

### **TRANSPORTATION**

All transportation to FFCCC is provided by the child's parent/guardian. All other transportation concerning field trips, etc. is provided by public transportation or chaperone car with appropriate written permission.

## **APPENDIX A**

## EXCLUSION POLICY

ABCD Head Start strongly encourages all children to attend school every day. All children get minor illnesses during the school year and sometimes it is difficult to decide whether to send a child to school or not. The following guidelines for school exclusion have been developed in accordance with Massachusetts Department of Public Health and Massachusetts Office of Child Care Services guidelines:

- ❖ Temperature over 100.0 degrees
- ❖ Vomiting
- ❖ Diarrhea
- ❖ symptoms or behaviors that require one to one care
- ❖ any infectious diseases as identified by the Massachusetts Department of Public Health

Any child, who is absent due to illness, must remain out of school until he/she has been symptom free for at least 24 hours. When a confirmed case of a communicable disease is identified, parent(s)/primary care giver(s) will be notified as soon as possible and given an information sheet on the illness, symptoms to look for and center exclusion policies related to the illness. The center staff will begin any special infectious disease precautions necessary for this illness as directed by the Health Manager.

## 7.07(14) Behavior Policy

Our policy concerning discipline is based on the individual need of the child. A child is never made to feel that the outcome of an act will result in physical or verbal abuse.

It is the responsibility of the teacher in charge to ascertain what has taken place as clearly as possible. If an altercation between children has occurred, each child is spoken to with reason and with respect. Each child is then given the responsibility of approaching the other in a friendly way with adult supervision in order that the children experience the resolution to the misunderstanding. This is done in direct relation to the verbal ability of the child, but can be accomplished even when the child is not yet talking.

When negative behavior occurs with the adult being the recipient, the child must again be approached either with a reasonable verbal response or with the technique of ignoring. Removal from an activity for a short period of time can be used only if it has been ascertained that other responses have failed, have been exhausted, or if a child is at risk.

There is less likelihood of discipline problems when positive responses and remarks are made the norm throughout the day. If a positive base is established in an atmosphere of respect and understanding, negative behavior then becomes the exception.

When any staff member feels that he/she is unable to deal with a child in a reasonable way, he or she should turn the child over to another staff member and take a break. The staff will assist each other in creating a happy, relaxed atmosphere.

The following are prohibited:

- ❖ corporal punishment including spanking
- ❖ verbal abuse or humiliation
- ❖ withholding food or drink
- ❖ punishment for soiling or wetting clothes

## APPENDIX C



### 7.07(26) Diapering Procedures

Safety, cleanliness and control of infection are of utmost importance when caring for children. The following diapering procedure shall be followed at all times.

1. Diapering takes place only in designated areas.
2. All supplies (diapers, wipes, clothing, etc.) are obtained before placing the child on the table.
3. Hands are washed before attending to the child.
4. A child is NEVER left unattended on a changing table.
5. One hand is always kept on a child
6. The child may be strapped onto the table.
7. The child is cleansed with wipes or if the parent has requested and supplied a wash cloth and warm water
8. The child's clothing is changed, if necessary. The soiled clothing is placed in a plastic bag, knotted and returned to the parent. The child should have an extra change of clothing.
9. Once the child is off the diaper table, wet and soiled diapers are tightly rolled and disposed of in the diaper pail.
10. Each child and staff person shall wash their hands thoroughly with soap and running water after diapering.
11. The changing table surface shall be washed with the bleach and water solution.
12. Fresh table paper is put in place after each change.
13. Changing times and result are noted on designated sheets, which state the time, bowel movement, dry, etc. The information is available to the parent at the end of the day.
14. Disposable gloves will be worn throughout the diapering procedure.
15. When filled, diaper pails are emptied. Plastic bags containing dirty diapers are put in covered trash barrels for removal by housekeeping.
16. Diaper pails are sprayed and wiped with the bleach and water solution at each emptying. They are washed by the staff at least once a week or as needed with hot water, soap and the bleach and water solution.
17. Non-disposable diapers shall be placed in labeled plastic bags and returned to parent daily.
18. Diapering occurs on as needed basis. Children are also checked before and after nap.
19. Children are not to be punished or humiliated for soiling or wetting.

### APPENDIX D

**7.07(26) Toileting Procedure**

1. Wash hands
2. Assist child in sitting as necessary
3. Assist child in wiping as necessary
4. Assist child in washing hands with soap and water
5. Empty pot, wipe with tissue, add disinfectant with hot water, wash thoroughly and rinse
6. Replace pot in chair
7. Wash hands

Be sure pots are clean after each use. Clean seat daily with bleach solution and as necessary. Toilet training should occur in conjunction with the child's developmental readiness and parent's wishes. Communication between parent and staff is critical to insure similar messages are being given to the child.

Children will be encouraged to use the potty at appropriate times in the day and as needed. Children are not to be punished or humiliated for soiling or wetting. Disposable gloves must be worn throughout the toileting procedure.

### 7.07(26) Toileting and Diapering

Each child, when appropriate, will have a written plan for toileting developed in consultation with the child's parents.

The procedure for disposal and cleaning of soiled clothing, diapers, linen, etc., will follow the protocols outlined above under "Infection Control Measures" {7.07(20)} and will be posted in the toileting and diapering areas.

Strict handwashing will be enforced and supervised for both children and staff.

There will be clean and dry diapers available.

Diapers will be changed when soiled or wet.

Disposable materials will be available for cleaning the child after toileting/diapering.

There will be a disposable paper covering over the diapering surface, which will be discarded after each use.

Dirty/soiled linen will be kept in a closed plastic container and will be emptied at least daily.

Common changing areas will not be used for any other purpose and most especially, will be separate from food preparation area.

There will be running water adjacent to the changing area.

The changing area surface will be smooth, intact, impervious to water and easy to clean.

## FRANCISCAN'S FAMILY CHILD CARE CENTER INCLEMENT WEATHER POLICY

While the program will make every effort to remain open, it is possible that under extreme weather conditions the program may remain closed, open late or close early.

When the Governor's Office declares a "State of Emergency" due to weather, the program will be suspended until the emergency is lifted. If conditions are so hazardous that opening staff are unable to get in on time, the center may open late. In either case, a message will be left on voice mail by 6:30am to inform parents. In addition, a listing will be posted on [www.whdh.com](http://www.whdh.com) for your information. If the center closes early, parents will be called to pick up their child before the designated closing time.

### **Essential FCH Personnel Only**

During a weather emergency, designated center staff will be available to care for children should essential FCH personnel need childcare. Essential FCH personnel should call the FCH switchboard operator on the day of a weather emergency to notify staff that they will be in need of child care.

