



# Parent Handbook

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## **Welcome to Vineyard Children's Center**

Welcome to the Vineyard Children's Center! At VCC we believe that building strong relationships and engaging in open and frequent communication with our families is important to achieving a successful early learning experience for your children. This Parent Handbook will serve as a reference guide of our policies, procedures, and program philosophy. Please read the handbook thoroughly before you enroll. After enrollment you will also receive Google Group emails from the director with important updates, lesson plans and newsletters from teachers, important events and other reminders. We post additional information on our website and Facebook page. Be sure to review those frequently. Our bookkeeper will email your invoices and payment receipts as well.

We strive to provide our parents and children with excellent customer service. If any of the policies contained in this handbook create a hardship for your family, please contact the director, and we will work tirelessly to find an alternative solution that meets your needs.

The most up-to-date version of this handbook will be posted on the VCC website at: [www.vineyardchildren.org](http://www.vineyardchildren.org). Please check periodically for updates.

### **Program Philosophy**

Vineyard Children's Center provides a nurturing, educational environment. Our skilled teachers will help your child learn and develop through both group play and adult interaction.

We respect and value the differences in each child as to her or his interests, developmental needs and personality. We appreciate and value different family, cultural, racial and ethnic backgrounds.

Our curriculum is based on the premise that children are naturally curious about their environment and that play is the essential ingredient of our preschool program. Through play in a well-arranged and regularly enriched environment, children learn about themselves and their capabilities and develop their cognitive, social and

emotional capacities. Teachers create a challenging environment in which information is available through a variety of materials.

In the art area, children may have experiences with color, texture, shape, line and the expressive, creative quality of the materials. Building with blocks introduces the child to spatial, pre-math relationships such as balance and symmetry as well as promoting team effort and using a material to represent an idea. We provide many experiences that foster a love of reading and writing. Through exposure to good literature, "writing" activities, songs and finger plays we set the stage for later reading and writing. The dramatic play area offers opportunities to play adult roles and explore the magical world of fantasy and imagination. We utilize our outdoor playground and indoor multipurpose room to provide opportunities for large motor play.

We provide experiences that foster a sense of self as a competent individual, an internalization of self-control, and a positive pattern of interaction with others. While nurturing and supporting each individual child, teachers also strive to encourage a sense of community and a sense of the importance of each child as a participating member of a group.

We work to ensure a childhood experience filled with adventure, play, investigation and friendship.

### Tuition Agreement, Scheduling and Forms Reminders

- Payment is due in full on the 1st of each month. Payments can be made via ACH, Check, or Credit Card. Payments that are received after the 7<sup>th</sup> will be assessed a 3% late fee each week. Invoices will be sent via email to all families during the second and last week of each month outlining the current tuition due as well as any outstanding balances including late fees. All returned checks will be issued a \$25 returned check fee.
- If tuition payments are one month late, parents will receive an overdue notice. Parents will have 7 days to bring the account up to date. If full payment (including late fees) has not been

received within that time frame, services will be suspended until the account is paid. Prompt payments help ensure quality services. Adherence to our tuition schedule is greatly appreciated.

- In cases of divorce or split family households, the parent who enrolls the child is considered the primary person responsible for tuition payments. Any childcare support, court agreements, etc. are expected to be coordinated between the parents, without VCC involvement.
- All fees are based on 245 weekdays (M-F) per year. Holidays are included in the assessment of fees. The annual tuition amount is divided into twelve equal payments. Daily and weekly amounts are published and used for prorating tuition and for drop-in days that are arranged with the director in advance. When enrolling in the middle of a month, the monthly fee will be prorated. Because each month contains a different number of weeks and days, the monthly amount will not divide accurately into the weekly or daily fee.
- Siblings who are enrolled are given a 5% discount on the second tuition.
- Leave of Absence- If you plan to be absent for a prolonged period of time (more than two weeks) we are not able to hold a spot vacant for you without half payment. You may withdraw and enroll again depending on availability. You will be required to pay the registration fee of \$100.
- Pick up time is 6:00 P.M. for full day program and 12:30 P.M. for half-day programs. A \$1.00/minute late fee will be charged if your child is picked up after 12:30 or 6:00 P.M.

### Withdrawal/Termination policy

A two-week written or emailed notice is required before withdrawing your child from the program. Payment is required for those full two weeks after the director receives notice. If you withdraw from the center for any period of time, we are not able

to hold a spot open for you. Full payment for any prolonged absence is required to hold the spot. If you withdraw, you may enroll again, pending availability.

VCC reserves the right to end the enrollment of any child/parent that is a threat to the safety, well-being, or environment of other children, staff or VCC as a whole, without notice.

### Required Forms

The following forms are required for each child and must be turned in to the center one week before your child's first day at Vineyard Children's Center:

- Enrollment Procedures Form\*
- Child Information Record
- Immunization Record
- Parents' Acknowledgement of Receipt of Handbook
- Parent Acknowledgement of Licensing Notebook Notification
- Parent Permissions
- Health Appraisal Form\* signed and dated by a physician stating that a physical evaluation has been made within the preceding 3 months. Medications, allergies and activity restrictions must be noted. Children over age 2 ½ must have a health form stating that a physical evaluation has been made within the preceding year.

\*The Child Information Record must be updated yearly. Your child's health appraisal form must be updated yearly for children ages 0-2. Health appraisals for children ages 2 and over are updated every two years.

Failure to update forms in a timely manner may result in suspension of enrollment until forms are updated and/or returned to office.

## Enrollment

### Registering

To enroll your child, parents must complete an *Enrollment Information* form and submit a \$100.00 non-refundable registration fee to hold your child's spot until his/her start date. All checks should be made out to Vineyard Children's Center.

## Infant/Mobile Infant Room Registration

For our infant rooms only, we require a non-refundable deposit of the first month's tuition to hold your spot on the wait list. The entire amount will be applied to your first month of tuition, however it is not refundable should you choose to either not enroll, or push your start date back.

## Part-time Schedules

All part-time schedules will remain the same, pending availability. For example, a child enrolled for 3 half-days per week is required to be enrolled for the same days and times each week. This allows us to maintain consistent staffing and appropriate ratios. If you need to change your schedule, you may discuss your options with the director to determine if/when we can accommodate a schedule change.

## Absences

*If your child will be absent from the center, please call and/or email (734-929-0300, [director@vineyardchildren.org](mailto:director@vineyardchildren.org)) by 8:30 am the day of their absence. Parents are expected to pay for any days that a child is enrolled, even if they do not attend, including holidays and closings.*

## **Reduced Tuition**

VCC accepts tuition payments subsidized by DHS. DHS provides subsidies based on income for families that are eligible. Families receiving DHS subsidies must supply award letter and required income verification paperwork to the office. Parents will be charged a monthly copay fee based upon income. If a child's attendance exceeds the weekly hours approved by DHS, the parent will be billed for overage of hours based upon the DHS hourly rate.

## Program Activities and Schedule

## Curriculum

The Vineyard Children's Center uses the *HighScope for Infants and Toddlers* and *HighScope for Preschool* to guide the program activities and daily schedules. HighScope uses a daily routine which includes large and small group activities, work time, outside play, meals or snacks, clean up, and a rest time.

VCC teachers strive to engage students in active learning. This is accomplished by preparing daily activities that are individualized to each child's level of development while taking their unique interests and curiosities into consideration.

### Plan – Do – Review

The curriculum is implemented in the classroom using the "Plan-Do-Review" process.

- **Planning:** Children plan at the beginning of their day of what they will do during their "work time."
- **Work Time:** Children carry out the projects and activities they have planned. Teachers move among the children, assisting, supporting and expanding on their play/work. This is the longest part of the daily routine.
- **Clean Up Time:** Children store their unfinished projects and sort, order and put away materials they've used during work time. During this time, the children work as a community to help each other pick up the room and put things away.
- **Recall Time:** Small groups of children meet with one of the teachers to recall (talk about) their work time activities. The teacher's role is to encourage children to express their thoughts and ideas as well as to expand their speech and language development.

### Daily Classroom Routines

Children participate in developmentally appropriate activities that promote and enhance their natural curiosity. A routine is established in every classroom so that children know what to expect. Children learn through play and become aware of their own self-worth, while learning to respect the rights of others. We aim to maintain an

atmosphere of freedom; friendliness and creativity that makes school a safe and fun place to be.

The Preschool daily schedule is based upon the curriculum. A sample daily schedule is shown below:

### **Preschool Daily Schedule Sample Routine**

Arrival/Breakfast/Greeting Time

Large-Group Time

Planning Time

Work Time

Cleanup Time

Recall Time

Small Group Time

Outside Time

Bathroom/Wash Hands/Prepare for Lunch

Lunch

Quiet/Resting Time

Wake/Bathroom/Snack

Small Group Time

Choice Time

Outside Time/Dismissal

### **Child Developmental Screening and Assessment**

Ages and Stages Developmental Screening Questionnaire is available for free to all children ages 2 through ages 5. It is a checklist designed to assess and follow children's development from 2 to 60 months of age. The first screening tool (ASQ-3) focuses on general

development. The second screening tool (ASQ:SE) focuses on social and emotional development.

The ASQ gives parents information about where their child is regarding many areas of development. Because developmental and social delays can be subtle, most children who would benefit from early intervention are not identified until after they start kindergarten. After you answer some questions about your child, you will receive feedback with some ideas to implement to keep your child moving forward. If there are any areas of concern, you will also receive suggestions of things to do or where to go to seek additional help. Join parents nationwide who want to know how to best support their child as they grow!

For more information and to access Ages and Stages, please go to [www.washtenawsuccessby6.org/index.php/developmental-screening](http://www.washtenawsuccessby6.org/index.php/developmental-screening)

The ASQ is free for all Washtenaw County residents. The Washtenaw Success by 6 Collaborative has more information regarding child development and resources on the website.

#### Referral and Follow-up Procedures

If you would like additional support or intervention for your child, VCC staff will provide information about the referral process and evaluation procedures. Parents are supported throughout the referral process and are viewed as a primary team member regarding all decisions.

Special education programs available for eligible infants and toddlers are accessed through Early On Michigan. Parents may call 1-800-EARLY ON or go to the website [1800EarlyOn.org](http://1800EarlyOn.org) to connect with services in the area. Parents of preschool children may visit [BuildUpMi.org](http://BuildUpMi.org) or call 1-800-320-8384 to learn about services and eligibility. The website will list the Child Find Coordinator for this area. The Coordinator works with families on determining available resources and next steps for the child.

Once this process is completed, any adjustments to your child's schedule or learning environment can be made to optimize your child's success.

Children will not be excluded or expelled because of the need for additional developmental, medical or behavioral support assistance with toileting, or staff attitudes and/or apprehensions.

## **Special Needs Plan/Policy**

Children with special needs highly benefit from interaction with peers. The teacher can facilitate learning through play, while the child can interact at a level they are comfortable with. Inclusion in the preschool classroom is a vital piece of early intervention. If a child with a developmental need is in our care, the following steps will be taken:

- A meeting will be set with the child's teachers to discuss the child's needs with the parent. The teachers will help guide the parents to the appropriate resources for early intervention.
- A referral to the Washtenaw Intermediate School District's early intervention program, Early On (ages 0-3) or Build Up MI (ages 3-5) will be made.
- Upon evaluation of the child, an *Individualized Education Plan (IEP)* may be necessary. An IEP is simply planning to foster the child's development that is developed in collaboration with the child's parents, teachers, and other educational professionals.
- The child's teachers and parents will work with other educational professionals (speech pathologist, physical/occupational therapist, etc.) to meet the needs of the child should further services be needed.
- The child is re-evaluated each year to track progress and to discuss their best interest. Services may continue for several years, or may be discontinued after only one year based on the child's needs.
- If a child is receiving services before they enroll in our care, the teachers will work with the parties involved to ensure the success of the child.

## **Cultural Policy and Family Involvement**

A child's development is greatest when parents form a cooperative team with us toward common goals. The partnership we foster between home and school provides for greater continuity and coordination in your child's learning. The more we communicate, the more appropriate and individualized the educational plan will be for your child. Our goal is to provide a supportive early learning program that respects home culture and promotes and encourages active family involvement.

We welcome your input and offer an open-door policy to participate in your child's education. During enrollment we will ask specific questions about your cultural practices and ask that you bring in items from your home environment to incorporate into the classroom, learn about your favorite activities, where you live, celebrations, etc. Please continue to share ideas throughout the year.

### **Staff**

Our trained professional teachers and staff meet the State of Michigan's requirements for employment in Early Childhood Education. Staff undergo a comprehensive, national background check through the Department of Child Care Licensing.

Staff receive training in Blood borne pathogens, First Aid and CPR, child abuse prevention, infant safe sleep and at least 16 hours in other area's pertaining to early education and classroom management.

### **Classroom Volunteers and Visitors**

Parents of children enrolled in our center are welcome to observe classes at any time. We ask that you notify the teacher in advance if you plan to stay for any length of time.

Volunteers who participate periodically in the classrooms must be supervised at all times and do not need an ICHAT and LARA Child Care Licensing fingerprint clearance on file. Volunteers who participate on a regular basis must complete an ICHAT and LARA Child Care

Licensing fingerprint clearance. Volunteers will be supervised at all times when with students.

### Birthday Celebrations

Vineyard Children's Center wants to honor children's birthdays. Parents who wish to bring treats must consult with the teacher in advance to ensure there are no food allergies or other restrictions in the classroom. Parents are encouraged to bring healthy treats, i.e. fruit, cheese, crackers and avoid sugary items. Any food with nuts and peanut products are prohibited.

### Field Trips & Walking Field Trips to County Farm Park

Vineyard Children's Center may take students on walking field trips to the County Farm Park. At enrollment, parents may sign a permission slip giving consent for staff to take their child to the park. The permission slip will be updated annually.

For all other off site field trips, staff will notify parents before the trip. Written permission will be obtained from parents. The field trip form will include date, time, location and cost of the field trip. Parents are responsible for the cost. Your child must follow all field trip rules or a parent will be required to accompany the child. We will encourage and invite chaperones on the field trip. Depending on the trip, there may be only a limited number of chaperones. Only preschool and prekindergarten classes will participate in these off site field trips.

## Transition Policy

At VCC we base our decisions on transitioning to another room on developmental readiness, as well as on chronological age. When it is

time for a child to transition to the next room, the staff will meet with the parents and discuss how to ease the child into the next room and when the child's official transition day will be. The tuition will change once the child has started 100% of their schedule in the new room.

- Infants 6 weeks to 1 year
- Mobile Infants 1 to 2 years
- Two's 2 to 3 years
- Preschool 3 to 4 years\*
- Prekindergarten 4 to 5 years
- School Age 5 and Up

\* Please note, children transitioning from the Two year old class to Three year old preschool must be potty trained prior the transition. The staff are available and willing to work with parents on how to support this key developmental milestone.

## **Confidentiality**

Vineyard Children's Center is committed to keeping confidential all information pertaining to children in our program. All information provided by the parents is used for internal use only. This includes all reports, records, child information cards and any other data that parents provide to us. Information concerning children will not be released, either verbally or in written form, to any individual or agency without the approval of the parent, unless such disclosure is mandated by childcare licensing rules, the Michigan Department of Education, or a court of law.

Access for recording and maintaining the records on each child, is only provided to the director, the parents of the child, and the teachers/caregivers of the child.

## Children's Records

Please ensure that all contact information provided to the Vineyard Children's Center is updated as changes occur, so that if there is an emergency, you can be reached quickly and easily. Each child will have a file in the office containing the following:

- *All enrollment paperwork.*
- *Medication Permission or other special permissions/restrictions.*

## Calendar

The Vineyard Children's Center will be closed on the following holidays for 2019 - 20:

- *New Year's Day, Observed*
- *Memorial Day*
- *July 4th*
- *Labor Day*
- *Thanksgiving Thursday and the Friday after.*
- *Christmas Break will vary each year and will be posted on the website*

The Center will close for at 12:00 p.m. on the following 2019-20 dates for staff professional development:

- September 20
- October 25
- January 24
- March 20
- April 24
- June 19

Monthly fees will remain the same for months that contain a holiday or early closure.



the weather is uncooperative, an indoor active-play time will be planned.

#### Infants' Schedule

Infants will be fed, diapered and rocked to sleep on-demand. During their awake times, the caregivers will help them to explore the different age-appropriate activities and materials available to them... sensory items, books, climbers, mirrors, etc.

For children up to 3 years old: a record of daily food intake, sleeping patterns, diapering/toileting, and developmental milestones will be sent home daily.

#### Screen Free

VCC is a screen-free childcare center. We do not provide computer games, movies, video games, etc. A movie may be scheduled on holidays or an educational program that coincides with the curriculum may be occasionally shown. Parents will be notified of these exceptions before hand and may choose to exclude their children from viewing the movie/program at their discretion.

#### Weather Delays

If Vineyard Children's Center needs to delay or close due to weather, parents will receive an email message via Google Group and a message will also be posted on Facebook.

*VCC does not follow Ann Arbor Public Schools snow day policies.* VCC will close when administration feels it is necessary for the safety of staff and families.

When VCC is closed due to inclement weather that day is still a paid day and no refunds will be given.

#### Release Policy

Vineyard Children's Center will release children to people that are authorized to pick them up. Parents can add people approved for pick up to the *Child Information Card* and the *Authorization Release Form*. If someone is picking up your child who is not on the authorization list, a written permission slip, email or phone call must be

submitted/placed to the Director or Lead Teacher as soon as possible. The VCC staff will not release a child to anyone who does not have valid photo identification.

## **Illness & Injury**

### When to Keep a Child Home

If your child exhibits symptoms of illness please keep your child at home to avoid spreading the illness to other children and staff.

Please do not bring your child to the center if they exhibit any of the following symptoms:

- Fever of 100 (taken by mouth) or 99 (taken under the arm).
- Vomiting - Any
- Diarrhea - Please keep your child home until the fever; vomiting or diarrhea has subsided for at least 24 hours.
- Severe upper-respiratory disturbances.
- Rash - If your child has an allergic rash or eczema, he/she may attend if the rash is being treated. If your child has an unknown rash, please see a doctor.
- Crying and complaining - for a long period of time. If your child is not him/herself and is complaining about physical discomfort.
- Additionally, children must be excluded from care for 24 hours after last fever, vomit, incident, etc.

### When to Notify the Center of Illness

If your child has one of the following illnesses, please notify the center so that we may alert the other parents (keeping the child's name confidential). Your child may return to the center when cleared by your family doctor.

- Chicken Pox
- Mumps
- Strep Throat

- Impetigo
- Ring Worm
- Hepatitis
- Measles
- Lice
- Conjunctivitis (pink eye)

#### When a Child Becomes Ill at the Children's Center

If a child becomes ill while under our care, the following protocol is used:

- The child's temperature will be taken, and their symptoms will be recorded for the parent.
- The child will be isolated from other children as required under the Childcare Licensing Guidelines to prevent the spread of the illness.
- The parent will be notified to have their child picked up at VCC within a reasonable amount of time.
- The VCC staff will keep the child as comfortable as possible until the parent arrives.

#### Incident Reports

When bumps, bruises, bites and scrapes happen the staff will fill out an *Incident Report* and share it with the parent. A copy of the *Incident Report* will be kept on file in the office.

#### Emergency Care

In the event of an emergency, the parent will be contacted. If the parent is unavailable, the person(s) listed as the emergency contacts will be contacted. In the event of a serious emergency, the child will be taken by ambulance to the hospital indicated on the child's emergency card.

#### Communication

Good communication with parents is a priority for us and we welcome questions, feedback, and visits! We will keep you informed about your

child and the center through conversations, emails, and via our website.

## **Medication Policy & Procedures**

Medication, prescription or non-prescription, will be given or applied to a child by an adult caregiver only.

The first dose of any medicine should be given by the parent at home to insure there is no allergic reaction.

Medications, non-prescription medications, should be given to the childcare staff member upon arrival so that we can ensure it is stored properly. Medications may not be left in a child's backpack or cubbie.

Parents must fill out a State of Michigan medication form before any medication, prescription or non-prescription will be given or applied.

The center will maintain a record as to the time and the amount of medication given or applied. The signature of the caregiver administering the medication shall be included.

All medication must be in its original container, stored according to instructions, and clearly labeled for a named child.

Prescription medication must have the pharmacy label indicating the physician's name, child's name, instructions, and name and strength of the medication, and must be given according to those instructions.

All medication must be kept out of the reach of children and shall be returned to the child's parent or destroyed when the parent determines it is no longer needed or it has expired.

A caregiver shall give or apply any prescription or non-prescription medication according to the directions on the original container unless authorized by a written order of the child's physician.

Topical non-prescription medication including, but not limited to sunscreen and insect repellent, requires written parental authorization annually.

## Health Care Services Plan

Vineyard Children's Center cannot guarantee that we can fully contain or prevent the spread of all illnesses. We have high standards for cleanliness and safety to prevent as much as we can. All our staff is First-Aid/CPR certified and annually trained in the prevention of the spread of blood-borne pathogens.

### Diapering Procedures

All staff are required to wear gloves when changing diapers. A sink is near each diapering area so that staff can wash their hands after each diaper change. The diapering pad is cleaned with soapy water and then sanitized with bleach water after each diaper change. Diapers are disposed of in a diaper pail located next to each changing station.

### Formula, Milk and Food (Storage and Disposal)

All formula, milk and perishable food will be stored in a refrigerator. Parents of infants need to send prepared bottles that will be used for only one feeding. Formula, milk and perishable food left over after feeding time will be disposed of.

### Maintenance of Sleeping Equipment

Parents will need to provide sleeping equipment for naptime. Sleeping equipment will be sent home every Friday to be laundered. Sleeping equipment is provided by VCC for spare use only.

### Sanitizing Procedures

Toys, equipment and other surfaces will be sanitized daily with bleach water to help prevent the spread of germs. Each room will be equipped with a properly prepared and clearly labeled spray bottle of bleach water.

### Pest Management

We utilize Creature Control (800-441-1519) for any pest management needs that may arise at the center. They follow all state regulations and guidelines in safely and adequately handling these issues as they arise. When these services are required, a notice will be posted in

the center and to Google Groups informing parents of chemicals or procedures used.

## **Food and Nutrition**

VCC meal service provides breakfast, lunch and two snacks daily to all children enrolled (except infant room children).

- Kitchen Staff will ensure sufficient quantity and nutritional quality of all meals and snacks.
- Posted food allergy lists will be consulted before serving snacks to the children with special dietary needs.

### Nutrition Plan/Policy

We believe proper nutrition influences brain development, behavior, and attention span. All food we have on hand will be healthy and whole grain, fresh fruits, and fresh veggies that are organic and GMO free when possible.

Please inform us of any allergies your child has. Allergies are posted in each classroom; so all caregivers are aware and can make the proper accommodations.

### Food From Home

Parents who wish to provide food from home must consult with the classroom teacher. If there are food allergies within the classroom, parents must ensure no products with those foods are sent with their child.

### Food for Infants

All infants will need to have their milk/formula provided from home.

All bottles shall be made at home, labeled with the child's name and date, and brought to the center by the parent. We recommend that several smaller bottles be sent rather than the larger 8 oz. bottles. Any leftovers in a bottle must be discarded.

Please send your child's bottles and food in an *insulated* and *clearly labeled* bag.

Bottles will be warmed in crock-pots; food can be warmed in the microwave. Please tell your child's caregiver if you have brought food that needs to be warmed.

## **Supplies from Home**

Each child needs to bring in the following to leave at the center. According to licensing guidelines we do not allow any blankets, bumper pads or pillows in the crib with children under the age of one. Please label all items.

For Infants

- Prepared bottles/baby food each day (see *Food and Nutrition*)
- Diapers and wipes
- Diaper ointment
- Sun Screen
- Several changes of clothes
- Special attachment item (to leave at the center, if possible)
- Licensing Approved Sleep Sack

Mobile Infants and Two's

- Diapers and wipes
- Diaper ointment (if applicable)
- Sun Screen
- Several changes of clothes
- Blanket
- Pillow and pillowcase (if necessary; small or travel size)
- Special attachment item (to leave at the center, if possible)

Preschool/Prekindergarten/School Age

- Two changes of clothes

- Sun Screen (As desired)
- Blanket (not for school age)
- Pillow and pillowcase (not for school age)
- When supplies of any sort are running low, staff will leave a note on your child's daily activity sheet.

## **Discipline/Behavior Management Policy**

Vineyard Children Center will provide each child with guidance that encourages self-control, self-direction, self-esteem and cooperation. Discipline and behavior guidance used by each caregiver will be constructive, positive and suited to the age of the child.

### Behavior Guidance

The following strategies will be used to prevent unacceptable behavior from occurring

- *Modeling* - Staff will model appropriate behavior for the children;
- *Classroom Layout* - Classroom environment will be arranged to enhance the learning of behaviors that are acceptable;
- *Positive Reinforcement* - Staff will encourage children to make correct choices and use descriptive praise when appropriate behavior is occurring.
- *Redirection* - If a child continues to make the wrong choices, he/she will be redirected to another activity.

The program complies with all federal, state and local laws, which prohibit corporal or abusive punishment in childcare settings. Staff is expressly prohibited from using unproductive or shaming methods of punishment. Please note: Children will not be excluded or expelled because of the need for additional developmental, medical or behavioral support, assistance with toileting, or staff attitudes and/or apprehensions.

## **Mandated Reporting**

All employees of VCC are mandated reporters. When there is suspected abuse or neglect of any child in our care, staff will make a report to Child Protective Services. Child Protective Services will decide whether to investigate the report.

## **Grievance Procedure**

Parents and staff do not always agree; however, it is critical that staff and parents are able to maintain a spirit of cooperativeness. It is important that regardless of any differences of opinion or concerns on the part of parents, that both parents and staff remain respectful at all times. Yelling, swearing, or other rude behavior will not be tolerated and could result in your child's dismissal from the center.

A grievance procedure is the process by which solutions are sought to resolve disputes in a fair, equitable and prompt manner. Grievances should be resolved as informally and quickly as possible by the parties involved. When the persons directly involved cannot resolve grievances informally, a formal grievance process is implemented.

Not all disputes can be handled in one format and judgment needs to be made on what measure is appropriate to suit each individual dispute.

Procedure for dealing with parent/staff conflict

- The parent should discuss the problem with the relevant staff member concerned.
- If the parent still feels further action is necessary after discussion with the relevant staff member, they should take the matter to the Director.
- If the parent still feels further action is necessary the parent can make an appointment to discuss the matter with the Director's supervisor, Donnell Wyche. Mr. Wyche can be reached by phoning the church and leaving a message with the secretary.

## **Licensing Notebook**

VCC is licensed with the Michigan Department of Human Services. A copy of the Licensing Guidelines is available for you to review in the director's office. VCC maintains a licensing notebook, which includes all licensing inspection reports, special investigation reports, and all related corrective action plans.

## **Nondiscrimination Policy**

Vineyard Children's Center admits children of any race, gender, color, religion, nationality or ethnic origin to all the rights, privileges, programs and activities generally accorded or made available to children at the center. It does not discriminate based on race, color, religion, nationality, or ethnic origin in the administration of its educational policies and other programs.