



HOME TIES CHILD CARE & DEVELOPMENT CENTER

PARENT HANDBOOK

971 Harrison Ave.
Elkins, WV 26241
<http://www.youth-health.org>
304-636-9450

(Revised 2016)



Dear Parents & Caregivers,

Welcome to Home Ties Child Care and Development Center! We are committed to the families and children we serve through the many programs at Youth Health service, Inc., including child care. Dedicated, well trained, nurturing adults provide quality care for infants, pre-school, and school age children through the age of twelve years.

Home Ties staff are especially sensitive to the individual needs of children and bring an expertise to Home Ties not commonly found in child care settings. Many of our staff members have completed or are participating in a two year certification program in Child Development through the US Department of Labor. As a program of Youth Health Service, Inc. the tradition of quality service is woven into Home Ties programs using the professional expertise of multiple disciplines, including education, nursing, psychology, and social work.

We strive to bring you a high quality program! Home Ties Child Care is recognized as meeting national standards as determined by the National Association for the Education of Young Children. Additionally, our center is licensed by the WV Department of Health Human Resources, permitted through the Department of Health, and is subject to regular inspections by the WV Fire Marshall's Office. Providing a safe environment for your child to learn and grow is at the root of our services.

Please know that our door is always open for questions or concerns that may arise with your child and we encourage parent/caregiver involvement, suggestions are definitely welcome! Thank you for the opportunity to serve your family, we look forward to working with your child each day!

Sincerely,

Youth Health Service & Home Ties Directors

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General Information

Statement of Purpose

The purpose of Home Ties Child Care and Development Center is to provide a program for a child that is a comfortable transition from home. This includes creating a child-centered program and environment where nurturing staff and children's daily routines are combined to enhance the growth and development of each child as an individual. Activities, expectations, and rooms reflect planning that encourage children to experience, interact, and enjoy their time away from family. At Home Ties, children have a variety of activities that are educational and that enhance their social, emotional, and physical growth as a person. These activities are planned and implemented by staff with specific education and training in young children's services.

Goals for Home Ties Children

The chief goal of Home Ties Child Care and Development Center is to provide a safe, consistent, and age- appropriate environment where children are nurtured and encouraged by friendly, trained staff. Children will develop independence, responsibility, and interactive relationships with others. Consistent expectations, appropriate learning opportunities, and responsive staff will foster these characteristics while providing for children's basic needs in a home-like setting.

Population Served

Home Ties Child Care provides full time child care services for children ages six weeks through their enrollment into Pre-K or Kindergarten. The licensed capacity is 24 children ages 6 weeks to 2 years old, and 36 children ages 2-5 years old. We also provide a Randolph County Board of Education collaborative Pre-K classroom for children age 4 and after school care to children ages five to twelve years of age. These services are open to any family with children this age range who request the service, who have means of paying for the service, and when there is space available within the classroom. There are no income or eligibility criteria for the child care program.

Home Ties Child Care, Youth Health Service Inc., provides service without regard to race, religion, ethnicity, gender, color, sex, sexual orientation, disability, age, national origin, or marital status.

Child Care Staff Members

Home Ties Child Care is staffed with caring and qualified child care personnel. Extensive orientation along with ongoing staff education relating to child development, safety, and special needs, etc., is part of each staff person's training. All Home Ties staff obtains a food handlers card from the local health department and have current certification in

first aid and CPR. A health screen, including a Tuberculosis risk assessment and criminal background check, as well as a child maltreatment check, is also required for employment.

Days and Hours of Operation

Home Ties Child Care operates year round and daily Monday through Friday from 6:45 a.m. until 5:30 p.m. The center is closed on the following major Holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day & the day after (Black Friday), and Christmas Day. We may also be closed on Forest Festival Friday and other days leading into holidays depending upon the need of our parents (i.e. Christmas Eve, New Year's Eve). Home Ties may additionally be closed up to three days a year for staff training.

Please note: All children must arrive at the center no later than 10:00 a.m.



Goals, Daily Schedules & Involvement

Program Goals

Programs are designed to promote the child's physical, emotional, social and intellectual growth and well-being. Home Ties daily routines are child centered and planned and provide both active and passive learning experiences which promote the development of social competence and self-esteem. Each classroom in the center has a lead teacher. The lead teacher will post a schedule of daily activities with a reasonable routine for meals, snacks, rest, and quiet and active play. The lead teacher will post a daily lesson plan, which reflects the goals and objectives for the classroom in relation to the developmental expectations.

Home Ties will:

- A. Provide a variety of games, toys, books, crafts, and other materials sufficient to allow the child a range of choices.
- B. Provide for a quiet area where the child can sit or lie down to rest.
- C. Assure that children will always have the freedom to go to the restroom or get a drink of water as needed.
- D. Provide indoor and outdoor activities that will support the child's large and small muscles. Weather permitting, one hour of outdoor play will be provided daily.
- E. Provide experiences and equipment that is age appropriate for the child's stage of development.
- F. Provide a balance of group, quiet, and individual activities flexible enough to meet the individual needs of the child.
- G. Provide for individual self-expression and imaginative play.
- H. Demonstrate the respect of each child's interests and allow choice, where appropriate, in activities.
- I. Provide for a variety of social experiences appropriate for the child's level of maturity. Mixed age experiences will also be provided.
- J. Provide each child his or her own mat for daily naps; (those who do not sleep are asked to rest quietly for the benefit of those sleeping).
- K. Offer breakfast, lunch, and afternoon snacks. Meals are served in a family style setting that encourages socialization, makes eating attractive, and where staff members are present and seated for meals.

General Daily Schedule/Routine

Schedules are meant to be used as a guideline; however, flexibility is required to meet the needs of the children at any given time. Efforts are made to notify parents when major

changes take place in the classrooms, however at times this is not possible. Each classroom has an individualized schedule posted.

| | |
|-------------|--|
| 6:45-8:30 | Arrival/Free Play |
| 8:30-9:30 | Breakfast |
| 9:30-10:30 | Planned small/large group activities |
| 10:30-11:30 | Gross Motor (Outside weather permitting) |
| 11:45-12:15 | Lunch |
| 12:30-2:45 | Rest/Naps |
| 3:00-3:30 | Snack |
| 3:30-5:00 | Center Activities/Gross Motor |
| 5:00-5:30 | Departure/Free Play |

The school age program includes opportunities for homework assistance, planned games and activities, structured and unstructured activity periods, and interactive time with peers.

Our Summer Program offers a relaxed environment for children to enjoy their school break while continuing to socialize with peers, benefit from exciting opportunities to be involved in their communities and much more! (Please see specific Summer Program pamphlet for more info.)

Parent/Caregiver Participation & Involvement:

We encourage all parents to visit Home Ties and be involved in their child's experiences. The door is always open, so feel free to visit anytime. We also encourage you in the following routines:

- A. Please sign your child in and out daily. Only individuals listed on the permission form will be allowed to remove the child from our center and they must have photo identification available for staff to verify.
- B. Please inform staff of any changes in your child's routine that may affect his or her needs or behavior while in care.
- C. Please report morning absences no later than 7:30 a.m. by **calling 304-636-9450 ext. 249 or ext. 268.**
- D. If you are not going to be reached at your normal contact number, please inform staff in writing of how to reach you in case of emergency.
- E. Please send your child in comfortable play clothing. Remember that play is messy, so please do not send your child in his or her best clothing, and always send a spare set of clothing just in case of accidents.

- F. Please send a blanket and crib size sheet with your child for use during rest time. Blankets will be sent home on Fridays or at the parent's request to be laundered.
- G. Please label all clothing, bottles, cups, blankets, security items, etc. with your child's first and last name. This will help staff keep track of personal belongings so that nothing will be lost. All items sent to the center must fit in a small bag or backpack for easier storage.
- H. Please do not send food to the center with your child. State licensing regulations state that a center serves only food and beverages provided by the center. Food items for special occasions may be approved by the director.
Please see separate nutrition policy for Pre-K.
- I. Please feel free to request to view the state licensing regulations or the Home Ties Administrative Manual at any time.
- J. We welcome family volunteers at Home Ties Child Care. If you have any skills or activities that you would like to share please let your child's teacher know.



Home Ties Child Care Policies and Procedures

Admission Policy

Children are served on a first come first serve basis, as long as there is appropriate space in the center. If no space is available, parents may request their child be placed on a waiting list. Home Ties ensures that all children and families interested in enrolling have equal access to programs regardless of race, religion, ethnicity, gender, ability or sexual orientation.

Prior to enrollment parents/caregivers must attend a pre-admission meeting with the center's director or designee to discuss all necessary applications. During the visit, staff and parents will discuss any pertinent information that may affect the health, safety or well-being of the child while at the center, including the child's personality and individual characteristics. The parents will be provided an enrollment packet, a tour of the center, and a parent handbook.

- A \$15.00 registration fee per family is collected at time of enrollment.
- All enrollment forms must be completed prior to admission.
- Parents/caregivers shall furnish a completed health form and copy of immunizations within 10 days of enrollment.

*Exemptions from immunization requirements shall be available for parents who provide written documentation of religious objections to immunization or who provide a signed statement from the child's licensed health care provider indicating that immunization is contraindicated based on the child's medical condition. No other exceptions to this rule will apply.

Information Requested From Parents/Caregivers Prior to Admission

- A. The child's name, address, sex, and date of birth.
- B. The parent/guardian name, and home and work addresses and phone numbers.
- C. Legal verification of custody when one parent is the sole legal guardian of the child by virtue of a court proceeding.
- D. The names, addresses, and phone numbers of individuals who can assume responsibility if the center cannot locate the child's parent.
- E. The names, addresses, and phone numbers of individuals authorized to take the child from the center along with a release signed by the parent.
- F. The child's health record including special instructions concerning dietary or medical need.
- G. The name, address, and phone number of the child's source of primary medical care and emergency medical care.
- H. The name and policy number of the child's primary health insurance or medical card.

- I. A signed permission form for emergency medical treatment and transportation.
- J. A signed permission form to take photographs or make audio or video recordings of the child.
- K. Scheduled days and hours of attendance and negotiated fee agreement.

Attendance Policy

- A. Full and part time children must attend the program on a regular basis in order to maintain their slot.
- B. When a child is to be absent, parents must notify the center at least 24 hours in advance, except in emergency situations.
- C. Any child who has a Mountain Heart certificate which specifies more than 15 days per month must attend a minimum of 15 full days per month.
- D. Any child whose Mountain Heart certificate specifies fewer than 15 days per month must attend at least 90% of the days scheduled.
- E. If a child misses excessively, it may be assumed that the service is not needed and the child's slot will be filled.

Payments & Fees

All fees for services are due the first day of your child's attendance EACH WEEK.

Home Ties utilizes Tuition Express, part of our ProCare Software management system, to automatically process payments with the method selected by the parent/caregiver. We are able to process payments safely, quickly and efficiently from the bank institution of your choice, or Master Card/Visa credit cards and debit cards. If you elect to not enroll in this automated service a \$5 monthly handling fee is assessed for continued processing of your payment by hand. (Please refer to Tuition Express hand-outs for more info.)

If you do not pay in advance, your child's place in his/her class may be forfeited until fees are paid. In addition a 10% late charge will be applied to your account if payment is past due ten days.

Late fees will be charged for care after 5:30 P.M. The late fee charge is \$10.00 for every 15 minutes. Higher fees will be charged if the child is consistently picked up late.

Fees are due when a child is absent for any reason as you are paying for the slot your child occupies at the center. Families enrolled in part and full time care, however, are eligible for tuition vouchers to use at times when the child is absent from the center without danger of losing the child's slot. Vouchers are given based on the amount of days your child is scheduled in the attendance agreement (see Tuition Voucher Policy). **It is the responsibility of the family to complete and submit a vacation voucher to the day care office to be applied the account; otherwise the family will be billed regular fees.**

Other Fees:

Return Check Fee: \$25

Rejected Credit Card: \$10

Subsidized assistance is available through Mountain Heart. For more information, please give us a call or contact Mountain Heart directly at 304-637-2840.

Rates (Effective July 2015)

Infants & Walkers (6 weeks to 2 years):

\$142.50 per week

\$127.00 4 days

\$111.50 3 days

Toddlers (2 years)

\$132.50 per week

\$117.00 4 days

\$101.50 3 days



Pre-School (3 to 4 years):

\$122.50 per week

\$107.00 4 days

\$91.50 3 days

Pre-K and School Age Care: (5-12 years)

Less than 2 hours-\$10.00 per day

2 - 4 hours - \$12.00 per day

Full days, 4 hours or more-\$27.50

Full week-\$110.00

*Snow days (or other unscheduled out of school days)

Will be on a space available basis only.

Transportation

\$4 per trip (See transportation section for more info.)

Tuition Voucher Policy

Tuition vouchers are vouchers to be used when your child cannot attend daycare. These may be used for vacation or illness as you determine.

Tuition vouchers are issued January 1st of each year. Tuition vouchers expire on December 31st and any unused voucher will NOT carry forward. To use a voucher, you must contact the daycare office and sign the voucher to authorize redemption.

Typically, ten (10) full day tuition vouchers are given to children enrolled full time in Home Ties Daycare. Part time enrollment will receive tuition vouchers on a pro-rated basis according to the number of days enrolled on the attendance agreement. Additionally, tuition vouchers will be pro-rated for the first year of enrollment based upon the quarter your child enrolls. (See the schedule below).

Vouchers will be issued as follows:

| Enrollment Type | Jan-Mar | Apr-June | July-Sept | Oct-Dec. |
|-----------------|---------|----------|-----------|----------|
| Full- Time | 10 days | 8 days | 5 days | 3 days |
| 4 days per week | 8 days | 6 days | 4 days | 2 days |
| 3 days per week | 6 days | 5 days | 3 days | 2 days |

School Age Tuition Vouchers

Children enrolled full time in After-school care and Summer Program will receive one (1) week of tuition vouchers. Tuition vouchers will not be issued for children enrolled less than full time in both programs.

Discharge

Children leave Home Ties for various reasons. Some children graduate into public school, while some parents relocate their families. Regardless of the reason for exit from the center, a two week notice of intentions to withdraw a child from the center is requested. It is very important that parents communicate to Home Ties staff in order to allow a smooth transition for the child. If you withdraw your child, you are not guaranteed a space, should you wish to re-enroll your child at a later date. After your child is discharged, his or her personal records are kept for three (3) years and then disposed of by means of best practice to maintain confidentiality.

Transportation Services

Transportation arrangements are made on an individual basis at a rate of \$4.00 per trip. The ability to provide regular transportation will depend on the individual need and the ability of our transportation department to meet the necessary schedules. We will coordinate school age transportation to and from each child's school with Randolph County Schools as possible, transportation fees will not be assessed to school-age children staying at the center for a service; however, children picked up from the parking lot will be assessed the transportation fee.

Signed Permission Requirements

Permission to transport to events outside the child care center must be obtained from the parent or legal guardian before the child can be transported by Youth Health Service, Inc. Transportation for field trips away from the center that are part of the planned program is included in the regular fees. Parents/caregivers will be notified at least one week in advance of the planned date of the field trip and be informed of any necessary fees associated with the trip. Permission slips **MUST** be returned to the center 3 days prior to the planned trip to allow for time to plan adequate staffing and transportation needs.

Specific permission for children to participate in water activities and other special activities will be obtained utilizing the same guidelines listed above for field trips.

Children without signed permission slips for any activity requiring one will not be able to participate and will be provided an alternate activity at the center.

Health & Safety Communication & Confidentiality

All enrollment and personal information obtained is confidential, and can only be accessed by center staff and the Licensing Specialist. A confidentiality release form must be signed before release of any information to any other agency or individual shall occur. Any concerns relating to the health, development, or behavior of any child shall be communicated to the parent promptly.

In order to effectively serve each child's needs, staff will regularly discuss the child's habits, activities, and schedules at home and at the center with parents.

All Youth Health Service, Inc. employees, including Home Ties staff members are mandated reporters for suspected child abuse and child neglect.

Illness Policy

Please do not send your child to the center if he or she has any of the following conditions or symptoms:

- Communicable disease (including Chicken pox, Measles, Whooping Cough, Diphtheria, Mumps, Tuberculosis, or Rubella)
- Fever
- Lethargy (child appears to lack energy)
- Diarrhea
- Vomiting
- Undiagnosed Rash
- Infestation (Scabies or Head Lice)
- Pinkeye (yellow or white discharge)
- Strep throat

- Difficulty in breathing
- Mouth Sores with drooling

If these symptoms or conditions occur while your child is at the center the you will be notified to pick up your child immediately. If your child is found to have a fever of 101.8° or higher you will be requested to pick your child up from the center immediately.

If your child is sent home with any of the above symptoms, Home Ties Child Care requires a minimum of 24 hours out or a signed release from a licensed health care provider to return to the center.

Parents must report to the Director or designee if their child contracts any communicable disease.

Medication Administration

No medications are given to a child without a written order or prescription from a licensed health care provider and the permission of the parent.

A medication administration form must be completed and on file for Home Ties staff members to be able to provide the child, and only specially trained staff members are permitted to administer medications.

Medicine to be administered should be in the original bottle or package and be clearly marked with the child's full name and birth date.

Accident/Injury Procedures

Any accident or injury requiring first aid will be documented by the staff member assigned and/or staff member who witnessed and/or responded to the child. These reports will be completed as soon as possible, but no later than the end of the staff person's shift. The Director or his/her designee will be informed of the incident immediately to assess the need to notify the parent/caregiver at that time or upon pick-up.

The parent/caregiver picking up the child will be provided the report to review and sign-off on, a copy will then also be provided to the caregiver. The original incident form is filed in the child's confidential file in the daycare office.

An accident or injury requiring medical attention outside the scope of our staff member's training will be assessed by the Director or his/her designee to determine if there is time to contact the parent/caregiver, or the situation requires immediate emergency medical services (an ambulance to be called). In the event that immediate medical attention is necessary, a staff member will remain with your child at all times allowed by medical personnel until you arrive; another staff member will contact you immediately.

It is vital that you have accurate medical and insurance information, contact information and back-up contacts on file with the center for these types of emergencies.

Youth Health Service, Inc. has liability insurance through Wells Fargo/Philadelphia Indemnity Insurance Company.

Fire Safety Compliance

Youth Health Service and Home Ties Day Care practice regular fire drills to ensure that in an emergency our children and staff members will respond quickly and safely. We maintain appropriate permits issued by the WV Fire Marshall, and are subject to regular inspections to ensure our compliance to maintain appropriate fire safety standards.

Emergency Evacuations/Sheltering Procedures

In the event of an emergency where it is unsafe for children to remain in the center, staff will safely move children to one of the pre-designated areas below and families will be contacted immediately.

Davis Medical Center located on Harrison Avenue, **304-636-3300**.
The First Church of Christ on the corner of Worth Avenue and Main Street, **304-636-1590**.

Inclement Weather

We make every effort to remain open during inclement weather. Our goal is to make sound decisions based on the safety of families and staff, while still meeting families' needs for child care. Home Ties Child Care will make every effort to communicate a decision to close the facility as quickly as possible. If the program closes early, families will be notified by phone. Please ensure your emergency contact information is up to date so we are able to contact you promptly. It is imperative that you arrange to have your child picked up as soon as possible; however, staff will stay until all children are picked up. In the event of a closure, there will be no after school programs.

If weather becomes bad during the night, the roads will be monitored and a decision will be made by 5 a.m. regarding closing of the facility. Families are asked to refer to the radio station or local news channel for details.

Licensing regulations require facilities to close if there is no electricity or water.

Behavior Management

We practice a positive approach to child guidance and discipline. Limits are set clearly and consistently enforced. We focus on reinforcing positive behaviors as well as managing inappropriate behaviors.

When a child exhibits a misbehavior that continues over time, the director, lead teacher, and parent or guardian shall develop and implement a plan for managing the difficult behavior. Withdrawal from the program is only recommended in situations where the difficult or unsafe behavior continues to be a risk to the child, other children, or staff.

Corporal punishment of any kind (including yelling, threatening or spanking) by ANYONE is not tolerated at Home Ties. In accordance to federal law, it is mandatory that we report any suspected cases of child abuse or neglect to the Department of Health and Human Resources.

Harassment

Harassment of any type will not be tolerated and will be reported to the Executive Director immediately.

Grievance Procedures

If difficulties should arise, parents may choose to address their concerns with the lead teacher of the classroom within 2 days of the incident/occurrence. The Lead teacher will then report to the Director of Home Ties within 1 day. The Lead Teacher or the Director of Home Ties will then address the parent's concern within 3 days. If the issue is not resolved between the parties, the parent may choose to contact Youth Health Service's Executive Director within 7 days. The Executive Director will address the issue with the parents within 20 days of reporting.

Any concerns regarding childcare licensing compliance can be directed to the West Virginia Department of Health and Human Resources licensing specialist, 304-538-2391.

Pest Control

As a licensed day care center, Home Ties has an integrated pest management plan approved by the West Virginia Department of Agriculture. It is the policy of Youth Health Service, Inc. to notify parents should we ever need to use level 3 or 4 pesticides to get rid of ants, roaches, flies, etc., in the facility. We have not identified any problems with pests in the past; this policy will be activated should a problem arise.



Additional Services Available at Youth Health Service

Behavioral Health Services

Youth Health Service is also a licensed behavioral health center. Our Behavioral Health program offers mental health services to children and adolescents from the age of 3 to the age of 18 and young adults meeting specific criteria to the age of 24. In addition to individual treatment, our behavioral health staff provides group, sibling, and family therapy in the home, school and office locations. Please call 304-636-9450 for more information on how our behavioral health programs can benefit your child and your family.

Home Ties Strengthening Families Resource Center

Through state and federal funding, we are able to provide services through our family resource center free of charge. At this center parents are able to enhance their parenting skills by taking part in parenting classes, family therapy services and general support. The family resource center can link families to needed resources including: food, clothing, baby supply needs and much more! Call 304-636-9450 ext. 229 for more information.

