

HARRIS-STOWE STATE UNIVERSITY

WILLIAM L. CLAY SR. EARLY CHILDHOOD DEVELOPMENT/PARENTING EDUCATION CENTER

Parent Manual

This manual serves as an informational and welcoming packet for interested families and those enrolling in the William L. Clay Sr. Early Childhood Development/Parenting Education Center (ECC).

Mission: The Mission of the ECC is four-fold: 1) to provide a comprehensive program which enriches and enhances the cognitive, social, emotional, and physical development of young children, six weeks through five years of age, in an environment that promotes and supports informed participation of parents; 2) to provide formal educational opportunities and experiences for students majoring in early childhood education and seeking state certification as teachers in this field; 3) to provide professional development opportunities for persons engaged in the field of child care and development; and 4) to provide opportunities for parents who are interested in enhancing their parenting understandings and skills, in relation to the growth and development of young children.

Vision: A very safe, healthy, creative, and caring environment — consisting of persons, materials, and space that collectively keeps young children engaged in a wide variety of exploratory activities and fosters curiosity while providing many opportunities to maximize parental involvement.

Our Values: We value inclusion; respect for all children; warm, supportive professional staff; low staff/child ratios; attractive, clean, safe indoor/outdoor environments; health and safety practices to protect children; nutritious meals and snacks; and a positive and supportive family atmosphere.

Primary Goals: To provide a safe and consistent program in which developmentally appropriate activities encourage exploration and “hands-on” learning; encourage spontaneity, curiosity, and self-discipline; enhance mental processes, by building confidence and self-esteem; enhance the sense of dignity and self-worth within each child; assist children in adjusting to new situations; promote positive attachments and bonding; express independence and critical thinking; manage feelings appropriately; demonstrate caring and cooperation; increase quality of early child development programs; build on family strengths; enhance parenting skills; promote education and training of child development professionals; and establish partnerships with parents, other educational institutions, and community agencies.

University Faculty Commitments: Music, story hours and visits from the University library staff for story hours, theatre and drama, science, and art.

Classroom Age Groupings: Infants (6 weeks to 12 months); Toddler I (13 to 24 months); Toddler II (25 to 36 months), and Pre-K (3 to 5 years).

Fee Schedule: Non-Subsidized (subject to change)

Rate	Infants 6 weeks-12 months	Toddler I 13-24 months	Toddler II 25-36 months	Pre-K 3-5 years
Weekly	\$260	\$234	\$208	\$182
Daily (when space availability allows)	\$70	\$65	\$55	\$45

Fee Schedule: Subsidized (subject to change)

Rate	Infants 6 weeks-12 months	Toddlers I 13-24 months	Toddler II 25-36 months	Pre-K 3-5 years
Weekly	\$195.52	\$195.52	\$130	\$130
Daily (when space availability allows)	\$55	\$55	\$40	\$40

** A 10 percent discount is honored for all area University/College faculty and staff and for multiple enrollees.

Program Philosophy: Children’s health, safety, and nutrition are paramount. The ECC program is deeply rooted in educational beliefs, theory and practices of social and emotional development, theories of how children think and learn, principles of physical development, and an appreciation of cultural influences.

Curriculum: Creative Curriculum will be used as the basis for teaching and learning as it incorporates theories and research on brain development and resiliency. Aspects of the Reggio Emilia approach will be integrated into daily programming. Children will: be valued, feel competent, and allowed to express their independence; learn to express their feelings in appropriate ways; develop trusting relationships with nurturing adults; learn to demonstrate caring and cooperation; learn to identify with a home language; develop gross and fine motor skills; and develop strategies for solving problems. The Creative Curriculum provides assessment profiles that are completed by teachers to be used to assess children’s development and in guiding in the development of lesson plans and individualized educational programs for children.

As a component of exploratory learning, discovery, and physical development, children of all ages must have daily opportunities for outdoor play. State licensing regulations and accreditation standards require at least one hour a day for children in attendance a full day. National Health and Safety Performance Standards, developed by the American Public Health Association, U.S. Department of Health and Human Services, and

American Academy of Pediatrics, dictate wind chill factors and heat indices safe for outdoor activities. However, if the wind chill factor or heat index falls within the safe range as dictated by the National Health and Safety Performance Standards, the director will not allow children to spend time outside if it poses a health risk to any or all children. The director, teachers, administrative assistant, and security officer also monitor air quality conditions that pose health risks for children.

Child Assessments: Children's developmental summaries provide valuable information about children's growth and development. Teachers will document each child's development using portfolios with photos and descriptors of the child's milestones and achievements. The portfolio will be shared with the family but will remain at the ECC until the end of the year. Confidential information on children will be kept under lock/key. As children exit the program, assessment data will be shared with the enrolling school **only** at the written request of parents.

As parents and teachers conference together formally or informally, they are asked to share children's interests, develop goals for the children, ways in which those goals can be attained in the classroom, and ways of assessing children's milestones. Screenings are conducted to assist teachers in planning the best program to meet the needs, interests, and abilities of all children. To provide the highest level of confidentiality, screening results will be shared with parents **only**. If parents wish to have screening results shared with another institution or agency such as the kindergarten program to which their child will transition, they will be asked to sign a release statement. Parents who request developmental screenings by the SLPS can request that those results be released to the ECC and the director will share with the child's teacher only the information needed to assist in individualizing the child's programs. If a developmental delay is suspected, the teacher will meet with the director who will review the assessment results, spend time observing the child at various times of day, and schedule a meeting with parents to discuss concern. Parents will be advised to see the child's attending physician for more professional evaluations and the director will work with families to ensure the best possible resource assistance is available and contact with those resources made at the request of parents. Sensitivity to the culture and needs of families is paramount and parents are informed that all information will be kept confidential.

We Serve: Families interested in the highest quality care for children six weeks through five years of age. The ECC does not discriminate on the basis of gender, ethnic group identification, race ancestry, national origin, religion, color, or mental or physical disability. In compliance with the Americans with Disabilities Act (ADA), the ECC will make reasonable accommodations to enable the enrollment and full participation of children with disabilities.

Parental Involvement: The ECC is open to families at all times. There is no need for parents to call or make appointments to visit. We do, however ask parents to sign in with the officer or administrative assistant. We encourage family involvement and promote ongoing parent/staff interactions in the teaching/learning process. Parents are expected to work with the director and teaching staff to plan and execute activities of interest to the

children and the ECC. Cultural diversity is encouraged and appreciated by HSSU and the ECC and parents are encouraged to share with staff cultural norms and expectations to ensure respect to and for all.

Currently, seven of eleven ECC Advisory Committee members are parents of currently enrolled children. This committee is responsible for assisting the director in planning and decision-making processes. The Committee works with staff to identify and recruit consultants from the St. Louis Public Schools, Washington University, Children's Hospital and Cardinal Glennon Hospital to provide services to children and families with special medical needs, behavioral issues or children who have been identified as "bright and gifted."

Proposed Advisory Committee: (persons will rotate according group consensus or)

- (1) Business/Corporate/Medical
- (1) ECE Professional
- (5) Parents (currently enrolled children)
- (1) HSSU ECE Student (non-voting)
- (1) Community Representative
- (2) Educators (retired)
- (1) Center Staff person (non-voting)

All parents are encouraged to participate in ECC parent association meetings and dads, granddads, uncles and other male family members are encouraged to participate in the Fathers' Council. The goals of these groups are to increase the quality of care and services to children in the ECC, advocate for an increase number of child care slots and services in the Greater St. Louis Metropolitan Area and to partner with agencies such as ARCHS and the Child Day Care Association to promote and support child care professionals especially in the area of pay increases.

Visitors: Visitors or student observers must make appointments with the director and wear nametags during the visits if requested.

Admission Procedures: Applications for enrollment will be accepted year-round. The peak enrollment periods for child development centers are usually May-July for fall admission and December for spring admission. The ECC requires a \$150 **non-refundable** enrollment/materials fee/deposit upon the completion of the enrollment application. Fifty dollars of the deposit will be credited toward the first month's tuition and \$100 will be applied to materials and new equipment. The following must be completed **before** a child begins attending the ECC:

- Complete application form with non-refundable deposit
- Schedule of hours child will attend
- Medical exam with immunization
- Health history
- Family contact information
- Emergency information
- Consent for medical treatment

- Signature indicating the Parent Manual has been received, read, understood, and terms accepted

Parents of infants must provide:

- Bottles and nipples
- Formula or breast milk (up to 12 months of age)
- Baby cereal/food (unopened)
- Pampers/diapers (There will be a charge of \$1 per pampers for use of Center's pampers)
- Wipes

Parents of all children must provide:

- Change of clothing suitable to weather conditions

Transitions: Transitions occur at a time when children reach their birthday. All ages, with the exception of one year olds mixing with twos, can be slowly introduced to the next classroom by visiting for short periods of time during a meal, outdoor play, or group time if proper ratio is maintained. According to the ECC licensing representative, children leaving the toddler classroom (up to 24 months) cannot be mixed with older children (25 months and older). The ECC strives to operate as a family where all children are greeted and acknowledged by teaching staff so no adult in the ECC is a stranger to the children. Teachers in those classroom from which the children exit, write letters to parents informing them of the transition and teachers receiving those children write letters welcoming the children to the new class. Journals or portfolios from the original classroom are given to parents when the child leaves that original space. Pre-K children transitioning to kindergarten programs should be introduced to expectations of the kindergarten class and teachers are encouraged to bring a kindergarten teacher in to speak with children about kindergarten expectations. The ECC does not transport children to schools to introduce them to public or private kindergarten.

No toys or other personal items are allowed.

The licensed capacity of the ECC is 120 children and enrollment is guaranteed to maintain the required teacher/child ratio. A prioritized waiting list will be maintained.

Hours: The ECC is open Monday through Friday from 6 a.m. to 6 p.m. However, we do not encourage leaving children in non-parental care 12 hours per day. **A late pick-up fee of \$1 per minute will be charged for the first two late pick ups and the third late pick up will result in a \$5 per minute late fee. Late charges must be paid the morning following the violation of ECC hours. Chronic late pick ups will result in termination of enrollment.**

Billing: Our fees are based on enrollment and not attendance. Fees must be paid on or before the beginning of each cycle for the upcoming cycle. If payment is not received by the 5th day following your billing cycle, a late charge of \$25 will be assessed. Fees will be collected, **weekly, biweekly** or **monthly** and must be paid before the upcoming cycle (i.e.

if you pay biweekly, once your paid two weeks ends, payment for the next two weeks is due). Checks must be made payable to: Harris-Stowe State University. A fee of \$40 will be assessed if a check is returned, as non-payable. After the third offense, we will only accept debit/credit cards, cashier's check or money order. Please be mindful, the ECC will issue billing statements and will provide end-of-the-year expense statements for tax purposes, if requested.

Recipients of financial assistance for child care from the Missouri Division of Family Services and/or those enrolled in the Head Start program, should be mindful of the following:

1. The Head Start program will pay for **five absences per month** which includes official holidays. DFS will pay for five absences per month if you are authorized for five full days and three absences per months if you are authorized for fewer than five full days. **If your child is absent more than these allotted days, you are required to pay for the time missed as DFS and Head Start will not reimburse the ECC beyond these days.** This also applies to children who are in foster care and those who are adopted as well. **SNOW DAYS ARE NOT INCLUDED IN THE FIVE ALLOTTED DAYS. Parents will be charged for snow days.** Please be mindful that the ECC is only closed *when and if* the weather poses a health and/or accident risk for children and staff.
2. DFS and Head Start will only pay for the time your child is in attendance and not the days for which you are authorized (i.e. if you are authorized by DFS for five days a week and your child is in attendance only three days one week, DFS will only pay for the two days present).
3. It is your responsibility to renew your DFS authorization in a timely manner. We must charge the full tuition rate without current DFS authorization.
4. You are required to pay whatever co-pay the Division of Family Services determines plus the difference of the ECC tuition rate. **Your co-pay will not exceed the DFS rate of \$16.07 per day.**

Attendance: This is a comprehensive child development program and not a “day care” center. Families are asked to establish and maintain good attendance records for the children. Children need consistency in learning and socializing. If the child is going to be absent, please notify the ECC as soon as possible. We will miss your child. Children should be in school **no later than 9 a.m.** to enjoy the benefits of the full teaching/learning experience.

Discharge Policy: Parents may withdraw from the ECC by giving a two-week written notice. Fees must be paid for the period of notice. Children may be taken from the rolls for the following conditions:

- Withdrawal by parents/guardians
- Failure to pay fees on a timely basis
- Parents do not follow the HSSU ECC policies and procedures including chronic late pick up
- Parental behaviors endangering children/staff
- A child's disruptive behavior that cannot be redirected through parent/staff intervention and/or counseling. Other documented incidents regarding a child's behavior resulting in an unsafe environment for other children
- Occasionally, we may enroll a child with certain medical problems on a trial basis and may have to discharge that child if it is determined that we truly cannot meet the needs of the child.

In the event it is deemed necessary to terminate a child's enrollment, the director will request an audience with the parents/guardians to discuss the concern and failure to comply will be followed by written documentation and another opportunity for parents/guardians to correct the concern. Due process will be followed before termination actions are taken.

Arrivals/Departures: The ECC is open Monday through Friday from 6 a.m. to 6 p.m. Please respect the hours of operation. Each parent/guardian must accompany the child into the child's classroom and sign in/out daily. Full name and times of arrival and departure will be required. Coming into the classroom provides opportunities for parents/guardians to speak with the teacher, share anecdotes, and observe. Please notify relatives, friends or others on your emergency form that a photo ID will be required if the enrolling parent calls in to ask that the child be picked up by another. For the safety of children, the ECC will not release any child to ANYONE who appears to be under the influence of a mind-altering substance (alcohol or any other drug). It is unlawful for anyone under the age of 18 (other than a parent) to sign a child in/out of the ECC (siblings included).

Access Codes: The facility utilizes a code system at the main entrance to assist in limiting access to the ECC. For security purposes, do not hold the door for others — they must use their codes for entry.

Reporting Child Abuse/Neglect: The Missouri legal system requires all staff to report suspected child abuse/neglect immediately. The nature of our work mandates the protection of children.

Accusations of Abuse Made Against Staff: If a staff member is accused of child abuse, a report will be made immediately to campus police and the child's parents notified by the center director. During the investigation, our program will follow the advice of the University attorney and law enforcement regarding suspension of the accused. Our program prevents accusation of child abuse by: conducting cursory health checks each day and reporting/documenting any injuries or physical marks, always having at least two staff on-site, making sure all rooms are easily observed through windows and doors, providing hour-long lunch breaks daily, having clear discipline and guidance guidelines,

training on child development, having complete family registry screenings on file, frequent classroom observations, and cameras in each classroom where activities can be observed from the higher education area of the building.

Discipline vs. Punishment: Discipline is teaching and guiding children in positive directions. Punishment on the other hand, is inflicting harm to get children to do what one wants them to do, how, and when. **Punishment of any kind (physical, verbal, or emotional) will not be tolerated and will result in immediate termination of the offender. This policy also applies to parents.** Children may not be yelled at, spanked, threatened to be spanked, shaken, or hit while at the ECC. The goals of our guidance policy are to help children refrain from demonstrating unacceptable behaviors, obtain what they want in socially acceptable ways, and function successfully within a group setting.

All children deserve respect and will be respected by those who work in, and enter the ECC. At no time will food or isolation be used as means of punishment.

Guidance and Discipline Statement/Techniques

Discipline comes from the root word “disciple” meaning to teach and discipline in the ECC will take a developmental approach.

Infants: Infants are dependent on adults to meet their basic needs and will cry if diapers are dirty or if they are hungry, sick/in pain, lonely, cold or too warm. Crying may present a challenge especially if they all cry at the same time or if one is crying and the adults are busy with other babies. Babies will be soothed by speaking softly and gently with a smile assuring them that they are safe, loved, and will be cared for as soon as possible.

Toddlers: Toddler behaviors can be frustrating as they have few words to express their desires, will hit, bite, push, take things from their peers, are not likely to share, and are very possessive. They are moving at all times. Toddlers will be held, comforted, and talked with until they feel safe and comfortable once more.

Pre-K: Pre-K children are learning all about the world around them, ask lots of questions, imitate adults (positive or negative), are quite independent, have lots of energy, are easily upset by environmental changes, play hard and fast, and do not like being bored or ignored. They need help learning rules and consequences to not following established rules. Consistency and firmness are necessary for pre-k children to fully understand that rules are put in place to keep maintain a degree of safety and to teach socially acceptable behaviors.

Since children respond differently to guidance techniques, the following are offered as a few suggested developmental approaches to guiding young children.

Create a safe and welcoming environment: One of the most important things a child care professional can do is to establish a safe environment. Children will be made to feel worthy of adult time and attention.

Establish predictable routines: Young children will have consistent routines and schedules.

Set good examples: Young children love to imitate adults; adults will be mindful of body language, the words used, and habits.

Praise: Effective praise will be used to encourage learning, independence, and strong self-esteem in children. Children do not need cheerleaders, “What a Great Job” as much as they need coaching, using specific praise to teach and instill self-worth.

Remove or isolate: when children put themselves or others at risk, they will be removed from the dangerous situation. This not negotiable, the child has no option.

Listen: Teachers will encourage conversation and ask question; they will listen to children.

Redirect or distract: Sometimes the challenge with behavior is not *what* the child is doing as much as it is *how* something is being done. The child may need to be redirected to a different way of doing things. Distraction works well with the very young child because their attention spans are rather short. A cranky child can often be distracted with a musical instrument, a cloth book, or a stuffed animal.

Ignore: Some act out to gain attention and some behaviors can be ignored. Withholding attention, praise, and support will be used if the child is doing something to gain attention.

Reward: It is more effective to reward acceptable behavior than it is to punish unacceptable behavior. Positive reinforcement, at the right time, will be used when children behave in desirable ways. The use of social rewards is recommended (i.e. hugging, smiling, praising, thumbs-up). The child will know that he/she is valued and appreciated.

Health Policies: If a child becomes ill with a minor medical concern while in the care of the ECC, he/she will be separated from other children and placed in a supervised isolation area. Parents will be notified to pick-up the child. However, if the illness is one that requires immediate medical assistance, parents will be summoned and medical professionals called if necessary. In the event parents/guardians cannot be reached, the emergency names and numbers will be called. Children with contagious diseases and/or illnesses must be cleared of such illness before returning to the ECC as a protection to all others. It is the policy of the ECC to notify parents by letter of any communicable disease

to which children have been exposed. The letter will include signs/symptoms of the disease and possible actions to be taken by parents should any sign/symptom is noticed.

It is a policy of the ECC to serve foods to infants from factory sealed containers only with those foods, including formula, to be prepared and served according to manufacturer instructions. Bottles are heated under water and never in microwaves. Food, including breast milk and formula that is not immediately consumed will be refrigerated or discarded. It is not ECC policy to prepare infants' bottles with cereal or other food items unless specific instructions, for healthy related matters, are provided by the child's attending physician.

Shoe covers or clean socks are to be worn at all time when entering the infant classrooms. We must maintain a clean environment for crawlers and cruisers at all times.

Medication: Medication will be administered to children under the following conditions: written parental authorization and direction from child's physician; medication in original container and labeled with child's name, physician's name, pharmacy, name of medication, dosage, and directions for administration. The administration of non-prescription meds will be considered on an individual basis. All authorization forms for medicines must be signed by enrolling parents/guardians. Sunscreen is considered medication and therefore must be accompanied with a permission slip signed by the enrolling parent if it is to be applied. If insect repellents are recommended by the public health authorities, only those repellents containing DEET, purchased by parents, and brought to the ECC will be used on children two months or older. **Because of possible allergic reactions, the ECC will not under any circumstances administer the first-time dose of any medicine to any child.**

Injury/Accident: The ECC will provide a safe, injury and accident-free environment for all children and adults. However, the behaviors and curiosity of young children sometimes result in accidents. Sometimes they will bite and hit because they do not have skills to effectively communicate their feelings. The ECC curriculum will emphasize ways of communicating when upset. In case of accidents/injuries, parents will be notified and first aid administered in cases of minor injuries. At least one staff member in each classroom will be certified in First Aid and CPR. All injuries will be documented in writing and shared with parents/ guardians along with the treatment administered.

Illnesses: It is important that you keep the child home if he/she has any contagious diseases/illnesses (head lice, untreated conjunctivitis — pink eye, strep throat, ringworm, vomiting/diarrhea, fever of 100° F, unusual rashes). Following a serious illness, a doctor's note will be required. If a child becomes ill at the ECC, the child will be separated from other children, placed in an isolation area, and supervised until the parent arrives.

We do understand that children become ill and may not be able to attend the ECC. Please keep in mind that we cannot waive fees for days the child is not in attendance. However,

a payment policy is in effect to hold a space for a child who is seriously ill and cannot attend the ECC per physician's written directives.

Week 1: 100 percent of fee is charged

Weeks 2 and 3: 50 percent of fee is charged

Week 4: 100 percent of fee is charged

To be eligible for the reduced rate for weeks two and three, the parent must provide communiqué from the attending physician stating the child's condition and projected return date. Parents are encouraged to make the appropriate decision to either pay to save the space or withdraw from the program. If there is available space when the child recovers, the child can be readmitted without paying the non-refundable deposit.

Parents receiving childcare assistance from the state and those enrolled in the Head Start partnership, please note that both Head Start and the state will not pay for more than five absences per month. Those absences include holidays. Absences exceeding those five days will be charged to the parents at the family's state reimbursement rate.

Disaster Preparedness: The ECC has a **Plan of Action** in cases of any disaster. Evacuation plans are rehearsed and posted. Parents can assist in making occurrences less stressful by keeping emergency names and numbers updated. Monthly drills will be practiced, and at least two-days of permanent supplies (food, water, blankets, flashlights, and other first-aid supplies) will be kept on hand. In cases of an emergency or disaster, **PLEASE DO NOT CALL THE ECC BECAUSE ALL PHONE LINES WILL BE NEEDED TO CALL EMERGENCY PERSONNEL; COME AS QUICKLY AS POSSIBLE FOR YOUR CHILD AND TRY TO REMAIN CALM TO AVOID UPSETTING THE CHILDREN.**

Inclement Weather: The ECC will follow the schedule of the University in case of inclement weather. Major TV networks will begin to note changes in scheduling beginning at 5 a.m. if announcements have not been made the night before. Please note school closings or late start announcements and be mindful that ECC staff must also take precautions getting to and from the facility.

Nutrition: Children will be served a nutritional breakfast, lunch and afternoon snack daily. Foods containing high contents of refined sugars, fats, and salts will not be served. Pork and beef products are not menu items. A variety of foods will be offered to increase awareness of the many foods in each food group and to introduce foods from different cultural groups. Menus are posted and/or sent home for parental review and comment. Teachers are encouraged to include health, safety, and nutrition activities on their lesson plans as we encourage the adoption of practices that promote healthy and injury-free lifestyles.

Breakfast will be served between 7:30-8:40 a.m. Breakfast tables will be cleared promptly at 8:55 a.m. If you are unable to arrive at the ECC before the breakfast hours, please provide breakfast at home. A morning snack is not provided. Lunch will be served between 11:15 and 11:30 a.m.

Food allergies and special dietary needs will be posted. Arrangements will be made to accommodate children with special diets and other food service needs.

We all know that birthdays are very special to children. We will celebrate birthdays at the ECC and we ask that you plan and coordinate with the teacher at least one week in advance of the child's birth date to make this a joyous occasion for the "birthday child" and other children. For safety reasons, we cannot allow certain party favors and food (i.e. balloons, candles, candy, cake, ice cream). However, parents may bring in treats to be given for children to take home. For parents wishing to celebrate other special days (i.e. relocations, moving up or transitions) the same policy holds true. The ECC will do everything possible to ensure a fun and safe time for all as we celebrate these special times with the children.

Sleeping/Nap:

Infants (6 weeks to 12 months)

Infants' sleeping schedules will be dictated by the needs of each individual child. Each infant will be assigned his/her crib personal crib and crib linen that will not be shared. Linen will be provided by the ECC and laundered by ECC staff. If a child has a favorite blanket, we do encourage parents to bring that blanket to be kept at the ECC and laundered with other linen from the child's room. Loose blankets are not allowed in cribs with infants. Children will be supervised at all times and that includes napping.

Toddlers (12-36 months)

Toddlers will be on a sleeping schedule to allow them to engage in learning experiences and opportunities. However, if a child becomes tired and irritable, he/she will not be denied time to nap. Toddlers will be assigned personal cots which stand six inches from the floor to the top of the cot and personal linen. All linen will be supplied by the ECC and laundered by ECC staff. If a child has a favorite blanket or cuddly toy, we do encourage parents to bring those items. Children are supervised at all times including nap time.

Holidays: The ECC will be closed on the following days because Harris-Stowe State University observes the following:

- New Year's Day
- Dr. Martin Luther King Jr.'s Birthday
- Presidents' Day
- Good Friday
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day and Friday following
- Winter Break (Official closing of University **or** call of the president)

The ECC respects times that families choose to spend vacationing as a unit. Each family receives two free vacation weeks annually. However, weekly fees will apply if spaces are to be reserved longer than two weeks. We ask that parents notify us in advance of the proposed time away from the ECC. If a child is taken out of the ECC for the summer and

families on waiting lists or new arrivals are in need of childcare, spaces may not be available in late August or September. Children who are not enrolled for a period of three months will have to re-enroll, with the application fee waived. Families who are out longer than a three-month period will be required to re-enroll and pay the non-refundable application fee.

Complaint Procedure: The ECC serves a community of parents, children, and staff working together. We all want what is best for the children but there may be times when mistakes are made that create misunderstandings and miscommunication. It is at those times when conflicts, concerns, and difficulties need to be addressed. We encourage parents to speak directly with the teacher or, if preferred talk with the director, regarding any point of interest/concern you may have. If there is a concern with the teacher, the director will investigate and speak directly with the teacher to deal with the issue in a straightforward manner. Please do not allow concerns to build; we need and want your input and suggestions. Sometimes changes cannot be made due to restrictions such as University policies or state regulations, but we want to hear from you. We will respond in a timely manner and will consider all concerns seriously. When any problem or concern is addressed with staff, the utmost respect is required of all parties and all concerns will be treated with the highest regard and kept confidential.

Parent Visits: Custodial parents are welcome at any time and breastfeeding mothers are especially encouraged to come for feedings to enjoy that special bonding time with baby. If you would like to share a meal with the children, please let us know in advance. A small fee may be charged for lunch. The ECC is not an appropriate place for other family and friends to visit the child. Please feel free to use the observation booths to see your child without having him see you. You are encouraged to volunteer, become involved with the program, use the Parent Resource Library, and consider serving on the advisory board. The ECC is open to families at all times. There is no need for parents to call or make appointments to visit. We encourage family involvement and promote ongoing parent/staff interactions in the teaching/learning process and in planning and decision-making processes. All parents are encouraged to participate in ECC parent association meetings and dads, granddads, uncles and other male family members are encouraged to participate in the Fathers' Council. Parents are expected to work with the director and teaching staff to plan and execute activities of interest to the children and the ECC.

Parent Conferences: Parents are invited to speak with the classroom teacher or director at any time but we strongly encourage parents to sign-up for a conference at the designated time during fall and spring semesters. A conference must be held whenever a parent, teacher, or the director feels it necessary. At all times, staff will consider the parental cultures and values when discussing children's progress, involvement in the program, and assessed needs.

Visitation and Security: The ECC is equipped with a security access system. Parents are provided an access code to gain entry. Staff is available to allow entry, but we encourage parents to use the access code to help us assure utmost safety.

Parents are welcomed and encouraged to visit the ECC at all times. Please sign in at the front office. Other visitors or student observers must make appointments with the director and wear nametags during the visits.

Parking: Parking is available on the east side of the ECC. Please lock your car and keep all belongings out-of-sight at all times.

HARRIS-STOWE
STATE UNIVERSITY
**WILLIAM L. CLAY SR. EARLY CHILDHOOD
DEVELOPMENT/PARENTING
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Parent Agreement

I, _____, have read and understood the statements presented, had opportunities to ask questions for clarification and agree with all statements and agree to abide by the policies and procedures as stated in the William L. Clay Sr. Early Childhood Development/Parenting Education Center Parent Manual. I also agree to become actively involved, as the primary educator of my child(ren), with the ECC's staff as a volunteer, participant in family/teacher conferences, and/or resource/support person to insure the success of the ECC's operations.

Please return to ECC administrative assistant for filing. Thank you.

Signature: _____ Date: _____