
Family Handbook



Primm ABC Child Care Center & Preschool

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Primm ABC Child Care Center and Preschool

WELCOME

Dear Family,

As we celebrate our 53rd year of service to the families of Seattle and the surrounding communities since 1970, we appreciate your trust in allowing us to educate and care for your child(ren). We are looking forward to a great year with you.

We welcome our new families to Primm and hope that our package of school orientation information will help you become a part of our community.

We are excited to offer programs to all of our children that will teach them the skills to be successful in school and in life.

Thank you for choosing the **Primm ABC Program**. We look forward to providing your child(ren) with a caring and enriching environment.

Sincerely,

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ABOUT US

AN OVERVIEW

Primm ABC Child Care Center (Primm) was organized through the foresight of Reverend and Mrs. Edward N. Smith, Jr. and members of Primm Tabernacle African Methodist Episcopal (A.M.E.) Church. Friends of Primm and the Holy Trinity Church of Mercer Island, Washington also assisted in this effort.

It was organized to further the emotional, intellectual and physical development of children from a variety of races and cultures through educational, social and cultural programs and services. Primm was also organized to further the economic development of the African American community. Primm provides quality care that supports working families; in particular, the single parent heads of household.

Primm provides children with the environment and resources they need to build a positive self-image, help them understand the cultural tradition into which they were born and appreciate the diverse environment in which they live.

All activities in our program encourage a healthy self-concept and respect for individuality, family identity, and cultural background while avoiding sex-role stereotyping. We believe that children develop continuously through a series of stages at their own individual paces. They learn through self-directed interactions within an environment of concrete sensory experiences. For this reason, our curriculum includes teacher initiated (structured) activities, free play, (child selected), large and small muscle activities, and time for children to interact with each other and teacher.

We believe that parents are the single most important influence in a child's life. The more involved the parents are in our program (at whatever level they are available and comfortable), and the more frequent the communication between parents and teachers, the greater will the child's opportunity be for development.

We seek to provide a multi-cultural center, not just at holiday time, but also in the home center, at circle time, on field trips, and in every other area of our program.

Primm, which has been in operation since October 1970, is a non-profit corporation. Primm has operated other sites at the Martin Luther King Jr. and Dearborn Park Elementary Schools with a Before and After School Program only.

We are a private, non-profit organization whose present and future programming is governed by a policymaking Board of Trustees. The Board of Directors and the program staff work together to set center direction and goals and work to position us for the future.

Primm was accredited by the National Association for the Education of Young Children (NAEYC) in 1994. We now participate in the Washington State Early Achievers Program. Primm provides preschool services through the State's Early Childhood Education & Assistance Program (ECEAP) and Seattle Preschool Program (SPP) for eligible three-year and four-year-olds.

Primm is licensed by the Department of Children, Youth and Families and meets the minimum licensing requirements as required by Washington State law as updated.

Philosophy

Our guiding philosophy is one of love, warmth and respect for the rights and needs of each other and is one in which the needs of the children must always come first. Discipline is based on positive reinforcement and adult modeling of acceptable behavior. We also encourage the children to be the best they can be.

Mission

To provide learning experiences through meaningful play based on the child's individual needs, interest and abilities that will build foundations for future academic skills.

To provide quality care for the child, assist in meeting the needs of the community, and provide a setting where people of the community can work together for a common interest.

Certification

Because we are committed to providing high-quality care to your children, we have enrolled in Washington's Early Achievers.

What is Early Achievers? Early Achievers is Washington's Quality Rating and Improvement System. It will provide Primm ABC Center staff with free continuing education, coaching, cash incentives and needs based grants, access to higher education scholarships for teachers.

We have obtained a rating of Level 3+ which is considered high quality. We are now working on our Level 4 rating.

Definition of Family

In this handbook we refer to family as a parent, legal guardian, sponsor or anyone else who provides for the well-being, best-interest and responsibility of the child in our care.

Hours of Operation

Child care services are provided from 7:00 AM to 6:00 PM Monday through Friday if staffing allows.

School age care will also be conducted at these times.

Holidays

We are closed for certain holidays:

January

 New Year's Day

 Rev. Dr. Martin Luther King Day

February

 Presidents' Day

May
 Memorial Day
June
 Juneteenth Day
July
 Independence Day
September
 Labor Day
November
 Veteran's Day
 Thanksgiving Day
 Native American Heritage Day
December
 Christmas Eve (1/2 day)
 Christmas Day
 New Year Eve (1/2 day)

The Center will be closed in August for a week before the Labor Day Holiday for in-service training of staff. During this Fall Planning week, parents are expected to find other care for their child.

Depending on the enrollment, the Center may close during the week between Christmas and New Year's.

The center will close at 4:00 pm on the last Friday of each month for Staff Meetings and professional development.

Admission & Enrollment

All admission and enrollment forms must be completed, and registration fee and first tuition payment paid prior to your child's first day of attendance.

A registration fee of \$50.00 is due at the time of enrollment. This fee is non-refundable. If a classroom is full and a waitlist is established, this will be the priority enrollment system that we will use:

1. Children of current employees will have priority.
2. Siblings of currently enrolled children will have second priority.
3. Families experiencing distress will have third priority.
4. All other families interested in our program.

Based on the availability and openings, our facility admits children from 1 year to 9 years of age. We are licensed through age 12, but recommend families put older children in a more challenging environment.

Our process for introducing children to our program is having their first day at the center a short one with a parent staying at school with them. We suggest that you begin by looking around the classroom with your child. Then find a comfortable place and remain there while your child explores the environment.

When to Leave:

When you and the teacher decide your child is ready for you to leave (probably on the second day) let your child know you are leaving and when you will be back. Many children cry when left for the first couple of days, but eventually go on to have a great day.

Diversity and Inclusivity

Primm ABC Child Care believes that children of all ability levels are entitled to the same opportunities for participation, acceptance and belonging in child care. We will make every reasonable accommodation to encourage full and active participation of all children in our program based on his/her individual capabilities and needs.

- We always want to include everyone.
- We plan activities so all children and families can join in.
- We respect everyone's values and beliefs.
- We will identify any religious holiday, birthday celebration or practices that our center community would like us to acknowledge.
- We help families in their own celebrations by sharing information about community resources and events.
- We learn from children as they share stories about family or cultural celebrations.

A special needs child who, due to a physical, social, emotional, cognitive, or behavioral challenge, would require adaptation of the center's standard program or care to accommodate the child will require Primm to talk with the parent regarding the accommodations. Each case will be evaluated for being the best fit for the child and center.

If your child has an identified special need, all medical or behavioral documentation must be received by the program for evaluation before the child starts.

Non-Discrimination/Anti-bias Education

At **Primm ABC Child Care Center** equal educational opportunities are available for all children, without regard to race, color, creed, national origin, gender identity, age, ethnicity, religion, disability, or parent/provider political beliefs, marital status, sexual orientation, special needs, or any other consideration made unlawful by federal, state or local laws. Educational programs are designed to meet the varying needs of all students. We follow federal, state, and local laws prohibiting discrimination in employment practices, client services or care of children.

Anti-bias education is a way of teaching that supports children and their families as they develop a sense of identity in a diverse society. It helps children learn to be proud of themselves and their families, respect a range of human differences, recognize unfairness, bias, and speak up for the rights of others.

Primm ABC Child Care Center is making anti-bias education a primary focus and is dedicated to trying out new ideas; integrating theory, research and practice; and building a culture that allows risk taking and making mistakes. Children need language and experiences to broaden their understanding about diversity.

Family Activities

Each family is a child's first teacher. We value families as partners in the growth and development of children in our program. We encourage parents and other family members to be

involved in the program, visit children’s classrooms, participate in events, and provide feedback on the program. We offer a variety of ways in which families can participate in helping us establish and reach our program goals.

Please see the list of Family Activities at the end of this booklet.

Confidentiality

Unless we receive your written consent, information regarding your child will not be released except for that required by our regulatory and partnering agencies. All records concerning children at our program are confidential.

Staff Qualifications

Our teachers are hired in compliance with the state requirements and qualifications as a base minimum. Typical staff certifications are as follows:

Position Title	Education/Certification	Experience
Center/Asst. Director	State Certificate (47 ECE credits)	2 years
Program Supervisor	State Certificate (47 ECE credits)	1 year
Lead ECEAP/SPP Teacher	Associate Degree in Early Childhood Education or higher	1 year
Lead Toddler Teacher	Short Certificate (20 ECE credits)	1 year
Assistant Teacher	Initial Certificate (12 ECE credits)	N/A
Family Support Spec	Associate Degree or higher with 30 college credits in field related to job responsibilities	N/A
Aide	High School Diploma	N/A
Cook	High School Diploma	N/A

Our staff participate in orientation and ongoing training in the areas of child growth and development, healthy and safe environments, developmentally appropriate practices, guidance, family relationships, cultural and individual diversity, and professionalism. All teachers receive training in First Aid, CPR, Bloodborne Pathogens, and child abuse prevention. Staff are required to have a Food Handler’s permit and a Washington State Background check.

We hire staff who have understanding, ability, physical health, emotional stability, good judgment and personality to meet the physical, intellectual, mental, emotional and social needs of our children.

Continued Professional Development training hours are recorded in the Managed Education and Registry Information Tool (MERIT). Our supplementary staff, which includes a nutritionist/cook, allows us to have sufficient classroom supervision during the early morning, late afternoon, teacher planning, meeting times, teacher illness and vacations.

We strongly discourage families from entering into employment arrangements with staff (i.e. babysitting). Any arrangement between families and our caregivers outside the programs and services we offer is a private matter, not connected or sanctioned by **Primm ABC Child Care Center**.

Child to Staff Ratios

Children are always supervised. All caregivers receive scheduled breaks which reduce fatigue and help to ensure alertness.

We maintain the following standards for child to staff ratios:

Age	Child to Staff	Maximum Group Size
13-23 months	<u>5 to 1</u>	<u>8</u>
24-35 months	<u>14 to 2</u>	<u>14</u>
3 to 5 year-olds	<u>10 to 1</u>	<u>20</u>
5 to 9 year-olds	<u>15 to 1</u>	<u>20</u>

Supervision of Children

Directors, Assistant Directors/Program Specialists, classroom Teachers and aides are **responsible for the supervision and whereabouts of the children assigned to their care at all times**, which entails conducting regular and accurate name to face headcounts, including room and area sweeps, any time a child or group moves from one location to another, such as but not limited to: when a group is at an onsite or offsite playground, when a group is on a field trip or on a walk, **to ensure children are not hiding or left behind.**

Consistent Care Policy – All staff are assigned to work with a consistent group of children for much of the day when possible, with a goal of building long-term, trusting relations.

➤ Staff Responsibilities

1. Accurate knowledge, always, of the number of children in a group at any time.
2. Accurate headcounts of children must also be verified and communicated between staff members when staff coverage changes take place – however brief or long - such as bathroom breaks, lunch breaks, planning time, etc.
3. Room and area sweeps are conducted thoroughly to ensure children are not hiding or left behind. Common areas for children to wander or hide include but are not limited to: bathroom, quiet corner, book corner, behind a shelf, or under a blanket or pillow.
4. Classroom teaching staff must always be aware of where children are and must be in sufficient proximity at all times in order to intervene quickly if/when necessary. Classroom teaching staff must not engage in any other activities or tasks that could unnecessarily divert their attention from the supervision of children.
5. All staff members, regardless of position or title, must work together to support one another in carrying out the critical steps of headcounts and room/area sweeps – staff members are expected to always function as members of one team, with one goal, the critical responsibility for the care and supervision of children always.
6. Classroom teaching staff always supervise Infants and Toddlers (Birth – 2 years 8 months) by sight and sound, including when children are sleeping.
7. Classroom teaching staff supervise Preschoolers (2 years 9 months to entry to kindergarten) by sight and, for brief intervals, by sound (e.g. when a child walks from one adjoining room to another or can use the toilet independently), as long as the child is back in sight and sound within one minute.

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8. Classroom teaching staff supervise School Age children (Kindergarten through 12 years old) by sight and sound and dependent upon age, development level, behavioral characteristics and activities being offered, by sound only.

Communication & Family Partnership

Daily Communications. Daily notes from center staff will keep you informed about your child's activities and experiences at the center. Notes will be placed into the ProCare mobile app or your child's cubby at the end of the day.

Bulletin Boards. Located throughout the center, bulletin boards provide center news, upcoming events, faculty changes, holiday closing dates, announcements, etc.

Newsletters. Quarterly newsletters provide center news, events, announcements, etc. These newsletters are available on the website or at the sign-in/sign-out desk for your taking.

Email. We encourage you to provide an email address that you use regularly so that we may send you announcements, event invitations, newsletters, and general updates.

Parent Resource Area. Our parent resource area provides a learning environment for parents to share opinions, ideas and experiences and increase their understanding of learning and development.

Family Visits. Family participation is encouraged. Visit our classrooms, volunteer, come along on a field trip, or eat a meal with your child. Signing in is required for the safety and protection of our children. Each visitor must wear a visitor's badge while on the premises and sign-out upon leaving.

Family Night. Family nights are scheduled on a regular basis. These nights include snacks, drinks and fun filled age-appropriate activities for families. Family Nights allow families and children time to share, learn, and have fun. Families have an opportunity to be a part of their child's learning experience and connect with other families.

Parent Meetings. Meetings are held periodically to keep parents informed of Center activities and to get parent input into policy decisions. Typically, the first meeting in the fall is for all parents, with subsequent meetings held as needed.

Parent-Teacher Conferences. Scheduling of Parent Conferences takes place in several ways. First, we have regularly scheduled parent conferences at least twice a year, for all children in our program (usually in the winter and spring). Secondly, a parent may request a conference at any time. You may wish to discuss your child's progress or situation, either with your child's teacher, the Director, or both. Third, a staff member may ask for a parent conference if she/he thinks a situation deserves more discussion than the daily routine allows.

The purpose of progress reports and conferences is to identify the children's interests and needs, to improve curriculum, to adapt teaching practices and the environment, as well as to plan for program improvement.

Open Door Policy

We are delighted to have family members participate in our program. Parents/Guardians are welcome to visit the program any time during regular program hours.

Open Door Policy does not mean the doors will be unlocked. For the safety and protection of the children, external doors will be kept always locked.

Our team will always do their best to speak with parents/guardians. Since staff days are devoted to caring for children, it is usually not feasible to have a long discussion during regular program hours. If a situation requires a longer discussion, kindly arrange for an appointment.

Publicity

Unless the family indicates that they want their child to participate, we will not use pictures and names of children for publicity.

CURRICULA & LEARNING

Learning Environment

We provide a rich learning environment with curricula that are developmentally appropriate to the specific ages in each classroom. We have a flexible daily routine that allows children to advance at their own pace. We strongly believe that learning happens through play. Learning and exploring are hands-on and are facilitated through interest areas. Our program is designed to enhance children's development in the following areas: creativity, self-expression, decision-making, problem-solving, responsibility, independence, and reasoning. We encourage openness to that which is different from us, and the ability to work and play with others.

Our teachers are assigned to specific classrooms to work with the enrolled children during our preschool hours of 9:00 am to 3:00 pm daily with a goal of building long-term, trusting relationships.

Curricula & Assessment

Primm ABC Child Care Center uses the Creative Curriculum. As part of this curriculum, we gather information about each child's developmental abilities and evaluate progress so we can modify and adjust what we are doing in our classroom to deliver the best individualized instruction for each child. This evaluation is communicated to families periodically during the school year using various formal and informal tools, forms, and resources. Activities from the curriculum are shared with parents at the Parent-Teacher conferences.

The program also uses research-based Second Step curriculum to help our children build social-emotional skills – like nurturing positive relationships, managing emotions, and setting goals-so they can thrive in school and life. Teachers integrate social-emotional learning into their classroom lesson plans which helps decrease problem behaviors and increases whole-school success by promoting self-regulation, safety, and support.

All Teachers are trained in our curricula.

For information about your child's day, please see copies of daily schedules and lessons plans posted in each classroom.

Developmental Screening

Primm ABC Child Care Center provides a family-centered developmental screening tool at the beginning of the school year for all enrolled children annually. The Ages and Stages

Questionnaire (ASQ) is highly reliable and valid, looking at developmental strengths and needs. The screening tool incorporates parents' expert knowledge about their children.

Families are asked to administer this screening within 45 calendar days of enrollment and the start of each school year. The questionnaires are currently available in English, Arabic, Chinese, French, Spanish and Vietnamese and they can be completed online. The goals for screening are:

- Partnering with families as experts of their children
- Identifying children's interests and needs
- Describing the developmental progress and learning of children
- Improving curriculum and adapting teaching practices and environment
- Identify a need for further assessment

The results of the screening will be discussed with parents within 30 days. Arrangements will be made if the parents would like to discuss the questionnaire in their native language.

Ongoing Developmental Assessment

Primm ABC Child Care Center uses the Teaching Strategies Gold (TSG) which aligns with WAKIDS to ensure that our children are kindergarten-ready. To coincide with curriculum-based assessment(s), we monitor each child's achievement of developmental milestones, share observations with parents/guardians, and provide resource information as needed for further screenings, evaluations, and early intervention and treatment. The developmental screening process is a collaborative one, involving parents/guardians and done in conjunction with the child's primary care provider and health, education, and early intervention consultants. Developmental screening is conducted with written consent from the child's parent/guardian(s) and starts on the day of enrollment.

The toddler classrooms conduct Parent-Teacher conferences twice a year in December and June and discuss the child's development progress with the parents. The preschool classrooms conduct Parent-Teacher conferences three times a year in November, February and May. Parents are asked to sign the conference form and given a copy for their records along with an Individual Child Report which shows the goals that the parent(s) and staff have agreed on based on formal assessment by staff. Staff will work with the child on the goals and reports results to the parents at next conference.

Classroom teachers are required to complete the Inter-Rater Reliability course within 6 months of their hire.

Outings and Field Trips

Weather permitting; we conduct 30 – 45 minutes of supervised outdoor play and/or walking trips around the neighborhood two times a day for all children. Children are always accounted for. A permission statement for participation in walking trips is included in the enrollment package.

From time to time, there will be supervised field trips, and we encourage you to join your child on the trip. *Permission Slips* for each trip must be signed by the child's family.

For field trips, please dress your child appropriately for the season. Walking shoes are a must. Sandals and flip-flops are not appropriate for walking and make it difficult for your child.

The safety of children and staff will be guarded in all activities of childcare programs. Proper restraint systems (seat belts) and the correct use of them are critically important during travel to/from the childcare program as well as during field trips.

Transitions

Your child's transition in childcare should be a positive and exciting learning adventure. We will work with you and your child to ensure the smoothest possible transition occurs as new routines and new people are introduced.

Transition from home to center

Prior to your child's first day, you will have an opportunity to tour the center, meet with your child's peers and teachers, and communicate any anticipated concerns. At this time, please share the best communication methods that the teacher may use to reach you.

Transition between learning programs

Children are transitioned to the next program based on age, developmental readiness, state licensing requirements, and space availability. During the transition, current and future teachers will meet with you to propose a plan to introduce your child into the new program.

Transition to elementary school

Transition activities such as a field trip to a local elementary school, creating a mural of special friends and special times at our center will be part of your child's education at our center. We will provide you with information on local schools, what to expect, and ideas on how to talk to your child about going to elementary school.

Transition for before/after school care

Children who are of school age may continue with before/after school care at our center. The center will provide staff to ensure that your child arrives at the bus stop for pick up (before school) and drop off (after school) in a timely manner. The Supplemental Enrollment Form must be completed and on file with the center to be eligible for this service.

Electronic Media

Our normal daily routine does not include electronic media (television/TV, video, DVD) viewing and computer use but from time-to-time, we may use electronic platforms (YouTube) as a teaching aid and discussion stimulator. All Electronic Media will be screened prior to use and will consist of non-violent and high-quality educational material. Our focus is to provide your child with a positive experience with increased understanding of the world. Electronic Media will be offered only as a free choice, used to meet a developmental goal, and limited to no more than 30 minutes per week per child.

Washington State rules prohibit any screen time for children under two. This includes TV, videos, and computers.

Multiculturalism

Multiculturalism is vital for all children because it sets social goals and promotes respect for all people and the environment we inhabit. We utilize books, music, games, and a wide range of activities as aids to teach our children respect for our world and the diversity of life upon it.

Celebrations

Our holiday policy encourages an enhanced understanding of and respect for different cultures and beliefs of children, families, staff, and community. We respect and honor the diversity of the families in our program and will provide opportunities for families to share their experiences with the entire Primm community.

Rest Time

Infants/Toddlers sleep according to their own schedule and are put to sleep on their backs. Caregivers/teachers directly always observe infants by sight and sound and check on sleeping infants every 15 minutes.

After lunch, all children less than 5 years of age participate in a quiet rest time. Children are not required to sleep and may be given quiet activities.

School-age children, although not required, shall be provided with an opportunity for a regular rest period if the child desires. For children who do not want to rest, space and time for quiet play will be made available.

Toilet Training

The most important factor in making the toilet learning experience successful and as low-stress as possible is a family/teacher partnership that supports the child. Research indicates that children cannot successfully learn how to use the toilet until they are physically, psychologically, and emotionally ready. Many pediatricians say that most children under 24 months of age are not physically capable of regulating bladder and bowel muscles. Most positive toilet training occurs only after children show signs of physical control or awareness of their bodily functions and when they demonstrate an interest or curiosity in the process. We are committed to working with you to make sure that toilet learning is carried out in a manner that is consistent with your child's physical and emotional abilities and your family's concerns.

Tooth Brushing

Per State licensing regulation, staff members assist children in brushing their teeth if they are in care for more than four hours per day. This practice is intended to increase awareness of the importance of good oral health practices and to assist children in establishing good oral hygiene practices from an early age. Tooth brushing takes place once a day. Individually labeled pediatric toothbrushes and individual toothbrush holders are provided by the centers and non-fluoride toothpaste, is used for children to brush their teeth.

GUIDANCE

General Procedure

Primm ABC Child Care Center is committed to each student's success in learning within a caring, responsive, and safe environment that is free of discrimination, violence, and bullying. Our center works to ensure that all students have the opportunity and support to develop to their fullest potential and share a personal and meaningful bond with people in the school community.

Thoughtful direction and planning are used to prevent problems and encourage appropriate behavior. Communicating consistent, clear rules and involving children in problem solving helps children develop their ability to become self-disciplined. We encourage children to be fair, to be respectful of other people, of property, and to learn to understand the results of their actions.

Discipline Policy

We have created a discipline policy that reflects our philosophy of positive guidance with children. **Primm ABC Child Care Center** does not expel children from our program. All young children are developing the social skills that enable them to play cooperatively with other children and to function as part of a group. Often when children “misbehave”, it is because they haven’t yet learned the skills to negotiate, to ask for what they need or to join in play with others, without grabbing, pushing, or hitting. Children are still learning cause and effect regarding how their behavior may impact others.

If a child is demonstrating that they are over-stimulated, or are endangering themselves, others, or equipment, they will be helped to calm down, be redirected, or asked to engage in a relaxing activity. These instances are used as a time for the child to re-group. They are never used to isolate, shame, or punish a child. Ensuring the positive self-esteem of children is at the core of our approach. We know that when children have strong positive attachments to their teachers and friends, they are more likely to behave in prosocial ways. Our goal is to help children learn the skills to live respectfully in the community where they feel secure to speak up on behalf of themselves and others. If a child is unable to gain control and requires more individualized attention than can be given within child to staff ratios, we may need to contact a parent. We work together with teaching teams and specialists as needed to meet the needs of all the children in our care. All reasonable attempts will be made to help children be a successful part of classroom activities.

Our goals for children during conflicts are that they:

- Calm themselves down enough to negotiate,
- Find words for their feelings, needs, and wants,
- Listen to others’ feelings, needs, and wants,
- Develop and agree to a mutually satisfying solution and
- Continue to play together, or feel friendly and understanding

In some situations, we may find that we need extra support to help meet a child’s needs. When these situations happen, we will work with the family to take the following steps:

1. Meet to share information and ideas for helping the child to thrive and be successful in the classroom.
2. After sharing initial observations, teachers and families both will experiment with strategies at school and at home based on children’s strengths, interests, and challenges. These may include reviewing and revising the home and/or classroom environment, including expectations, **transitions** or sleep and meal routines. Families and teachers will select activities and goals to support the child and commit to putting them in place and sharing results.
3. Find and share local resources and contact information that might provide support.

4. Offer to work in partnership with outside professionals such as our Public Health psychologist or mental health specialist, if appropriate.

5. If necessary, and only as a last resort, we may require dis-enrollment and offer to help find a setting that better meets the child's needs. We do all the above while staying rooted in the relationship we have with the family and our care and compassion for the child.

Challenging Behavior

Children are guided to treat each other and adults with self-control and kindness.

Each student at **Primm ABC Child Care Center** has a right to:

- Learn in a safe and friendly place
- Be treated with respect
- Receive the help and support of caring adults

When a child becomes verbally or physically aggressive, we intervene immediately to protect all of the children. Our usual approach to helping children with challenging behaviors is to show them how to solve problems using appropriate interactions. When discipline is necessary, it is clear, consistent, and understandable to the child. We maintain a zero tolerance to bullying. If you have any concerns about this at any time, please report it to the Director of the Center.

All staff are given training annually in trauma informed care, social emotional development of children and managing challenging behaviors.

Physical Restraint

Physical restraint is not used or permitted for discipline. There are rare instances when we need to ensure a child's safety or that of others and we may restrain a child by gently holding her or him only for as long as is necessary for control of the situation.

Notification of Behavioral Issues to Families

If a child's behavior/circumstance is of concern, communication will begin with the parents as the first step to understanding the child's individual needs and challenges. We will work together to evaluate these needs in the context of our program and develop a behavior support plan to help the child.

On rare occasions, a child's behavior may warrant the need to find a more suitable setting for care. We will work closely with the family to find the best environment for the child. Examples of such instances include:

- A child appears to be a danger to others.
- Continued care could be harmful to, or not in the best interest of the child as determined by medical, psychological, or social service personnel.
- Undue burden on our resources and finances for the child's accommodations for success and participation.

TUITION AND FEES

Important Notice

All payment and fee processing will be completed by the administrative office. It will oversee collecting tuition and other fees and contacting families regarding payment issues. If you have a question or concern regarding a payment or fee, please contact us.

Tuition Rates

See our Fee Schedule for our rates.

Families contract for a specific weekly schedule as indicated on the *Enrollment Agreement* Form. Payment for this contracted schedule is required every month year-round whether your child attends as this enables us to pay teachers a stable salary every pay period all year. No credits are given for sick or vacation days, holidays, staff training closure or closure due to inclement weather. Families with multiple children in the program may consult with the director.

Tuition Deposit

A Tuition Deposit of \$50 is required at the time registration is confirmed. This deposit is applied to the last two weeks of care provided a two-week written notice is given. If a two-week written notice is not given when a child has withdrawn from the program, the family will be billed for two weeks of care, which may come out of their deposit.

Payment

Payment is always due in advance with no deduction for any absences, holidays, or closures due to posted calendar, inclement weather, power outages, or other situations beyond our control. Payment is due monthly by the fifth (5th) day.

Methods of Payment

Primm ABC Child Care Center uses Tuition Express by ProCare to process all tuition payments.

- It is mandatory for all parents/families who owe regular tuition payments or co-payments.
- Parents are required to fill out an authorization form with payment information.
- Payment can be made with a credit card, debit card or direct withdrawal from a bank account.
- Your childcare payment or co-pay will be automatically withdrawn on a date of your choice.
- The date can be changed to accommodate need with one week of notice.

Late payments can pose serious problems for our programs and as a result, the business does not have the latitude to allow families to accrue a balance equal to more than one month of tuition. **Late payments will result in the imposition of late payment fees. Failure to pay childcare payments after thirty (30) days will result in childcare services being terminated.**

If payment is not received on the day that it is due, a late fee of \$25 will be added to your next tuition payment. Repeated late payments will result in your family being required to set up automatic payments or credit card payments.

Any payments made will be applied to the oldest charges and late fees may still apply if the account is not paid in full by the next tuition due date.

If payment is more than 60 business days past due, we may attempt to recover payment in small claims court and/or your account may be sent to a 3rd party collections agency. You will be responsible for all expenses associated with these actions including all court and attorney fees.

Returned Checks/Rejected Transaction Charges

All returned checks or rejected ACH (automatic debits) or credit card transactions will be charged a fee of \$35. This charge may be collected electronically. Two or more returned checks or rejected transactions will result in your account being placed on “cash only” status.

Late Pick-up Fees

Late pick-up is not a normal program option and will only be considered as an exceptional occurrence. **Repeated late pick-ups may result in childcare services being terminated.**

Other Fees

- From time-to-time there will be additional fees associated with special activities or field trips. These fees are due prior to the event, activity or trip.

Credits & No Credits

- **Families contract for a specific weekly schedule** as completed on the *Enrollment Agreement* Form. Payment for this contracted schedule is required every month year-round whether your child attends; this enables us to pay teachers a stable salary every week all year. No credits are given for sick or vacation days, holidays, staff training closure or closure due to inclement weather, infectious disease (except as noted below), or weather-related or environmental issues.
- **Weather-related or Environmental Disaster or Pandemic** – in the event of a crisis during which we are prohibited from operating, families shall pay 50% for the next 2 weeks. Payment of your Tuition allows us to retain staff, pay operating expenses, and hold open your child’s spot for when we are safely able to reopen.
- **Credit may be given for Serious Illness/Injury** – In the unfortunate event of extenuating circumstances such as your child is hospitalized, absent due to a

serious contagious disease or serious illness or injury, credit may be issued. A written doctor's note is required to receive a credit.

Receipts/Tax Statements

Proof of payment will be on your bank statement or credit card statement. Should you need a receipt, one can be emailed to you. For tax filing purposes, we will email a copy of your total annual childcare expenses with our tax I.D. number.

ATTENDANCE & WITHDRAWAL

Absence

If your child is going to be absent or arrive after 9:00 AM, please call us at (206) 723-2038 or put a message in ProCare. We will be concerned about your child if we do not hear from you.

If a school age child will not be attending before or after school care, please notify us at (206) 723-2038 or leave a message in ProCare.

Vacation

Vacation days only apply if your child is normally scheduled to attend on those days. Each child is given 10 vacation days each calendar year.

Withdrawal

A written notice, 2 weeks in advance, is required by the center when a child is being withdrawn. Failure to notify will result in forfeiture of your two-week deposit.

Disenrollment Policy

There are various reasons why you might be disenrolled from Primm ABC Child Care Center. However, Primm has a zero-expulsion policy, for that reason your child will never be disenrolled for behavior.

SOME OF THE POSSIBLE REASONS FOR DISENROLLMENT ARE:

ATTENDANCE ISSUES - IMPORTANT: For your child to remain enrolled at Primm ABC Child Care Center, your child must attend at least 85% of the time. Please anticipate a phone call if your child/children are absent 3 consecutive days. Failure to attend your assigned program will jeopardize your enrollment.

Any enrolled child who is absent for two weeks without notifying the site director may be disenrolled from the program and will have to go through the registration process again including registration fees. Any child with Repeated late pickup (more than 4 times in a month) also risks disenrollment. (See late pickup policy) We do understand that illness, family vacations or other situations may change a child's ability to attend. If this happens, please speak to the Director immediately and explain how many days your child will be away. This allows us to hold your space and help your child to reintegrate into school when they return.

FALSE INFORMATION - False information or not fully disclosing important information regarding your child (i.e., legal issues, custody issues, health issues, developmental issues, emotional or behavioral concerns, IEP's, etc.) may jeopardize your childcare.

VIOLATION OF POLICIES - Violation of many of our policies can result in disenrollment. Including violation by an adult of our code of conduct, or failure to make payment.

Transfer of Records

Whether transitioning to the next program setting or to a new classroom, your child's records will be transferred internally.

If your child is transitioning to a new school, a written request from you with instructions to where the records should be sent is required.

Closing Due to Extreme Weather

Should severe weather or other conditions (i.e., snow, storms, floods, tornadoes, hurricanes, earthquakes, blizzards, loss of power, loss of water) prevent us from opening on time or at all, notification to the families will be messaged. [Primm ABC Child Care Center](#) follows the closure schedule of the Seattle Public Schools and will also close. We will keep you updated on our status by Facebook, email, or text.

If it becomes necessary to close early, we will contact you or your emergency contacts as soon as possible. Your child's early pick-up is your responsibility to arrange.

DROP-OFF AND PICK-UP

General Procedure

We open at 7:00 AM. Please do not drop off your child prior to the opening. Parents are expected to accompany their children and sign them in.

We close at 6:00 PM. Please allow enough time to arrive, sign your child out, and leave by closing time.

Late Pickup Policy

WHAT CONSTITUTES LATE PICKUP?

ECEAP/SPP Programs: If your child is in an ECEAP/SPP program, they must be picked up after the program ends for the day at 2:30 PM. Abuse of this policy may risk your child's space.

Childcare programs: You are allowed 9.5 hours of care. If your child is left at the center for more than 10 hours, a late fee will be charged. If your child is picked up after the program closes, you will be charged a late fee.

Late Fee Rates:

Time:	Late Fee:
6:00-6:05	\$10.00
6:06-6:10	\$30.00
6:11-6:15	\$50.00
6:16-6:20	\$75.00
6:21-6:25	\$85.00
6:26-6:30	\$100.00

CPS MAY BE CONTACTED FOR CHILDREN WHO ARE LEFT AFTER 6:30 PM

The late fee charge will be added to next month's tuition fees. If the fee is not paid with the next month's tuition, an additional penalty may apply.

What happens if a child is not picked up?

IMPORTANT: If a parent/guardian or emergency contact cannot be reached thirty minutes after the end of your program or closure of our center, we will consider this to be a "Child Abandonment" situation. We are required by law to call Child Protective Services (CPS) and report that the child was left abandoned at childcare.

Call the center at least thirty minutes in advance if you are going to be tardy picking up your child(ren) from the center (late pickup fees will still apply). Please ensure that you have provided reliable emergency contact information to the administrative office.

Cell Phone Usage

The times you spend in the center dropping off and picking up your child are the primary windows of time we have to communicate with you about your child. In order to make the best use of these opportunities, as well as to be attentive to your child and other children, we ask that you NOT use your cell phone at any time while visiting the center.

Authorized & Unauthorized Pick-up

Your child will only be released to you or those persons you have listed as Emergency and Release Contacts. If you want a person who is not identified as an Emergency and Release Contact to pick-up your child, you must notify us in advance, in writing. Your child will not be released without prior written authorization. The person picking up your child will be required to show a picture ID as verification. Please notify your pick-up person of our policy.

To safeguard your child, we will need copies of any court ordered custody agreements. Without a custody agreement, we are not able to prevent the release of your child to a parent.

If a child has not been picked up after closing and we have not heard from you, attempts will be made to contact you, and the contacts listed as Emergency and Release Contacts. Provisions will be made for someone to stay with your child as long as possible, but if after 1 hour we have not been able to reach you or a person listed as an Emergency and Release Contact, we will call the local child protective services agency.

Right to Refuse Child Release

We may refuse to release children if we have reasonable cause to suspect that any person picking up a child is under the influence of drugs or alcohol or is physically or emotionally impaired in any way that may endanger the child. To protect your child, we may request that another adult listed as an Emergency and Release Contact pick-up the child, or we may call the police to prevent potential harm to your child. Reoccurring situations may result in the release of your child from the program.

PERSONAL BELONGINGS

What to Bring

- **Toddlers:** sippy cup, a package of diapers and at least two changes of clothes per day. All bottles must be labeled and dated if providing milk.
- **Older Toddlers:** at least two changes of clothes or more per day if going through the toilet training program and a package of diapers or pullups.
- **Preschoolers:** at least one change of clothes, socks, and shoes.
- **Kindergarteners:** at least one change of clothes, socks, and shoes.
- **After School Care Children:** books for homework, appropriate play clothes

Please label all items brought from home with your child's name (i.e., clothes, bottles, diapers, blanket, etc.) to prevent items from becoming misplaced or lost. We are not responsible for lost or damaged items. Sheets and soiled clothing will be sent home on an as-needed basis for laundering and return to the center.

Primm ABC Child Care provides fragrance free Kirkland baby wipes for all toddlers. Should a family require different wipes, they will have to provide them.

Cubbies

Upon enrollment each child will be assigned a "cubby." Cubbies are labeled with your child's name. Please check your child's cubby daily for items that need to be taken home.

Lost & Found

You can look for lost items and bring found items to the Lost-and-found Box located at the front entrance. Please note that we are not responsible for lost personal property.

Toys/Electronic Items from Home

We request that you do not allow your child to bring toys from home into the center unless they are part of a show-and-tell activity.

NUTRITION

Foods Brought from Home

Food brought from home is permitted under the following conditions:

- Perishable food to be shared with other children must be store-bought and in its original package.
- Baked goods may be made at home if they are fully cooked, do not require refrigeration and were made with freshly purchased ingredients. A list of ingredients is required, and there must be enough food for all the children.
- Foods should be labeled with the child's name, date, and type of food.
- Children will not be allowed to share food provided by the child's family unless the food is intended for sharing with all the children.
- Leftover food will be discarded except for foods that do not require refrigeration and/or come in a commercially wrapped package that was never opened.

Birthday Celebration:

- Birthday celebrations are permitted providing you let the teacher know what you are planning. All food brought here for birthdays or snacks must be from a commercial source and stored in the original container as required by the Washington State Health Department.
- Parents are welcome to participate in the celebration with permission from the teachers. The celebration is always during the afternoon snack time at 2:00 - 2:30 pm. Please have food at the center no later than 1:00 pm.
- Suggestions: Unfrosted cupcakes, fresh fruit, ice cream cups or Popsicles.
- If you are planning a party for your child at home and plan to invite a few friends (but not all) from their class, please ask the Director for a list of those children, so that you can get the invitation delivered to them. If all the children in that class are included, invitations may be passed out at the Center.

Good Lunch Box Suggestions for a Balanced, Nutritional Lunch.	
Bean & cheese dip Tortilla chips (crackers) Tropical fruit salad Broccoli Milk	Chicken strips Whole Wheat Roll Orange wedges Broccoli Milk

Cheese quiche Fresh fruit cup Broccoli Milk	Whole Wheat Macaroni & Tuna Salad Green Beans Carrots Milk
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Food Prepared for or at the Center

Food prepared for or at the center will be properly planned, prepared and portioned according to the Child and Adult Care Food Program (<http://www.fns.usda.gov/cnd/care/>) and the state requirements for food service.

Food Allergies

If your child has a food allergy, you must notify us in writing so that we can make appropriate substitutions. The written notification should list appropriate food substitutions and must be updated at least annually.

Food allergies can be life threatening and each child with a food allergy should have an action plan for emergency care completed by the family physician.

Meal Time

At meal time the dining table is set with plates and flatware, and the food is placed in small bowls from which the children can help themselves. Everyone sits at the same table. Children are encouraged to serve themselves from food passed around each table. Good table manners are modeled and encouraged. Monthly menus are posted for viewing by parents/caregivers.

A caregiver who is trained in first aid for choking is present at all meals.

Children 12 Months and Older

- No child shall go more than 4 hours without a meal or snack being provided.
- Children are encouraged to self-feed to the extent that they have the skills. Children are encouraged, but not forced to eat a variety of foods.
- Round, firm foods that pose a choking hazard for children less than 4 years of age are not permitted. These foods include hot dogs, whole grapes, peanuts, popcorn, thickly spread peanut butter and hard candy.

School Aged Participants

- Before and after school childcare participants will be offered a light snack at each session. These snacks are not a meal. If your child will be arriving before 9:00 AM, arrangements can be made to serve your child breakfast. Otherwise, please make sure your child has had breakfast before arriving at childcare and is supplied with an adequate lunch if required for school.

HEALTH

Immunizations

Immunizations are required according to the current schedule recommended by the U.S. Public Health Services and the American Academy of Pediatrics, www.aap.org. Every September, we check with the public health department or the American Academy of Pediatrics for updates of the recommended immunization schedule. Our state regulations regarding attendance of children who are not immunized due to religious or medical reasons are followed. Unimmunized children are excluded during outbreaks of vaccine preventable illness as directed by the state health department.

All caregivers, teachers, and staff are required to be current with all immunizations routinely recommended for adults by the Advisory Committee on Immunization Practices (ACIP) of the Centers for Disease Control and Prevention (CDC).

Physicals

Routine physicals are required according to the current recommendations of the American Academy of Pediatrics, www.aap.org. A copy of your child's physical should be received before but must be received no later than [30] days after your child begins the program. Families are responsible for assuring that their child's physicals are kept up-to-date and that a copy of the results of the child's health assessment is given to the program.

Illness

We understand that it is difficult for a family member to leave or miss work, but to protect other children; you may not bring a sick child to the center. The center has the right to refuse a child who appears ill. You will be called and asked to retrieve your child if your child exhibits any of the following symptoms. This is not an all-inclusive list. We will try to keep your child comfortable, but he/she will be excluded from all activities until you arrive.

- Illness that prevents your child from participating in activities.
- Illness that results in greater need for care than we can provide.
- Illness that poses a risk of spread of harmful diseases to others.
- Fever (100°F or higher under the arm, 101°F or higher in the mouth, 102°F or higher in the ear) accompanied by other symptoms.
- Diarrhea – stools with blood or mucus, and/or uncontrolled, unformed stools that cannot be contained in a diaper/underwear or toilet.
- Vomiting – green or bloody, and/or more than 2 times during the previous 24 hours.
- Mouth sores caused by drooling.
- Rash with fever, unless a physician has determined it is not a communicable disease.
- Pink or red conjunctiva with white or yellow eye discharge, until on antibiotics for 24 hours.
- Impetigo, until 24 hours after treatment.
- Strep throat, until 24 hours after treatment.
- Head lice, until treatment and all nits are removed.
- Scabies, until 24 hours after treatment.
- Chickenpox, until all lesions have dried and crusted.
- Pertussis (Whooping Cough), until 5 days of antibiotics.
- Hepatitis A virus, until one week after immune globulin has been administered.
- Tuberculosis, until a health professional indicates the child is not infectious.

- Cold symptoms, such as runny nose, sneezing, coughing or congestion
- Rubella, until 6 days after the rash appears.
- Mumps, until 5 days after onset of parotid gland swelling.
- Measles, until 4 days after onset of rash.
- Has a physician or other health professionals written order that child be separated from other children.

Children who have been ill may return when:

- They are free of fever, vomiting and diarrhea for 24 hours.
- They have been treated with an antibiotic for 24 hours.
- They are able to participate comfortably in all usual activities.
- They are free of open, oozing skin conditions and drooling (not related to teething) unless:
 - The child's physician signs a note stating that the child's condition is not contagious, and.
 - The involved areas can be covered by a bandage without seepage or drainage through the bandage.
- If a child had a reportable communicable disease, a physician's note stating that the child is no longer contagious and may return to our care is required.

Allergy Prevention

Families are expected to notify us regarding children's food and environmental allergies. Families of children with diagnosed allergies are required to provide us a letter detailing the child's symptoms, reactions, treatments, and care. A list of the children's allergies will be posted in the main area and kitchen. We are trained to familiarize ourselves and consult the list to avoid the potential of exposing children to substances to which they have known allergies.

Medications

- (A) Our center does not administer prescription or over-the-counter medication to children.
- (B) All medications should be handed to a staff member with specific written instructions for administration. Medications should never be left in the child's cubby or with the child to administer on their own. Our staff will ensure that the medication is recorded along with the directions and proceed to dispense the medication as directed.
- **Prescription medications** require a note signed by the family and a written order from the child's physician. The label on the medication meets this requirement. The medication must include your child's name, dosage, current date, frequency, and the name and phone number of the physician. All medications must be in the original container (you may request pharmacies to fill your prescription in two labeled bottles). Please specify the dosage and time(s) to be administered for each medication.
 - **Non-prescription medications** require written permission and instructions signed by the child's primary care physician. The written permission must include your child's name, dosage, current date, frequency, and all medications must be in the original container. Non-prescription medication should not be administered for more than a 3-day period unless a written order by the physician is received.
- (C) **Non-prescription topical ointments** (e.g., diaper cream or teething gel), sunscreen and insect repellent require a note signed by the family, specifying frequency and dosage to be administered as well as the length of time the authorization is valid which cannot exceed 12 months.

Communicable Diseases

When an enrolled child or an employee of the center has a (suspected) reportable disease, it is our legal responsibility to notify the local Board of Health or Department of Public Health. We will take care to notify families about exposure so children can receive preventive treatments. Included among the reportable illnesses are the following:

- Bacterial Meningitis
- Botulism
- Chicken Pox
- COVID-19
- Diphtheria
- Hemophilus Influenza (invasive)
- Measles (including suspect)
- Meningococcal Infection (invasive)
- Poliomyelitis (including suspect)
- Rabies (human only)
- Rubella Congenital and Non-congenital (including suspect)
- Tetanus (including suspect)
- H1N1 Virus
- Any cluster/outbreak of illness
- Tuberculosis

SAFETY

Clothing

Please dress your child in practical clothing that allows for freedom of movement and is appropriate for the weather. Your child will be involved in a variety of activities including painting, outdoor play, sand, weather, and other sensory activities. Our playground is used as an extension of the center, and daily programs are conducted outside whenever weather permits.

One aspect of concern is the risk associated with children's clothing that may become entangled with climbing or sliding equipment that could lead to choking or other serious harm. All drawstrings from children's clothes should be removed as a precaution.

Sandals and flip-flops are not appropriate for center play and make it difficult for your child to participate in some activities.

Extreme Weather and Outdoor Play

Outdoor play will not occur if the outside temperature is greater than 100 °F or less than 20 °F degrees. Additionally, outdoor play will be cancelled if the air quality rating is considered an emergency.

Communal Water-Play

Communal, unsupervised water play is prohibited. Supervised children are permitted to engage in water-play. Precautions are taken to ensure that communal water-play does not spread communicable infectious disease.

Injuries

Safety is a major concern in childcare and so daily safety inspections are completed inside and outside the center area to prevent injuries. First aid will be administered by a trained caregiver if your child sustains a minor injury (e.g., scraped knee). You will receive an incident report outlining the incident and course of action taken. If the injury produces any type of swelling or needs medical attention, you will be contacted immediately. Each classroom is equipped with a first aid kit meeting the state regulations.

In the event of a serious medical emergency, the child will be taken to the hospital immediately by ambulance, while we will try to contact you or an emergency contact.

Biting

Biting is a normal stage of development that is common among infants and toddlers – and sometimes even among preschoolers. It is something that most young children will try at least once.

When biting happens, our response will be to care for and help the child who was bitten and to help the biter learn a more appropriate behavior. Our focus will not be on punishment for biting, but on effective behaviors that address the specific reason for biting.

Notes will be written to the family of the child who was bitten and the biter's family. We will work together with the families of each to keep them informed and to develop strategies for change.

Respectful Behavior

All children and families will be treated with respect and dignity. In return, we expect the same from all of our families. We will not tolerate hostile or aggressive behavior. If this occurs, we reserve the right to ask you to control your behavior or to remove your children from our care.

Smoking

The poisons in secondhand smoke are especially harmful to infants and young children's developing bodies, therefore the indoor and outdoor center environment and vehicles used by the center are always non-smoking areas. The use of tobacco in any form is prohibited on the center's premises.

Prohibited Substances

The use of alcohol or illegal drugs is prohibited on the center's premises. Possession of illegal substances or unauthorized potentially toxic substances is prohibited.

Any adult who appears to be inebriated, intoxicated, or otherwise under the influence of mind-altering or polluting substances is required to leave the premises immediately.

Dangerous Weapons

A dangerous weapon is a gun, knife, razor, or any other object, which by the manner it is used or intended to be used, is capable of inflicting bodily harm. Families, children, staff, or guests (other than law enforcement officers) possessing a dangerous weapon will not be permitted onto the premises.

In cases that clearly involve a gun, or any other weapon on our premises, the police will be called, and the individual(s) involved will be immediately removed from the premises. This policy applies to visible or concealed weapons.

Child Custody

Without a court document, both parents/guardians have equal rights to custody. We are legally bound to respect the wishes of the parent/guardian with legal custody based on a certified copy of the most recent court order, active restraining order, or court-ordered visitation schedule. We will not accept the responsibility of deciding which parent/guardian has legal custody where there is no court documentation.

Suspected Child Abuse

We are required by law to report all observations of child abuse or neglect cases to the appropriate state authorities if we have reasonable cause to believe or suspect a child is suffering from abuse or neglect or is in danger of abuse or neglect, no matter where the abuse might have occurred. The child protective service agency will determine appropriate action and may investigate. It then becomes the role of the agency to determine if the report is substantiated and to work with the family to ensure the child's needs are met. Our center will cooperate fully with any investigation and will maintain confidentiality concerning any report of child abuse or neglect.

EMERGENCIES

Lost or Missing Child

In the unlikely event that a child becomes lost or separated from a group, all available staff will search for the child. If the child is not located within 15 minutes, the family and the police will be notified.

Fire Safety

Our center is fully equipped with fire alarms, sprinkler system, emergency lights and backup power.

Our fire evacuation plan is reviewed with the children and staff monthly.

Emergency Transportation

In the event your child needs to be transported due to a medical emergency, if no other authorized person can be contacted and the need for transportation is essential, an ambulance will be called for transportation. A proper escort will accompany and remain with the child until a family member or emergency contact arrives.

CENTER POLICIES

USDA Discrimination Policy

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

Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotape, American Sign Language), should contact the responsible state or local agency that administers the program or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339.

To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at: <https://www.usda.gov/sites/default/files/documents/ad-3027.pdf>, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to USDA by:

1. **mail:**
U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410; or
2. **fax:**
(833) 256-1665 or (202) 690-7442; or
3. **email:**
Program.Intake@usda.gov

This institution is an equal opportunity provider.

Policy for Parent and Community Complaints

Primm ABC Child Care Center understands that there may be a complaint by a family or community member regarding our policies, practices and/or procedures. These are the steps we will follow to reach a resolution of the issue:

- 1 A complaint may be given to Primm by email, text, in writing, in person or by phone. Certain programs may have specific complaint forms that Primm will provide.
- 2 The complaint will be logged in the Administrative Office and the sender will be notified within 48 hours of the process that Primm uses to respond to complaints and requested to verify the details of the issue.
 - a. The complaint will be given to the director.
 - b. Interviews and/or meetings will be scheduled as soon as possible.
 - c. A response will be sent within 5 days after the interviews/meetings with the proposed resolution.
 - d. If the proposed resolution is acceptable, any necessary changes will be invoked.
- 3 If the proposed resolution is not acceptable, the family or community member may ask that the matter be referred to the Board of Directors or to specific funding agencies.
- 4 That request will be acted upon within 48 hours. An updated timeline will be provided to the family or community member.

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- 5 Documentation of complaints, including resolution of substantiated complaints, will be maintained by Primm pursuant to the document retention policy.

Volunteer Policy

A volunteer aids in the classroom without compensation. Volunteers will be required to sign in and out when they come to help. Copies of sign in sheets will be kept on file for seven years. According to WAC 110-300-0100(10) Volunteers must meet the following qualifications:

- (a) Be at least fourteen years old (volunteers must have written permission to volunteer from their parent or guardian if they are under eighteen years old).
- (b) Work under the continuous oversight of a lead teacher, program supervisor, center director, assistant director, assistant teacher, or family home licensee.
- (c) Regular, ongoing volunteers may count in staff-to-child ratio if they:
 - (i) Complete and pass a background check, pursuant to chapter 110-06 WAC.
 - (ii) Complete a TB test, pursuant to WAC 110-300-0105.
 - (iii) Complete the training requirements, pursuant to WAC 110-300-0106.
 - (iv) Complete program-based staff policies and training, pursuant to WAC 110-300-0110; and
 - (v) Have their professional development progress documented annually.
- (d) Occasional volunteers must comply with (a) and (b) of this subsection and cannot count in staff-to-child ratio. Occasional volunteers may include, but are not limited to, a parent or guardian helping on a field trip, special guest presenters, or a parent or guardian, family member, or community member helping with a cultural celebration.

Parent Responsibilities

My responsibilities as a parent/guardian in the Primm ABC Child Care program include:

1. Ensure my child attends the program consistently and on time (9:00am) to support their development.
2. Participate actively in the program and take advantage of the opportunities that the program offers.
3. Work with teachers, staff, and other families in a cooperative manner.
4. Be open to new ideas and experiences that can benefit me and my children.
5. Help make the program better by offering my opinions, constructive criticism, and suggestions.
6. Ask questions of my child's teacher, our Family Support Specialist, the Program Supervisor or other members of the staff.
7. Reinforce what my child learns at the program by working with my child at home.
8. Ensure that my child is up to date on all required medical and dental needs.
9. Participate in orientation process to assist my child with transitioning into the school year at the center. This process occurs with all "new" children throughout the program year.
10. Participate in all Parent-Teacher conferences each year with my child's teachers.

Our center policies not included in this handbook are reviewed annually and updated as needed. They are available for review upon request to the center director.

Full copies of Health policies, Disaster/Emergency Policy, Staff policies and liability insurance are available in a binder in the administrative office. DCYF licensing inspection reports can be found at <https://www.findchildcarewa.org/>

FAMILY ACTIVITIES

We offer a variety of ways for families to participate in the growth and improvement of our program. We encourage families to take an active role.

Family Events: We have several events throughout the year that bring our entire community together. Watch for the announcements!

- Orientation
- Open House
- Holiday Gathering
- Recognition Program
- Annual Fundraising Project

Classroom Activities: Enjoy and help your child's class with these special activities.

- Share a meal with your child
- Chaperone field trips
- Read to children at arrival or pickup
- Volunteer in the classroom
- Donate requested items
- Serve as a parent representative
- Welcome new families
- Contribute to class Potluck Meal
- Family Teacher conferences

Family/Parent Workshops: Our menu of family workshops changes annually. Below is a list of workshops we typically offer. We try to offer these in the early evening or on Saturdays. See the monthly calendar for scheduled topics. We welcome requests for workshop topics.

- Positive Guidance and Loving Discipline
- Toilet Training
- Safety in the Home
- Child Proofing Your Home
- Brain Development
- Nutrition and Exercise for Small Bodies
- Supporting Your Child in Times of Stress
- Food Allergies
- How to Prepare for a Conference
- Warning Signs for Developmental Delays
- Value of Reading to Your Child
- Everyday Math