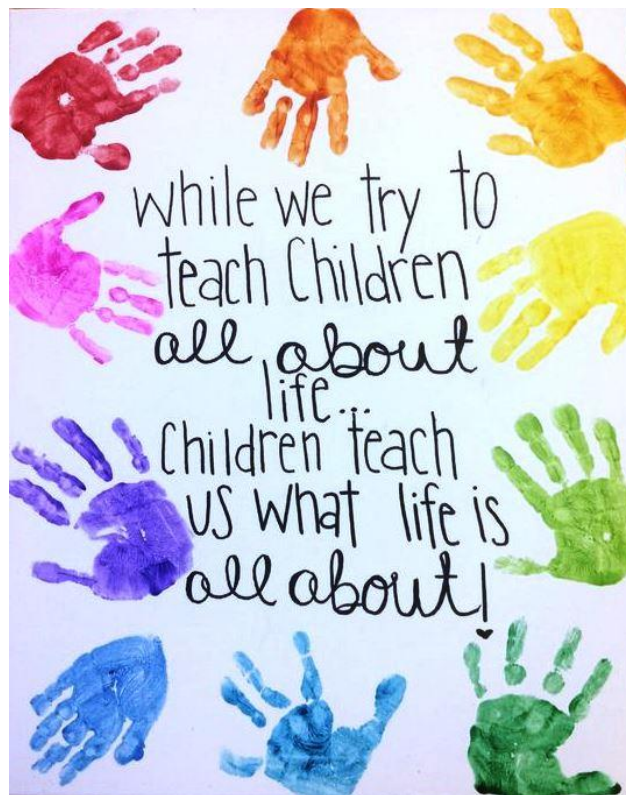


Wee Care Childcare Center Parent Handbook

**750 Riverside Dr.
Welch, WV 24801
304-436-2700**

Division of WE R Enterprises, Inc.



**Hours of Operation
Monday thru Friday
7 a.m.- 6 p.m.**

Our Center is operated on a non-discriminatory basis and the practices of this policy will be demonstrated through equal treatment regardless of race, handicap, color, creed, religion, sex, national origin, age or marital status of parents.

We are a for-profit company established and incorporated in 2012, inspired by the birth of our daughter to establish services that give back to our community.

Our Childcare Center is insured by Markel Insurance Co.
Pest Control furnished by Orkin and logbook available upon request.

Welcome

Overview

We are glad you have chosen us to care for your child. We provide quality childcare services for children six weeks through twelve years of age Monday through Friday from 6:30a.m. until 6 p.m. Our mission is to provide quality care in a safe setting conducive to providing a stable learning environment for all children. Wee Care uses Creative Curriculum as a basis for our program. Lesson plans include music, art, language skills and large and fine motor skills. We believe in learning through play and know every child is a unique individual endowed with rights and provide an environment that encourages self-esteem autonomy and exploration. We treat each child with love and respect and teach children to be loving and caring in their relationships with others.

Our Center does not misrepresent or operate a program that is misleading, deceptive or illegal.

Admissions

Families are required to fill out an application and submit documentation of a health screening no later than 30 days after admission, as well as a copy of up to date immunization record. If not up to date a signed plan of completion from a licensed health care provider must accompany record. If there are exemptions to child receiving an immunization, a signed statement from a licensed healthcare provider indicating that the immunization is contraindicated due to child's medical condition must accompany record. A signed health assessment of the child to include medical and developmental information, height, weight, allergies, health history, abnormal test results, a medical plan of care if child has any chronic conditions requiring special care or potential emergency situations and any special required instructions for the center must be filed within 30 days of admission. This assessment must be every two years for children over two years of age and every six months if under two years of age. If your child is between six weeks and three months of age a signed statement from a healthcare provider permitting child to enter group care is required.

We must also have on file all legal documentation pertaining to the custody of your child. A form listing any persons permitted to pick up your child will also be completed. These persons **MUST** provide valid photo identification or your child will not be released to them. All information in your child's file is confidential and will be kept securely at all times.

Full time enrollment is considered more than four (4) hours a day and a minimum of fifteen (15) days a month. Part time enrollment is attendance less than four (4) hours a day and less than fifteen (15) days a month. Attendance is allowed after enrollment process is complete and all paperwork submitted.

There will be a ten (10) dollar registration fee.

Governance

Wee Care Childcare Center has a Governing Board comprised of parents and community members meeting quarterly. Your input and support are valuable and you are encouraged to participate in these meetings.

Parent Responsibilities

- + Each child must be brought inside the building and signed in. Children are not to be dropped off outside the door. Bringing your child inside ensures their safe entrance into the center. It also gives you the opportunity for interaction with the staff to address any questions or concerns you may have. If a lengthy or confidential conversation is needed it can always be scheduled throughout the year.*
- + Your account must be paid in full each week unless other arrangements have been made. Past due accounts are subject to a 10% penalty and could potentially jeopardize your child's enrollment at the center.*
- + Please leave unnecessary items at home such as toys, electronics, etc. We cannot be responsible for lost or broken items.*
- + Upon pick up please speak with the staff about supplies. Those with infants and toddlers must provide wipes, diapers, bottles and formula. All items must be labeled with your child's name.*
- + Please check your child's box daily. Your child's box is labeled with their name. It is used to hold extra change of clothes, memos, bills, and receipts. Your child's change of clothes must be checked daily and if soiled please take home to be laundered.*

Inclement Weather

In the event the center is operating on a late schedule or forced to close due to inclement weather, notice will be announced on WVVA television, our WE R Enterprises Facebook and Twitter pages, and all parents will be called and/or texted with information.

Meals

Wee Care provides breakfast between 7 a.m. and 8:30 a.m., lunch between 11a.m. and 12:30 p.m. and an afternoon snack at 2 p.m. The Center participates in the W.V. Department of Education's Child Nutrition Program and all meals meet or exceed State

guidelines. Children are encouraged to try each food offered. If your child has a special diet or has a food allergy, a physician must complete a written diet plan. Snacks and Special treats must follow certain guidelines and be mindful of food allergies. Please discuss any plans with staff to ensure that these guidelines are followed if you plan to provide a snack or treat.

Behavior Management

We expect the children to refrain from hurting each other, to share, take turns, and to learn to cooperate with staff. Time-out is the only the only acceptable form of discipline. This shall be implemented in a safe place in clear view of a staff member and the duration shall not be more than one minute for each year of the child's age and shall only be used for children over three years of age. Time out is only to be used after other methods such as speaking with the child to help them understand their behavior is unacceptable and/or redirecting the child to alternative behavior or activities. Verbal discipline by staff members shall not be threatening or intimidating to the child. Children will not be subject to physical punishment, psychological punishment, and/or threatened in association with food, rest, or toilet training. Corporal punishment by anyone, including parent, is prohibited on Wee Care premises.

Discharge

When a pattern of unacceptable behavior arises, usually after the second incident, it will be discussed in private with the parent where everyone will work together to develop a plan to handle ongoing difficult behavior, to include assistance from other professionals if necessary. Parents will be provided with written progress reports of child's progress and copy put in child's file.

The parent will be advised at this time that if the inappropriate behavior continues there will be grounds for immediate dismissal and the child is placed on probation. If a third incident occurs, the parents will be contacted and asked to come to the center and remove the child from our care. Documentation will be placed in the child's file once again and payment would be due only for services rendered to the point of discharge.

All measures will be taken to ensure this does not happen. We will provide adequate supervision and intervention so that situations are not permitted to escalate to the point that discharge would be necessary.

**Examples of serious misbehavior may include, but not be restricted to, the following; hitting, bullying, rude and aggressive behavior, throwing furniture or intentionally harming or attempting to harm another child or staff member, consistent failure to follow center rules of expected behavior.*

A child will also be discharged under the following circumstances:

Rude and aggressive behavior by the parent.

Failure on the parents part to pay for childcare at the agreed upon time will result in the parents being told to make alternate arrangements. Parents will be given one opportunity

to correct the payment issue and if it becomes an issue again, the parents will be given immediate notice to remove the child and a payment in full will be expected at this time.

Illnesses

If your child has a fever of 100 degrees or more, diarrhea, vomiting, rashes or other contagious illnesses, he/she may not attend the center until symptoms have been absent for 24 hours or a physician has noted that your child may return. If your child becomes ill while at the center, they will be made comfortable and monitored in an area away from other children their temperature will be taken and recorded in their file and you will be contacted and expected to pick up your child.

The center is required to report certain communicable diseases to the Health Department and will inform parents when a communicable disease is discovered and a serious occurrence report shall be completed.

Each staff member is trained in CPR and First Aid and will treat minor injuries. If your child becomes injured or complains of pain that would require his/her clothing to be removed, two members of the staff will be present. This is for the protection of the child as well as staff. When any physical accidents happen a written report will be given to parent with a copy placed in child's file. Any emergent incidents will be reported immediately and 911 advised as described in the Emergency Plan also provided for your reference.

Medications

Wee Care does not dispense medications other than those deemed as a life saving device such as epi-pen or inhaler. If your child is on medications that need to be given during hours in which they will be at our center, a letter from physician must be presented stating medication and duration of treatment and arrangements must be made for you or someone on your pick-up list to come to center to dispense medication. Medications will not be kept on premises for administration.

Grievance Policy

Each step in the dispute policy is important. Every effort should be made to resolve issues at each stage. The matter should only progress if it cannot be resolved at the previous stage.

Stage 1- Disagreements should be discussed between parent/guardian and concerned staff member.

Stage 2- If a solution cannot be reached, the parent/guardian may present the matter to the Director whom shall respond within five working days.

Stage 3- If the matter fails to be resolved, it shall be presented in writing to the Governing Board. The Board will meet with the involved parties at the next scheduled meeting, or in

extreme circumstances a special session may be called. The Board shall submit a written decision within fifteen working days. The Board's decision is final. A copy of the decision shall be maintained in the child's file.

*** Please note that parents have the right to report to the Secretary or designee of the Department of Health and Human Resources any complaints related to the compliance with child care center licensing regulations. The phone number for the local Licensing Specialist is 304-436-8302.***

Safety

Wee Care follow an Emergency Plan when need arises and has copies of Emergency Numbers and plan posted near all phones and in each room. Additionally, all children are signed in and out on the daily attendance sheet and an daily roster is created with student name, group, location in building and person responsible for them listed and is kept readily available and checked periodically to ensure all children are accounted for. First Aid kits are available throughout the Center and all staff are trained in CPR and First Aid. Both indoor and outdoor equipment is checked daily to ensure safety.

Field Trips

All field trips must have signed permission from parent in order for child to participate. Parental involvement in field trips is encouraged.

Mandates

Child Abuse and Neglect

The staff is required by law to report any suspicions of child abuse or neglect to Child Protective Services. Evidence of abuse must be documented and witnessed. Child abuse and neglect is defined by the West Virginia Department of Health and Human Resources as physical injury, mental or emotional injury, sexual abuse, sexual exploitation, the sale or attempted sale, or negligent treatment or maltreatment of a child by a parent, guardian or custodian responsible for the child's welfare such as failure, refusal or inability to provide food, clothing, shelter, supervision, medical care or education to a child.

Deadly Weapons

All firearms are prohibited on premises unless carried by regulatory or law enforcement professionals in the line of duty. Firearms include projectile weapons, pellet or BB guns, darts, bows, and paint ball guns. Knives and other potentially deadly weapons are also prohibited.

Tobacco, Alcohol and Illegal Substances

There will be absolutely no use of any tobacco, alcohol or illegal substances in the facility or on the grounds of Wee Care Childcare Center. There will be no use of these products in the presence of children at any time.