



Washington Street Community Center

A Community Resource for Over 40 Years

Children's Program Family Handbook

Hello,

Welcome to our family at Washington Street Community Center, thank you for entrusting your Child(ren) in our care. We believe that children are a gift. We will seek to educate and inspire them with a sound educational Preschool and School Age Program.

We want to provide an environment that promotes, emotional, intellectual, physical, and social-emotional growth, through an exciting and will-balanced program.

We will strive to provide a safe, loving and creative environment while nourishing healthy relationship, high self-esteem, and good problem solving skills.

Our goal is to foster independent, self- motivated, loving individuals, who have the ability to live up to their unique potential.

Thank you for choosing Washington Street Community Center Children's Program. We look forward to providing your child(ren) with a caring and enriching environment.

Sincerely,

Rebecca Armentrout
Children's Program Director

Welcome

We extend a warm welcome to you as a new parent of the Washington Street Community Center (WSCC). We are glad to have you as a member of our family. We hope that you will find your experience at the WSCC and in our community to be warm and rewarding.

WSCC Mission Statement

To cultivate meaningful community participation through programs designed to meet the needs of working families, individuals, and groups in south central Denver and the greater metro area. As a neighborhood hub we celebrate inclusivity, diversity, and civic engagement. Responsive to the changing needs of the community, WSCC has been serving Coloradans since 1967.

Mission Goals

- Family Resources - quality, affordable programs for children and families offered year round.
- Community Services - programs for adults of all ages; facility rentals and partnerships that contribute to an active, healthy and flourishing community.
- Neighborhood hub – access to information for a wide range of ages; meal services; gathering place; continuous learning opportunities; inclusive and open to all.

Non-Profit Living

Our staff is composed of non-profit professionals who work for a charitable organization in the Wash Park community. We provide low cost or free services to people in the greater Denver area and bridge the gap between grant and state funded social services and what our community members are able to provide for themselves. Our organization channels all of its funding into programs and services aimed at meeting people's needs, such as food, senior services, education and community engagement. When you join the WSCC you are joining a network of people who have been supporting our center for many generations and who want to see their communities thrive.

Children's Program Philosophy

We recognize that the early years of a child's life are crucial to ensure the well-adjusted development of an individual. Our programs promote the safety and well-being of each child and are designed to meet the child's social, emotional, physical, and intellectual needs at various stages of development. Special emphasis is placed on establishing each child's sense of security and self-esteem. To promote this, we offer a wide range of activities that are appropriately designed for the ages of the children we serve.

History

History of the Washington Street Community Center

A sense of community: Fifty years ago, when society was more rooted than it is today, neighbors could count on continuity and constancy. Today, society is highly mobile and maintaining community requires assistance. With residents coming and going, institutions and organizations serving communities have become even more critical.

WSCC has served the south central Denver area for nearly 50 years. WSCC was founded in the building formerly occupied by the Ohio Avenue Congregational Church. In 1967, the congregation dedicated the building to the community to help their friends and neighbors. WSCC became a United Way agency in 1972. In 1978, a federal grant was used to add the original church building, doubling the service and program opportunities.

History of the WSCC Children's Program

Washington Street Community Center first offered childcare in 1967. After the closing of the Ohio Avenue Congregational Church, community members knew the need existed for care for children for working parents. Volunteers and later professional staff developed programs that would be available to children from the surrounding communities.

Today, the Center can accommodate up to 60 children per day ranging in age from 2½ to 11 years, with most programs operating year round. Parent participation, a quality staff and community involvement are the distinguishing characteristics of the Children's Program and hallmarks of our commitment to the Washington Park neighborhood.



Ages of Children Accepted

At WCCS Children's Program we will accept children ages 2 ½ to 11 years of age.

Hours of Operation

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

Holidays

CLOSED holidays are as follows:

- Half of the Day New year's Eve
 - New year's Day
 - President's Day
 - Labor Day
 - Martin Luther King Day
 - Christmas Eve
 - Christmas Day
 - Day after Christmas
 - Independence Day
 - Thanksgiving Day
 - Day After Thanksgiving
 - Memorial day
 - Four In-service Days (TBA)
- Please refer to the center calendar for specific dates and closings each calendar year.

DPS No School Days/Holidays

We offer full day care for families in our K-5 program during many holidays and for Denver Public Schools no-contact days for a full day rate. Families in our K-5 programs are required to sign-up for extra full days of care and holiday care. To ensure appropriate teacher to child ratios, we request families inform us of their child care schedule **2 weeks in advance** of DPS closures and holidays.

Parents can sign-up in advance in the classroom, by email at kids@wsc-denver.org or phone **303-733-4643**.

If you sign-up for these days you are responsible for the full day fee whether your child attends or not.

Please see the Children's Program Calendar and the Before & After School rate sheet for more information.

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.

Admission & Enrollment

All admission & enrollment forms must be completed, enrollment fee paid and orientation completed prior to your child's first day of attendance. An enrollment fee as stated in your enrollment agreement is due at the time of enrollment. This fee is non-refundable.

Based on the availability and openings, our facility admits children from 2 ½ to 11 years of age.

Children are admitted without regard to race culture, sex, religion, national origin, or disability. We do not discriminate on the basis of special needs as long as a safe, supportive environment can be provided.

Registration Process

All children entering the WSCC Childcare must be registered prior to attendance. The registration process is quick and easy:

New Families:

- 1) Schedule and complete a tour with the Children's Program Director by calling (303) 733-4643
- 2) Complete an enrollment conference and orientation to complete enrollment paperwork
- 3) Pay your registration fee and the first week's tuition either by credit card or check in person or over the phone with our Front Office at (303) 733-4643

Wait List Families:

In the event there are not current openings for your child at our center your child will be placed on our wait list. To be placed on our wait list you must pay your child's registration fee. Once a spot opens for your child you will be contacted and an enrollment conference will be set up.

Current Families Renewing Registration:

- 1) Complete a re-enrollment conference and orientation to complete re-enrollment paperwork and to review any up-coming changes to program policy and procedures.
- 2) Pay your annual registration fee and the first week's tuition either by credit card or check in person or over the phone with our Front Office.
- 4) It is each family's responsibility to update the center on updated emergency and other contact information throughout the year.

Registration must be either completed online or done in person at WSCC and all registrations must be authorized through the Children's Program Director. Failure to keep enrollment paperwork or health forms can result in being dropped from the program until requested paperwork is submitted.

Tour Appointments

We ask that tours of the Children's Program facilities to be scheduled in advance with by calling (303) 733-4643, to allow your family to receive individualized attention and time to answer all of your questions. Drop in tours are available as the program schedule allows. If you are more than 15 minutes late your tour may be asked to reschedule for another time.

Program Rates

Rate are subject to change at the start of the Fall and Summer programs. Rates for the school year will be applied between the months of September and May. Rates for the summer will be applied between the months of June and August.

Change of Personal Information

Families are required to keep us informed of all changes in address, email address, employment, phone numbers and emergency contacts.

Inclusion

WSCC Children's Program 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 that is in compliance with the Americans with Disabilities Act.

Non-Discrimination

At **WSCC Children's Program** equal educational opportunities are available for all children, without regard to race, color, creed, national origin, gender, age, ethnicity, religion, disability, or parent/provider political beliefs, marital status, sexual orientation or 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.

Confidentiality

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

Staff Qualifications

The childcare staff at WSCC have been carefully selected for their patience, knowledge, experience, and desire to work with children. Our Early Childhood Teachers and Assistants are hired in compliance with the state requirements and qualifications as a base minimum. Our K-5 Camp Councilors meet the School Age Department of Human Services Requirements. All of our staff is fully trained in CPR, First Aid and Universal Precautions.

Caregivers participate in an orientation class 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.

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 **WSCC**.

Child to Staff Ratios

Children are supervised at all times. All staff are responsible for identifying how many children are present in their classroom at all times using face-to-name attendance tracker. 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
2 ½ yrs – 3 yrs old	8:1	16 preschool
4 yrs – 5 yrs old	12:1	24 preschool
5 yrs – 12 yrs old	15:1	30 school agers
Mixed 2 ½ yrs – 6 yrs	10:1	20 preschool

Source: Pennsylvania American Academy of Pediatrics [PA AAP] and Healthy Child Care Pennsylvania.

Communication & Family Partnership

Daily Communications. Staff will keep you informed about your child's activities and experiences at the center. Regular e-mail updates will be sent out throughout the school year. Please contact the center at wscddenver.families@gmail.com with questions, concerns or regular communication. Notes and updates may also will be placed into your child's cubby at the end of the day. Please let our teacher's know if you feel you will need more frequent contact.

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

Newsletters. Monthly newsletters provide WSCC Children's Program news, events, announcements, etc. These newsletters are available on the main Children's Program board in the WSCC Lobby 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.

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 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. Parent meetings are conducted monthly on educational topics and resources related to the community and child development.

Conferences. Family & teacher conferences occur twice a year. During these conferences, we will discuss your child's strengths, likes and dislikes, and styles of learning. We will work together to set goals for your child's growth and development. You may request additional conferences regarding your child's progress at any time. We encourage you to communicate any concerns.

Facebook: Please like our programs on Facebook **WSCC Preschool, and WSCC Summerville** (K-5 program). We share program updates and events on our page. We also

share Pinterest ideas on how to continue learning at home. Each class has its own private group to share pictures and classroom specific information.

Complaints. For filing a complaint about child care concerning suspected licensing violations.

Contact:

The Office of Early Care and Learning

1575 Sherman St., Denver, CO 80203

Tel: (303) 866-3755 Fax: 303.866.4453

Publicity

Please indicate on your child's enrollment packet if you release your child's photo or likeness to be used in regular school publications or marketing materials. Unless the family indicates that they want their child to participate, we will not use pictures and names of children for publicity.

Celebrations/Child Birthdays/Holidays

The families enrolled at WSCC Children's Program reflect many cultural and ethnic backgrounds, beliefs and traditions. Many of the activities and materials in the centers are chosen to recognize the diversity of our children and families. Children are exposed to a variety of holidays, and we encourage parents and staff to present information on all of them. Traditional holidays do not receive special emphasis. This allows each family to base these celebrations on personal traditions and beliefs at home. Birthdays are also a special for time children. In appreciation of this, each child's birthday will be recognized by the children and staff at the center. **PLEASE DO NOT BRING ANY TREATS FROM HOME.** For questions about this policy please contact the Program Director.

Curriculum & Learning

Learning Environment

We provide a rich learning environment with a developmentally appropriate curriculum and environment designed to meet the needs of children in each classroom. We have a flexible day routine that allows children to advance at their own pace. Our program uses a tailored curriculum based on The Colorado Early Learning and Development Guidelines, quality learning materials and follow best practices. 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 Staff regularly attends professional development opportunities to stay current on research and best practices in educating your student. Copies of daily schedules and curriculum are posted in each classroom.

Outings & Field Trips

Prior to field trips and outings all families will be notified in advance with written permission obtained. Weather permitting; we conduct supervised walking and transported trips around the neighborhood. Children are accounted for at all times. 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.

Weather and ratio permitting, the children and their teachers walk to Wash Park on a scheduled day (May – August). Children learn to walk in partners, take turns carrying the first-aid kit, and learn to stay together with a teacher in front and back. In addition to water and first aid, teachers will carry their cell phone on them at all times.

For shorter trips, (usually on Mondays or Fridays after circle time) we might walk around the block or go to Lincoln playground a half a block away. Please ask your child's teachers for more information or if they will be taking a trip that day.

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 to walk and play safely.

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

Transition

Your child's transition in child care 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 WSCC. 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. During your enrollment you will receive a family questionnaire. Although this form is optional provides your child's teacher with important developmental history, cultural and family values as well as your child's likes and dislikes. Please turn this into your child's teacher or the main office prior to his or her first day. 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. When children have graduated our preschool program please note WSCC Children's Program has a K-5 Before and Afterschool Program with limited availability. To reserve your child's slot in this program please contact your Children's Program Director.

Television Time

Our normal daily routine does not include television watching, but from time-to-time, we may record a television show without advertisements as a teaching aid and discussion stimulator. Television viewing will not be longer than one hour and the program will be screened prior to showing. Programs will consist of non-violent and high-quality educational material, G or PG rated. Our focus is to provide your child a positive experience with increased understanding of the world. Our K-5 Summerville Program handbook has specifications on Screen Time during the duration of the summer program.

Electronic Media

Electronic Media are limited to 20 minutes or less per week for each child for children under 3 years of age. For children in our Pre-K and School Age program longer periods may be

permitted for educational purposes and to meet state standards and goals. Internet sites and software are pre-screened to contain non-violence and high-quality educational content.

NO PERSONAL HAND HELD ELECTRONICS are allowed in the WSCC Children's Program. If a child brings a personal hand held electronic device WSCC Staff will confiscate the device, placing it in a locked office for the remainder of the day. Please help us enforce this policy as it is for your child(ren)'s protection. There are other electronic devices provided by the center for K-5 Students to complete homework and visit educational websites.

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.

Rest Time

After lunch, all children less than 6 years of age will participate in a quiet rest time. Children are not required to sleep and may be given quiet activities.

Preschool - Toilet Training

WSCC encourages families to enroll children at 2 ½ and potty trained however we encourage families to follow their child's lead and where they are in their own development. Please be mindful in the enrollment process of communicating where your child is in this process to allow your child to be set up for success. 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. If you have questions or would like resources about this process please speak with the WSCC Children's Program Director.

It is not uncommon for a recently toilet trained child to still have several accidents throughout the day once starting child care. We require each child to have **2 complete** changes of clothes, however children who are toilet training may require 3 to 5 changes of clothes. If your child is still in Pull-Ups, WSCC requires you to supply 5 pull-ups and wipes.

Clothing

Children's clothing should be clearly marked with your child's full name. Please dress your children in washable and comfortable, school appropriate clothes in which he/she can manage himself/herself.

We also need one complete set of extra clothing for emergencies. We do recommend in our K-5 program that during full day camps that your child have a complete change of clothes as children in our program participate in messy play that might require children to change clothes.

Please dress your child according to weather i.e. boots, gloves and mittens. Please send children in tennis shoes or other active wear shoes.

Guidance

General Procedure

Our policy is grounded in the positive. Our goal is to keep the children productively busy with fun, creative and enriching activities. We also plan our days so that after a lot of activity has occurred, children have quiet intervals to refresh themselves.

Thoughtful direction and planning ahead are used to prevent problems and encourage appropriate behavior. Communicating consistent, clear rules and involving children in problem solving help 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.

Acts of Aggression and Fighting

Children are guided to treat each other and adults with self-control and kindness. When a child becomes 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.

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. Behavior Alerts will be completed by the child's teacher to document behavioral issues during the day. At the end of the day the parent will be notified of the occurrence. Each Behavior Alert is kept on file with a parent and staff signature.

On rare occasions, a child's behavior may warrant the need to find a more suitable setting for care. 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 a 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

Payments

WSCC requires prepayment for all service and charges are reflected monthly. Until we are fully digital, preschool bills will be placed in labeled cubbies and school age participants' bills will be placed near the sign in/out station.

There are three (3) ways to make payment:

1. Check (in person or by mail). Checks should be made out to Washington Street Community Center or WSCC. Payments can be made at the front office Monday through Friday from 7:00am to 6:00pm.
2. Cash (in person or by mail). Be sure to request a receipt.
3. Credit Card (in person or over the phone)
Families are welcome to leave a credit card on file in the accounting office to run on a preferred schedule. To make a payment by phone, call 303.733.4643.

WSCC Mailing Address:
809 S. Washington Street
Denver, CO 80209

By June 2015, you will have the ability to pay and view your bills on-line. Until that happens, bills are distributed by 4:00pm each Wednesday of the month until your balance is paid in full. Adjustments will be made during holiday weeks and your bill may be issued earlier. Late fees will be added accordingly and on the schedule listed below.

Due Dates:

- Monthly payers – full amount due the 1st Friday of the month
- Bi-monthly payers – half due on the 1st Friday and 3rd Friday of the month
- Weekly payers – 4 equal payments due each Friday and paid in full by the 4th Friday of the month

Late Fees

It is your responsibility to maintain your payments. Based on the preferred payment schedule, you are required to make timely payments. If you fail to and do not communicate, you will be charged a \$25.00 late fee. Late payments are defined as a balance carrying over from the schedule your family chooses.

Returned Checks/Rejected Transaction Charges

All returned checks or rejected ACH (automatic debits) or credit card transactions will be charged a fee up to the maximum amount allowed by law. This charge may be collected electronically.

Past Due Accounts

WSCC expects prepayment for all services. If your account becomes past due the accounting department will contact you and set up a payment plan. If you fall behind again, your child will be subject to removal of the program. If a large balance occurs, the child(ren) will not be permitted to attend and charges of missing days will still be incurred.

Late Pick-up Fees

Children picked up after 6:00pm are subject to a late pick up fee (\$2/minute after 6:00pm).

Schedule Changes

Each schedule change incurs a \$50.00 change fee. Each change must be first requested to the children's program director, Becca, at wscddenver.families@gmail.com. If approved, request must be forwarded by WSCC staff to the accounting department. Changes go into effect within 2 weeks of the request if approved.

****Children who attend on unscheduled days or outside of normally scheduled hours are subject to drop in rates.****

Additional Fees Credits

- **Vacation**
Each family that has been with for a consecutive year will receive 2 weeks of vacation. Request must be submitted in writing 2 weeks in advance to accounts@wscd-denver.org.
- **Withdrawals** - if a child is suddenly withdrawn from the program without a 2 week written notice of withdrawal, 2 weeks tuition is due at the time of notice. Families who withdraw and later re-enroll will be charged a re-enrollment fee.
- **WSCC decision to withdrawal-** Every effort will be made to serve your child. However if WSCC is not the best fit for your child a meeting and a written notice will be given to withdraw your child within 2 weeks. Fees will be applied. WSCC reserves the right to withdraw your child immediately due to the safety of your child and other children.
- **WSCC decision to withdrawal for missing documents:** If a child is missing up-dated health information or other required paperwork WSCC reserves the right to provide the daily with a 2 week notice of discontinued service. If paperwork is still not submitted then the child will be withdrawn and placed back on the WSCC waitlist.
- **Enrichment:** WSCC prides itself on a quality enrichment program. Families will sign their child up prior to each 8 week window for selected program. Charges for this program will be added to your child's month tuition. Families may only sign up for the entire 8 week session, however are able to select specific activities for their child to participate in. Please refer to our enrichment enrollment packet for additional details.
- **Special Activity 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. Field Trips for School Age Summer camp is included in tuition.
- **DPP:** Student who turn 4 before October 1st of each school year are eligible for additional tuition credits. In Denver every 4 year old child has the right to an affordable preschool option. To complete this application please see the Children's Program Director for details. Credits towards your student's tuition will not apply till the DPP program application is completed and all required information is provided.

Please refer to your tuition agreement for additional details related to Fees and Credits.

Accounting Department Contact Information:

Any irregularities, errors or questions can be discussed with the accounting department with Cristie Martin, accounts@wscd-denver.org, 303.733.4643 x103. While we do our best to communicate billing information with the front office we recommend talking directly with the accounting department.

Tuition Assistance

Scholarships:

Scholarships are available to parents in need of financial assistance. Financial disclosure will be required but kept confidential. Each family must complete a scholarship application and additional documentation before credits will be applied.

There are limited funds available for scholarships; therefore, early application is encouraged.

CCAP:

Social Service payments for families who qualify are accepted from Denver, Jefferson, Adams and Arapahoe counties.

The center must receive authorization from your county caseworker before registration is final. Families must set up and manage their own CCAP account. Families are also responsible for checking in and out of the CCAP system every day for attendance tracking.

All parental fees are due at the beginning of each month. WSCC reserves the right to suspend or terminate enrollment based on violation of CCAP policies.

DPP (Denver Preschool Program):

Preschoolers who are 4 before October 1st are eligible for the Denver Preschool Program. Families will receive tuition assistance dependent on household income. Please see the program director for an enrollment packet. Paperwork must be completed and submitted for approval prior to receiving DPP credits.

Other:

Questions about different forms of tuition assistance should be directed to our Children's Program Director.

Schedule of Payments:

Weekly payments are due whether or not your child attends the program.

Preschool:

The Preschool operates year round and tuition is divided into 52 equal payments.

Before & After School:

The Before & After School Program runs from the start of the Denver Public Schools schedule in late August and runs through early June. Tuition is divided into 41 weeks of equal payments without adjustment for short weeks or holidays.

Summer Camp:

Summer camp is available during most of the Denver Public School's summer break. Advanced registration is required and camp tuition is charged for weeks of enrollment. Schedule reductions made by families after May 15th will be charged the standard change fee.

Attendance & Withdrawal

Absence / Late Arrival

If your child is going to be absent or arrive after **9:30 AM**, please call us. We will be concerned about your child if we do not hear from you. It is important to your child to have a consistent schedule and partake in our regular school day. If your child continually arrives after 9:30 AM, WSCC Children's Program reserves the right to withdraw your child within a 2 week window.

We conduct a head count on every child that comes in the door up until our cut off time at 9:30 AM. Please respect this policy as we adjust our staffing accordingly each day based on child attendance. **WSCC reserves the right to turn children away who arrive late without notification if ratio is not available.** Also we take attendance when the children are taken outside to play and are brought back inside. When children are taken on field trips we take a head count on the children before they are put on the bus and when the children are taken off the bus. If your child's class has left the building on a field trip you may be asked to take your child to the location of the trip or keep your child for the remainder of the day.

Vacation

Vacation days only apply if your child is normally scheduled to attend on those days. Each child is given 14 vacation days each calendar year. Please refer to **Additional Fees and Credits** for terms and conditions for Vacations.

Withdrawals

A written notice, 2 weeks in advance, is required by the center when a child is being withdrawn. Failure to notify will result in additional fees.

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 announced on TV Stations 4-7-9. If **Denver Public Schools** is closed WSCC Children's Program will also be closed. 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 on the computer as well as in their classroom.

If you are on CCAP please swipe your card prior to dropping of your children. Your receipt should be given directly to your child's teacher. If your card is denied you must see an office administrator for approval to stay and drop in rates may apply.

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

If your child(ren) are not picked up by 6:30 P.M. we will first contact the emergency contact(s) on your child's enrollment forms, and then if unable to reach a parent or emergency contact we will contact the local law enforcement as required by law.

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.

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 law enforcement (911) and they will contact child protective service agency.

Obligation to inform Law Enforcement or when we have to inform Police

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. As required by law we can refuse to release your child to any person(s) who we reasonably suspect us under the influence of drugs or alcohol. Reoccurring situations may result in the release of your child from the program.

Visitors to the Children's Program

All visitors to the WSCC Children's Program must first sign in and out at the main office and present a photo ID. Visitors will then be given a visitors badge before entering the classrooms.

Personal Belongings

What to Bring

Please see the attached supply check list for items your child will need for his or her first day in our care. All items should be labeled with your child's name (i.e., clothes, blanket, etc.) to prevent items from becoming misplaced or lost. Please place your child's items inside his or her cubby each day to ensure it does not get misplaced. WSCC Children's program will place unlabeled items in our lost and found for 2 months and then items will be discarded from the center. We are not responsible for lost or damaged items.

Cubbies

Upon enrollment each child in our Preschool Classrooms will be assigned a "cubby." Cubbies are labeled with your child's first name. Please check your child's cubby on a daily basis for

items that need to be taken home. Preschool classrooms will also have a mail box for your child where you will find regular art and communication from your child's class. **Medications, plastic bags, sun screen lotion and any other item that is labeled "keep out of reach of child" are NOT permitted** in your child's cubby. WSCC Staff will regularly check your child's cubby to ensure the safety of our classroom and will remove any items that pose a risk to children. This is an expectation of Colorado State Licensing. Please see the main office for clarification on this policy.

Children in our K-5 Program are asked to bring their backpack daily to store their personal belongings. Please see our Summerville Handbook for details on what should be included in your child's personal belongings.

Money Brought to School

WSCC asks that your student not bring money to school. If additional fees are required for special activities parents are to turn money into the main office. WSCC is not responsible for lost or stolen money.

Lost & Found

You can look for lost items and bring found items to the Lost-and-found Box located outside of each classroom. Please note that we are not responsible for lost personal property.

Toys or Electronics from Home

We request that you **do not allow your child to bring toys** from home into the Center unless it is part of a show-n-tell activity.

Electronic items such as Nintendo, Kindles or cell phones are not allowed due to the risk of them being lost, stolen or damaged. WSCC also has a free Wi-Fi for other programs and personal handhelds cannot be monitored by staff. Please know we have many engaging activities at the center and leave these items at home. WSCC is not liable for any item that is brought from home. WSCC School Age program has a Tec station for children to use to complete homework and engage in educational websites and games. This policy is put into place for your child's protection, please help us enforce this by keeping these items at home.

WSCC staff reserves the right to hold personal electronic items from home until the end of the day if they prove to be a distraction. If there is concern about this policy please see the Children's Program Director or School Age Coordinator.

Nutrition

Preschool- received Breakfast (9:00-9:30am), Lunch (11:45-12:15pm) and afternoon snack (3:30-4:00pm).

School Age- will be provided a pm snack for children daily (4:00-4:30pm). Children who attend full day should come with a sack lunch and am snack. Children in our School Age program have frequent outings and field trips requiring they bring sack lunches. For children who are dropped off early in the morning we encourage to bring a small A.M. snack.

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 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 of 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.

Food Prepared for or at the Center

Food prepared for or at the WSCC 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. Please see the center parent communication board in the parent resource room for a copy of our weekly menu.

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.

Children with a food allergy may require additional paperwork to be signed by their doctor. Please check with the main office prior to your student starting in order to assure all paperwork is in order. 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 prior to enrollment. Failure to provide these documents can delay the enrollment process and must be updated annually.

Meal Time

At meal time the table is set with plates and flatware, and the food is placed in small bowls from which the children can help themselves. Children are encouraged to serve themselves. Good table manners are modeled and encouraged. Weekly menus are posted for viewing by parents/caregivers. A caregiver who is trained in first-aid for choking is present at all meals.

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 January, 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. We work in close partnership with the Colorado Health Department and Qualistar to ensure we are up-to-date in best practices as it relates to immunizations and communicable diseases.

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. WSCC Children's Program reserves the right to suspend services if a child's physical falls out of date and the family has not requested a current physical from their primary care physician. Children who are suspended for longer than 2 weeks may lose their spot in care and be placed back on the waiting list.

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.
- Fever (above 100°F under the arm, above 101°F in the mouth, above 102°F 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 2 or more 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.

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

All medications should be handed to a staff member with specific instructions for administration to be stored in a locked cabinet with the exception of emergency medication. The nurse consultant will advise where emergency medications shall be stored. **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. (Colorado Child Care Licensing requirement is the childcare facility must have permission for medication form signed by both the parent and the physician.) 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 a note signed by the Parents. Non-prescription medication should not be administered for more than a 3-day period unless a written order by the physician is received. (The only non-prescription medications that can be administered for three days without permission for medication form is ibuprophen or acetaminophen if it was authorized on their annual health form, all other non-prescription medication needs the permission for medication form signed by the parent and the physician.)
- **Non-prescription topical ointments** (e.g., diaper cream) require a note signed by the Parents, specifying frequency and dosage to be administered.

Sunscreen is administered one hour before children are allowed to go outside.

WSSC does not apply insect repellent.

Communicable Diseases

When an enrolled child or an employee of WSSC 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
- Diphtheria
- Heamophilus 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

Safety

Transportation

Children ages 5-13 years of age will be transported with parent permission to and from school or outings and field trips. WSCC will follow the Colorado Department of Motor Vehicle Transportation Regulations. Children will be supervised with head-count name-to-face attendance trackers. Drivers are CPR and First Aid certified. Children will be seat belted and if booster seats are required we ask that the parent provide a seat for the child to ride in. While being transported children must adhere to: not standing, not sitting in the floor, hanging body parts out of the windows, hand gestures to other drivers, ect. In the event of an emergency the local law enforcement will be notified, following WSCC will be contacted and families will be notified.

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 classroom is used as an extension of WSCC, and daily programs are conducted outside whenever weather permits.

One particular 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 99°F or less than 37°F degrees. Additionally, outdoor play will be cancelled if there is poor air quality.

If Denver Public Schools is closed or has a delay schedule due to extreme weather than WSCC Children's Program will be closed or follow the same late start. If WSCC has to close due to any other extreme weather related issues and Denver Public School is open than information will be emailed out to families and posted on channel 4, 7 and 9.

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 child care and so daily safety inspections are completed inside and outside WSCC Children's Program areas in order to prevent injuries. First aid will be administered by a trained caregiver in the event that 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 children under 3 however sometimes occurs 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 to 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 WSCC are non-smoking areas at all times. The use of tobacco in any form is prohibited on WSCC premises.

Prohibited Substances

The use of alcohol or illegal drugs is prohibited on the WSCC Children's Program 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 Children's Program 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 conduct an investigation. 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. WSCC will cooperate fully with any investigation and will maintain confidentiality concerning any report of child abuse or neglect. If you have concerns of suspected child abuse call Denver County Department of Social Services, 720-944-3000.

To File a Complaint About this Facility Contact:

The Department of Human Services
Division of Child Care
1575 Sherman St.
Denver, CO 80203-1714
Or Call
(303) 866-5958 or 1-800-799-5876

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 10 minutes, the family and the police will be notified.

Fire Safety

WSCC is fully equipped with Alarm system, Flashing Lights, our fire evacuation plan is reviewed with the children and staff on a monthly basis. If evacuation is needed in the event of a fire children will be evacuated to the North East Corner of S. Washington Street and Ohio, if the fire requires our students and staff to remain outside the building for an extended period of time we will then re-locate to our secondary location and families will be contacted.

Tornado Safety

WSCC has defined tornado shelters away from and potential hazards. During a tornado alert staff will be alerted concerning neighboring conditions of a potential tornado. During a tornado warning children will be evacuated. Tornado evacuation is reviewed with the children and staff on a monthly basis.

Lock Down

In the event that schools go on lockdown in our neighborhood we will be contacted by local authorities and will implement our lock down procedure. Our staff is trained to keep children safe at all times. Children will be relocated to areas within our building away from windows and behind locked doors. During this time no staff, parents or WSCC staff will be allowed to enter or exit the building, NO EXCEPTIONS. If lock down occurs during drop off or pick up times, parents will be notified and kept updated until lock down has ended. Remember your child's safety is of our utmost importance.

Secondary Location

In the event of an emergency that requires WSCC to evacuate the building for an extended period of time our first priority is to make sure that all children, staff and visitors are safely relocated. At that point a center staff will contact you to let you know where your child has been relocated to. In most instances Lincoln Elementary is our secondary evacuation location. Lincoln's address is 710 South Pennsylvania Street, Denver, CO 80209.

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

Our center policies are reviewed quarterly updated annually or more frequently. They are available for review upon request. To view the center policies, please contact the Washington Street Community Center Children's Program Director.

Family Handbook Acknowledgement

Please sign this acknowledgement, detach it from the handbook, and return it to WSCC prior to enrollment.

The handbook may be updated from time-to-time, and notice will be provided as updates are completed.

Thank you for your cooperation, and we look forward to getting to know you and your family.

I have received **WSCC's Family Handbook**, and reviewed the family handbook with a member of the **WSCC's** staff. It is my responsibility to understand and familiarize myself with the Family Handbook and to ask center management any questions I may have regarding any policy, procedure or information contained in **WSCC Family Handbook**.

I have read and agree to the above policies. (This recommended by Colorado Child Care Licensing)

Recipient Signature

Date

Center Staff Signature

Date