

CENTRAL CLEMSON RECREATION CENTER

Childcare: Parent's Handbook



Every Thing You
Need In One Place

Child Care

Mission: The childcare program is designed to provide a safe, fun, secure and dependable place for children to stay while their parents utilize the CCRC. We provide this extra service to our members to meet the needs of those individuals and families with busy schedule, but who wish to continue to take advantage of our facility. We undertake this responsibility with extreme seriousness and approach every child as if they were our own.

The childcare program accommodates 13 months to 10 year-old children in the Events/Childcare building of the CCRC.

Registration: All necessary forms, received at preliminary visit, must be turned in before start date (immunizations, enrollment form and signed statement that customer has read the parent's manual and understands all policies). First payment must be made prior to starting.

Program Fees:

Member Monthly Plan: \$20 per month first child. \$5 per additional child (Max \$35 for 4 children).

Member Drop-in Fee: \$5 per child per day.

Non-Member Drop-in Fee: \$14.00 per parent & child per visit. (Price includes day pass fee for parent and childcare fee for child.)

Non-Member Drop-in Fee: \$5 per child per day.

Hours of Operation: Monday through Thursday, 8:00 a.m. to 1:00 p.m. & 3:00 p.m. to 8:00 p.m. Friday 7:00 a.m. to 1:00 p.m. Closed Saturday and Sunday.

The facility will be closed and have adjusted hours as follows:

[New Year's Day: Closed-January 1st] [Easter Sunday: Closed-April 5th]

[Memorial Day: Closed-May 25th] [Independence Day: Closed-July 4th]

[Clemson Football Home Games: Closed] [Labor Day: Closed-September 7th]

[Thanksgiving Holiday: Close @ 4:00 p.m. – November 25th; Closed-November 26th; Closed November 27th.]

[Christmas Holiday: Close @ 4:00 p.m. – December 23rd; Closed-December 24th; Closed-December 25th.]

[New Year's Eve: Close @ 4:00 p.m.]

If the building experiences loss of service, such as loss of heat/air conditioning, water, electricity, telephone, or plumbing problems, the children in care will be moved to an area of the building which is not experiencing these problems, and parents will be notified. If the entire building is having troubles, parents will be notified immediately (by use of staff cell phone or intercom system) and will be required to have their child picked up as soon as possible. The center will remain closed until everything is in safe, working order. Inside room temperature will remain above 67 degrees and below 80 degrees.

Payment of Fees: Childcare payments must be made through membership draft on the 15th of each month. At the time of enrollment the rate will be prorated depending on the day of the month. Members that do not wish to enroll in the monthly plan may pay the drop-in rate, but all registration requirements still apply.

We do not provide statements of childcare expenditures at the end of the year. This service does not qualify as traditional childcare service, whereas we do not provide continual care for more than 2 hours per child per day.

Late Charges & Penalties: If for any reason member's monthly draft is declined your child will NOT be allowed to attend until the debt is resolved. A \$20.00 service charge is assessed for declined drafts. You will receive a letter from the CCRC. Parent have five (5) business day to return account to good standing.

There will be a \$1.00 late charge per membership for each 1 minute that a child must be cared for beyond the scheduled pick-up time. This charge must be paid at pick-up.

Check-In & Security Policy: We ask that parents set up a regular schedule of attendance for their child to help maximize the number of children in childcare, however this is not required, and it may cause space to be limited or unavailable due to drop-ins. Scheduled children will always receive priority spacing.

Each Parent, Child and authorized Guardian must have a picture, profile, and (CCRC key tag) issued by the CCRC. Only those individuals listed in the member's profile will have permission to drop off and pick up children in the childcare program. If for any reason an individual not listed in the profile attempts to drop off or pick up a child by using a (CCRC key tag) not designated for that individual, Central Police will be contacted and the member and child will be removed from the program.

Also, we would like parents to make personal contact with at least one staff member during the arrival and departure. Valuable information about the child's mood, feelings, and disposition may be shared at this time. Any questions you may have regarding your child's day or the program may also be discussed at this time.

Security cameras are mounted through the inside and outside of the facility as means of security and proof of evidence for any issue or event that may occur on the property.

Parents are prohibited from entering the childcare room unless in emergency situations. A display of each room is located in the main lobby area for parents to view.

For the safety of all children food or drink is not permitted in the childcare room.

Capacity: We are authorized to serve a licensed capacity of: 8 children per one hour and thirty minutes.

Child/Adult ratios and class sizes8:1

Maximum time per child per visit is 1 hour and 30 minutes.

Children must be potty trained to be eligible for this program.

During the day when the count is low enough to only have one teacher in the room, there will always be a back-up staff member person available.

Termination & Withdrawal: If, for any reason, you need to withdraw your child from our program, we require a filled out CCRC cancellation form. To avoid childcare monthly draft please turn in cancellation form no later than the 14th of the month. No Refund will be given for payments made prior to receiving cancellation form.

- a. Parents/Guardians are required to remain on the premises while their child is in childcare. Violation of this condition will result in immediate termination from the program.
- b. Termination may result if your child is unable to adapt to our care environment. In these situations, a parent conference will be requested after which the child will be on a two-week probationary period. Failure to show improvement during this two-week period will result in termination.
- c. Communication between parent and staff will be ongoing by means of phone calls, e-mails, written notes and/or face to face talk. We will work with families to ensure the best care is given to their child in a time frame deemed appropriate after all resources have been exhausted. If, after meeting with staff member, a parent feels the need to speak to a higher authority, they are encouraged to do so. The Director and Membership Services Coordinator will handle final approval.
- d. Failure to pay fees on time and failure to turn in necessary forms may result in termination.

Discipline Policy: The following discipline policies will help to develop a safe and secure childcare environment:

- a. All children will be treated with kindness and respect. Children will be expected to return the same consideration to all people.
- b. We will always take a positive approach to discipline.
- c. Hitting, spanking, confining or belittling a child is not considered an appropriate form of discipline, and, therefore, it will never be used.
- d. The first time a child acts inappropriately, he/she will be reminded of the appropriate behavior.
- e. The second time a child acts inappropriately, the teacher will determine what form of discipline is most appropriate in the situation.
- f. The following forms of positive discipline may be used in order to maintain control:

REDIRECTION: May be used when two children are fighting over the same toy or material, which is designed for only one child to use. In this case, the staff member may guide one child to another activity.

PROBLEM SOLVING: May be used when two children have a problem, such as fighting over a toy. The staff member guides the children to talk out the problem in order to come to a mutual resolution.

REMOVAL OF OBJECT/TOY: Children may be asked not to use an object or toy if they cannot use it appropriately.

GROUP REMOVAL: May be used in extreme cases. Should a child refuse to remove him/herself from the group when asked, the teacher may decide to move the whole group away from the child.

COOL-DOWN SEAT/TIME OUT: A child may be asked to sit in a chair (supervised by staff) away from the rest of the group to think about how to correct his/her inappropriate action. Time-out will never be used for children under age 3.

POSITIVE REINFORCEMENT: May be used in-group situations to quiet those who are talking or misbehaving. In this case, the staff member acknowledges those who are quiet and behaving appropriately.

Emergency Medical Source: If a child is injured on the premises, the staff will take whatever steps necessary to obtain or provide emergency medical care. If NECESSARY, these steps may include, but are not limited to the following:

- a. Attempt to contact parent or guardian.
- b. Attempt to contact secondary person listed on the enrollment form.
- c. If we cannot contact you or any authorized person(s) we will administer emergency first-aid (all staff are certified), we will call an ambulance, we will have the child taken to the hospital emergency room accompanied by a staff member, if possible.

Child Information and Health Records: Prior to start date, parent or guardian must provide written information which will assist the childcare staff in providing care for the child. Information shall include:

- a. Name, phone numbers, home address of each parent. (Located on CCRC Registration Form)
- b. Emergency contact information. (Located on CCRC Registration Form)
- c. Authorization for someone other than a parent to pick up your child, if applicable. (Located on CCRC Registration Form)
- d. Child's name, address, birthdate. (Located on CCRC Registration Form)
- e. Health report form.
- f. Immunization Record, Authorization to administer medication (when/if applicable; available at your child's doctor's office)
 - a. Immunization records and health report will be scanned and saved on our secure server. The CCRC does not keep physical copies of any confidential information for the protection of the customer.
 - b. Records may be emailed to the CCRC if necessary.