

Cayuga Community College Childcare Center

“Playing, Learning, and Growing Together”

197 Franklin St, Auburn, NY 13021

315-294-8603

Family Handbook

Our center is sponsored by the Faculty Student Association of Cayuga Community College. Our advisory committee consists of the FSA president, a representative of the FSA, CCC faculty members, student parents, community parents, alumni, and community members.

Vision: The CCC Childcare Center exists to provide high quality childcare to the students who attend CCC, the faculty of CCC, and community members. We aim to provide a safe environment where students are engaged in learning experiences and growing through play.

Mission: The mission of the CCC Childcare Center is to provide affordable, high quality care and educational experiences for children ages 6 weeks to 12 years. It is our goal to partner with families in an effort to support and encourage each child’s individual abilities to reach their fullest potential in all areas of development while creating a positive self-concept and promoting lifelong learning.

Licenses/ Accreditation: Our center is licensed by the Office of Children and Family Services (OCFS). The National Association for the Education of Young Children (NAEYC) has granted us accreditation for our quality of care. We are also rated 4 stars by Quality Stars NY.

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Important Numbers

NYS OCFS Complaint Line	1-800-732-5207
Child abuse and Maltreatment Line	1-800-342-3720
Childcare Center Director’s Office	315-294-8603
Auburn Campus Number	315-255-1743
Classroom Direct Dial Numbers	See your child’s teacher

Center Information

Hours: We are open from 6:00AM- 5:30 PM, Monday through Friday. 3PK and UPK are from 9AM-2PM.

Childcare families are allowed to choose a block of time equivalent to *no more than* 10 hours per day.

Holidays: The Center will be closed on New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving and the day after, and for Christmas Recess. A detailed list of days off pertaining to the specific school year will be provided on a yearly basis.

Closure: The CCC Childcare Center will be closed for staff development days throughout the year to ensure proper training for our staff and enhance their practices within the classroom to provide the best care for our families. Our 3PK and UPK programs follow the Auburn Enlarged City School District calendar and are not in session during school breaks. We do have childcare available at an additional cost for a majority of the breaks.

Weather: If the Cayuga Community College Auburn Campus closes for any reason, including inclement weather, the Childcare Center will also be closed to ensure everyone's safety.

Services We Provide

Childcare: The Thomas Steenburgh Nature Center houses our infant and young toddler program. The lower level of the library building, labeled as the Preschool, houses our older toddler program for ages 18 months+.

Preschool: The Preschool building also houses our Community Preschool program which accommodates children ages 3-5 that are outside of the Auburn School District. We are also a community-based organization that offers a site for the Auburn Enlarged City School District Pre-Kindergarten programs. Our 3PK program, which has children who live within the Auburn School District and turn 3 by December 1st, is located in the Preschool building. We have two Universal Pre-Kindergarten (UPK) programs in a modular building adjacent to our Nature Center. Students in these classes live within the Auburn School District and must turn 4 by December 1st.

Wrap Care: We provide wrap around care services for students in our 3PK and UPK programs. If they will be arriving prior to 9am and departing after 2pm, then a weekly fee will be charged and payment will be the parent's responsibility.

School-Age Child Care: Our Modular building is also a site for our school-age program. We provide before/after school services and childcare options when school is not in session. A summer camp option is also available.

Admission Policies

Childcare: Our childcare programs will maintain an on-going wait-list for applicants to our program. Our first priority lies with providing childcare services to full-time students of the Cayuga Community College and faculty/staff. Community members will be added to our classes based on availability of care.

3PK/UPK: These programs are offered through the Auburn Enlarged City School District with the CCC Childcare Center being a partner for these programs. Placement into our program is at the discretion of the district. Enrollment generally opens on February 1st for the following school year.

Fees: A one-time registration fee of \$50 will be charged to each incoming family on the date of their enrollment. Payment for the first week of care will be due prior to the start of your child beginning in our program.

Non-Discrimination Policy: The CCC Childcare Center does not discriminate on the basis of race, color, national and ethnic origin in administration of childcare services.

Billing and Payments

Tuition Billing: Every family will receive a weekly billing statement for childcare services. The weekly statement will include all tuition and fees for the current week. Rates will be defined on your yearly contract.

Payments: Payments can be made monthly, bi-weekly, or weekly. You have the option to specify your payment choice on your contract. Childcare payments must be paid by 5PM on the Monday of each week, when paying a weekly amount. The first Monday of each month will be the due date for monthly payments.

Forms of Payment: Checks can be made payable to FSA of CCC Childcare Center or credit/debit cards can be processed in the office. Cash and money orders are always accepted. Automatic deductions from a bank account are preferred.

Childcare Subsidy: The Department of Social Services (DSS) Childcare Unit provides subsidy for qualifying families. It is your responsibility to submit proper documentation to your case worker. The case worker will then contact the office with a parent-share amount. Parent-share payments will be billed on a weekly basis.

SUNY BLOCK Grant: The SUNY system has developed a BLOCK grant for full-time CCC students to receive subsidized childcare services. If you're a full-time CCC student, please see the Director for this application and further information.

Late Fees: Late payment fees in the amount of \$10 per day will be added to the bill when payment is not received on the due date. If your account is not paid in full by the last date of the current month, then childcare services will be discontinued for the following month.

Insufficient Funds Fees: Declined credit card payments will be charged a \$20 fee. All returned checks will be charged a \$50 fee. These additional fees must be paid via cash or money order. After two charges, tuition payments MUST be made in the form of cash or money order ONLY.

Payment Plans: In the event that you cannot make payments to your account, you must notify the Director and set-up a payment plan for continued services and to bring your account to a zero balance. If you're behind more than two payments, your care will end. You will be responsible for the balance, any additional fees, and collection costs incurred.

Late Pick-Up Fee: In the event that you are picking your child up past the scheduled time, notification to the office and your child's classroom must be made immediately. Fees will be charged in 10 minute increments at the rate of \$10 per child.

Health

Our center serves well children. We cannot accommodate children who are showing signs of illness, contagious disease, or extreme discomfort. Designated staff members have received training in CPR/FIRST Aid/AED. We are also a

Medication Administration Training (MAT) center. Please be advised that all staff are **mandated reporters** and required by law to report any suspected child abuse and maltreatment in any capacity. A Cayuga Community College nurse is available for assistance should it be necessary.

Prior to Enrollment: All children must have an updated physical and medical statement on file. It must state that the child is free of communicable diseases and able to attend care with reasonable accommodations. An immunization record must also be provided and up to date. Any immunizations that are given must be provided to the office throughout the time childcare services are being utilized.

Disabilities: The CCC Childcare Center does not exclude, deny childcare to, or otherwise discriminate against any person on the basis of actual or perceived race, color, national origin, religion, age, gender, gender identity, sexual orientation, political affiliation, disability, or any unlawful reason in admission to our program. We will work with families and physicians to ensure your child will receive any and all services within our means. If we cannot adequately provide care, we will do our best to help you find a suitable program.

Allergies: Please notify us of any allergies your child may have. This includes the severity, specific symptoms, and necessary treatments needed. Allergies will be posted confidentially within the child’s classroom.

Daily Health Checks: As mandated reporters, any suspicions of child abuse and maltreatment documented on daily health checks will be used if reports need to be made. Each day, your child’s teacher will do an informal observation of your child. Any scrapes, bruises, cuts, bumps, etc will be noted on the sheet. Notify your child’s teacher of any abrasions and injuries at drop-off. Early signs of illness will also be documented.

Accidents/Injuries: An OCFS approved report will be filed in the case of any accident or injury a child receives while in our care. Parents will be notified via phone-call for any serious incident. Reports will need to be signed by an adult at pick-up and be on file in the office should you need a copy. The family retains all responsibility for healthcare and treatment for any injuries incurred. If a doctor’s visit was necessary due to an injury while in care, a release will need to be obtained to continue care.

Symptoms that Exclude: To help prevent the spread of infections and illness, there are precautionary measures families and center staff must adhere to. If your child has any of the symptoms listed below, please follow the proper exclusion criteria. The list below is not inclusive to childhood illnesses that may exclude your child from care. Temporary exclusion is recommended when the illness results in a need for care that is greater than the staff can provide without compromising the health and safety of other children. If staff feel that your child is exhibiting signs of abnormal behavior or symptoms of illness, a doctor’s note may be required to return to care.

Symptoms/Diagnosis	May Return to Care after...
Conjunctivitis (Pink Eye)	Health care consultation
Bronchitis/ Cough Symptoms	24 hours of antibiotic
Diarrhea (2X while in care)	At LEAST 24 hours symptom free
Fever of 101 or higher	Fever free for 24 hours without medication
Hand, foot, mouth disease	Fever free for 24 hours without medication and Dr. note stating able to return
Head Lice	One head treatment, no live lice
Influenza	Fever free for 24 hours without medication and Dr. note stating date of return
Measles	4 days after on-set of rash and medical release, Health Dept. Report

Meningitis	Doctor Release, Health Dept. Report
Mumps	Doctor Release, Health Dept. Report
Pertussis (Whooping Cough)	5 days of medication completed
RSV	Fever free for 24 hours without medication
Rash with Fever or behavioral changes	Health Care Consultation
Scabies	Treatment has been given
Strep Throat	24 hours after treatment has been initiated
Varicella (chicken pox)	Until all lesions have dried and crusted and a Dr. release (approximately 6 days after on-set of rash)
Vomiting (2X within 24 hours)	24 hour symptom free

Medication: Staff who are MAT trained can administer medication to children who have a prescription from a doctor. OCFS medication consent forms must be filled out by a health care provider prior to administering the medication. Medication administration logs will be completed.

Topical Ointments: In order to apply sunscreen, insect repellent, diaper cream, and other topical ointments written permission for staff to use them must be on file. All ointments must be provided by families and clearly labeled with the child's first and last name.

Handwashing: Hand hygiene is the most important way to reduce the spread of infection. Parents are required to assist children with proper handwashing upon entering the classroom. Thorough handwashing with soap for at least 20 seconds using comfortably warm running water will remove organisms from the skin and allow them to be rinsed away.

1. Check to be sure a clean disposable paper towel is available.
2. Turn on warm water to a comfortable temperature.
3. Moisten hands with water and apply soap to your hands.
4. Rub hands together vigorously until a soapy lather appears, hands are out of the water stream, and continue for at least 20 seconds (Happy Birthday 2X). Rub areas between fingers, around bed nails, under fingers, jewelry, and back of hands.
5. Rinse hands under running water until they are free of soap and dirt.
6. Dry hands with a clean disposable paper towel.
7. Shut off water with the paper towel.
8. Throw away disposable towel in a lined container.

Cleanings, Sanitizing, and Disinfecting: Keeping objects and surfaces in a child care setting as clean and free of pathogens as possible requires a combination of routine schedules as outlined by NAEYC and OCFS regulations.

Diapering: Families are required to provide diapers, wipes, and two complete changes of clothes to their child's classroom. Teachers will notify you if additional items need to be provided or replenished. Children will have their clothes changed whenever they are wet or soiled. Clothing will be bagged and sent home for parents to wash and return after they are laundered. Diapers will be checked for wetness and feces at least hourly and visually inspected at least every 2 hours, and whenever the child indicates discomfort or exhibits behavior that suggests a soiled or wet diaper. Diapers should be changed when they are found to be wet or soiled.

Safe Sleep: Infants up to 12 months of age should be placed for sleep on their backs for every nap or sleep time unless the infants primary care provider has completed a signed waiver indicating that the child requires an alternate sleep

position. They will be placed on a firm crib mattress with a tight fitting sheet in a safety approved crib. Parents are responsible for supplying a fitted crib sheet. A light-weight blanket and pacifier may be used for rest periods. Only one infant will be placed in each crib. Sleeping children must be immediately moved to a crib.

Rest Periods: In an effort to meet the individual sleep needs of children we will offer a rest time as needed. Children will be placed on cots or mats covered with a fitted crib sheet provided by the parent. Soiled linens will be sent home to be laundered. Each Friday all linens will be sent home to be laundered and returned back on the next school day. Napping arrangements will be made in writing.

Meals: Our center participates in the Child and Adult Care Food Program (CACFP) and provides breakfast, lunch, and an afternoon snack for students. All meals will adhere to children nutrition guidelines as stated in the CACFP handbook and USDA Regulations.

Infant Feeding Guidelines: Parents must provide formula, cereal, and baby food to the child’s teacher in factory-sealed containers. We will not accept opened containers. Labeled bottles, with the child’s first and last name, must be provided daily and taken home at the end of the day for cleaning. Infants will be held for bottle feedings up to the age of 12 months as per NAEYC requirements. Pre-made bottles are not accepted when using formula. We support a mother’s choice to breast feed their child. Space will be provided for nursing if you wish to do so during the day.

Safety

Sign-In/ Sign- out Procedures: Families will utilize the keypad located at each entrance to clock their child in and out of the building daily. This is REQUIRED. Families should then check in with the child’s teacher when dropping them off their classroom after their hands have been washed. Children will be picked up from the child’s classroom and must then be clocked out of the building. Only those persons listed on the authorized pick-up list will be allowed to have the child released to them. Identification will be required for anyone other than a parent picking up a child. No one under the age of 18 will be allowed to pick up a child. Please communicate with your child’s teacher in regards to who will be picking up your child daily. Your child’s safety is our top priority.

School-Age: A staff member will be at the bus stop to check students into our after-school program. All students will be walked to the bus with a staff member for morning pick-up.

Confidentiality: As an educationally based program we are subject to the guidelines of confidentiality as set forth by FERPA (Family Education Rights and Privacy Act). Under no circumstance will an employee discuss a child, parent, or other employee. If you would like to have a private conversation in regards to your child, please make arrangements to do so at a time where it is convenient to sit together. Any discussions with a family will be limited to information about that family ONLY. No names will be used and all information will be given in a private area.

Photographs: All families are offered a photography release in order for their pictures to be taken of their child and utilized for center purposes. Not all children have a photo release, so be respectful of other families’ privacies and do not post pictures of children from other families in any capacity.

Ratios: Our center follows the OCFS Regulations in regards to ratios and adequate supervision of children. When the center is in operation, an adequate number of qualified staff must be on duty to ensure the health and safety of children in care. If there are classes of mixed age groups, the ratio goes by the youngest child in the group.

Age of Children	Teacher/Child Ratio	Maximum Group Size
6 weeks to 18 months	1:4	8
18 months to 36 months	1:5	12
3 years	1:7	18
4 years	1:8	21
5 years	1:9	24

Through 9	1:10	20
10-12 years	1:15	30

Campus Areas Utilized: Due to the fact that our center is located on the Cayuga Community College Auburn Campus, we have access to many areas within the college. We utilize the 2 miles of Nature Trails, Library, Spartan Hall gymnasium, student café, and occasionally other areas of the campus.

Field Trips: Families will be notified of field trips at least three weeks prior to their planned date. Information pertaining to the trips will be given to families in detail. Signed permission slips must be returned in order for children to participate in these activities. Childcare may not be available for center-wide field trips if you choose not to attend.

Transportation: The CCC Childcare Center does not transport children to and from the center. The only time transportation will be used is for field trips, emergency situations, and/or any reasons deemed necessary by the program. If transportation is being provided, licensed drivers and vehicles will be utilized. Any staff responsible for driving will have completed the on-line transportation training through OCFS. Ratios will be maintained and all safety rules will be followed. If necessary, you may have to provide your child with a car seat for the day.

Supervision: Caregivers and teachers should directly supervise infants, toddlers, and preschoolers by sight and hearing at all times, even when the children are going to sleep, napping or sleeping, are beginning to wake up, and are indoors or outdoors. Ratios will be maintained both inside and outside at all times. Caregivers/teachers should regularly count children name to face on a scheduled basis, at every transition, and whenever leaving one area and arriving at another, going indoors or outdoors to confirm the safe whereabouts of every child at all times.

Emergencies: The staff follows a specific health plan that outlines and describes the procedures to follow in the event of an accident, incident, or illness that requires immediate attention. The family will be contacted immediately. In the event that the family cannot be reached, nor the persons listed on the enrollment packet, the childcare center reserves the right to call an ambulance and any available physician at the parent’s expense. The RN on the CCC Auburn Campus is available on a limited basis for emergency treatment only until an ambulance arrives.

Emergency Situation	Center Plan
Common Occurrences- bumps, scrapes, bruises, etc.	Basic First Aid by the CPR/AED/First Aid trained staff member will be administered, an accident report will be filled out and signed by a parent upon pick-up. Phone calls will be made to parents at the teacher’s discretion.
Serious Incident- bloody nose, bite, head trauma/injury, etc.	Basic First Aid by the CPR/AED/First Aid trained staff member will be administered, an accident report will be filled out, and parents will be contacted immediately. If necessary, the RN of the CCC Campus will be called and the Campus Police will be involved.
Severe Incident- broken bone, unconsciousness, etc.	911 will be called immediately, Campus Police will be notified as well as the Campus Nursing Department. First Aid/CPR/AED will be administered as needed. Parents will be notified immediately, including emergency contacts if families are unreachable.
Fire	Monthly drills will be completed in each building to prepare for an emergency should it occur. Primary and secondary exits are utilized to ensure all children are safely removed from the building. Parents will be notified of an actual fire immediately and able to pick-up their children at the Spartan Hall gymnasium if Campus Police allow. If a different location is required, the Campus Police will decide where we will go.
Shelter In Place	Two drills will be conducted per year to ensure preparedness in the event of an actual emergency. These drills prepare for events such as severe weather, active shooter on campus, medical lock-downs, campus lock-downs, or any another event deemed necessary. During this event there is absolutely NO ADMITTANCE into or out of the facilities. Parents will not be able to pick-up their children or drop them off. You will be notified when and where your child will be able to be picked up in the event of a true emergency.

Loss of Power	Campus Police will notify staff of the protocol to follow in the event of this. The Director and lead classroom teachers will relay protocol to parents/families of children in our care.
Evacuation	Should we need to evacuate our current facility, an alarm will sound and children will be escorted out of the building by teachers, a face to name count will be done prior to leaving and again at the safe location. The primary location for relocation is the Spartan Hall gymnasium. We will utilize the campus kitchen for food and water. Our secondary location will be determined by campus security should our primary location not be available. All parents will be notified immediately. We will follow CCC's Safety plan and keep any parents notified of changes through the RAVE alert system and via phone.
Early Closure- weather, emergency, etc.	We follow the CCC Auburn Campus closures for weather and emergencies. If the campus closes earlier than expected, families will be notified of the time they must pick their children up by. If the college is closed due to weather, the center is also closed. If the college delays opening, the center does not open until the college campus opens.
Any other event	Campus Security/Police will conduct any drills and/or provide the center with any information, protocols, and procedures necessary regarding emergency situations on/off campus.

Program Responsibilities

Qualified Staff: The CCC Childcare Center will hire staff based upon qualifications deemed necessary for the positions in which they are hired for. We employ floaters, classroom aids, teacher assistants, and lead teachers. All staff will submit a medical statement, TB test, 3 references, and receive clearance through OCFS via fingerprinting and the central justice system. The minimum requirements for each position are available upon request.

Provide High Quality Care: All staff members will continuously maintain ratios and abide by regulations set forth by OCFS and NAEYC requirements. A set schedule with curriculum based learning geared towards each individual child will be followed within each classroom.

Maintain Best Practices: Best practice guidelines will be utilized when planning activities for children in our care. Maintaining high quality care at all times will ensure we are providing the best care and education possible for your child.

Schedules: Children up to age 18 months are considered infants and will be on their own schedules. They are free to eat and sleep as needed or recommended by the parent. After 18 months of age, children will follow general classroom schedules. Parents will be given these schedules at the beginning of each school year.

Curriculum: The CCC Childcare Center utilizes Creative Curriculum for infants, toddlers, and community preschool programs. 3PK and UPK are governed by the Auburn Enlarged City School District. 3PK follows the High Scope Curriculum, while UPK utilizes Common Core math modules and Happily Ever After.

Assessments: Assessments are used as a guide for teachers to make informed decisions regarding lesson planning. Assessments help to support learning, identify areas of need, and evaluate programs. All children will be assessed for developmental delays and recommendations for early intervention services. Assessments begin at the infant stage and are carried out throughout the child's years with us. Each classroom will have their own individual assessment tools, as well as the center-wide Teaching Strategies GOLD program.

Discipline: The word discipline means to teach and guide. Discipline is not punishment. Caregivers and teachers should guide children to develop self-control and appropriate behaviors in the context of relationships with peers and adults. Caregivers and teachers should care for children without ever resorting to physical punishment or abusive language. Discipline should be an on-going process between caregivers and families to help children learn to manage their own behavior in a socially acceptable manner. If behavior escalates to the degree in which safety and the integrity of the

classroom are jeopardized then dismissal of the child from care may be deemed necessary. Multiple attempts will be made through various strategies to deter socially unacceptable behavior.

Dismissal from Program: The CCC Childcare Center reserves the right to dismiss a child from our program due to safety concerns, lack of payment including outstanding balances, behavior, and any reasons deemed necessary by the administration that would indicate the center cannot support the needs of your family.

Communication: Along with short informal daily conversations between parents/guardians and caregivers/teachers, classroom newsletters, daily reports for infants and toddlers, e-mail, phone calls, and SMART Care app messaging services are utilized regularly. We strongly encourage open communication between families and teachers. Our open-door policy helps to ensure we are all collaborating to create a harmonious environment.

Parent Responsibilities

Payment: It is the families' responsibility to follow all payment policies as listed in contracts and enrollment packets. If an unexpected issue arises, please set-up a meeting with the Director to resolve the issue.

Communication: Families are responsible for updating classroom staff on any changes to the child or their family status. This includes illness, injuries, family status, housing, or anything else that may affect the child's behaviors or social-emotional well-being. Any changes to basic information need to be updated as soon as the change occurs. If a change in schedule is needed, short-term or long-term, please discuss it with your child's teacher and the Director of the facility.

Supplies: Each classroom has a list of materials required to be provided by the family. This generally includes such items as diapers, wipes, formula, bottles, water-bottles, baby food, a fitted crib sheet, lightweight blanket, at least 2 changes of clothes, topical ointments and creams, special dietary items, and any medication with the proper MAT forms supplied that may be needed. Preschool classrooms may require additional developmentally appropriate supplies to support their learning.

Health: Any changes to a child's health need to be reported to the classroom teacher. This includes absences due to illness. Providing a doctor's note when required or at a staff members request is also the families' responsibility. Copies of annual physicals and immunization records must also be given to the Director to ensure our files are current and up-to date. If a child is sent home and a doctor's note is required to return to care before the specified times listed in the table on page 4, please accommodate those requests and understand that it is for the health of everyone else at the center.

Schedules: It is the parent's responsibility to notify the site supervisor of a child's schedule change at least 3 days prior to the change in scheduled times. If a permanent change is necessary, you must contact the Director. Times that are listed within the enrollment packets are utilized for staff scheduling. Please be mindful of your drop-off and pick-up times as additional charges will be incurred for early drop offs and late pick-ups, and ratios may be compromised. CPS will be notified if a child is not picked up by the closing time of the center.

Thank You!

This handbook is subject to change at any time as deemed necessary by the program, OCFS, NAEYC, and CDC recommendations. We are delighted that you've joined the Cayuga Community College Childcare Center family and hope that you'll be pleased in partnering with us for providing the best experience for your child.