

**Newcomb Children's Center
Tulane University
Parent Handbook**

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Philosophy

The Tulane Child Development Centers are administrative services of Tulane University and we base our program on the belief that every child is an individual and should be treated as a special and unique person. Our program is designed to help each child grow and develop at his/her own pace. We encourage children to choose from the array of planned, developmentally appropriate activities we offer. We place special emphasis on learning through play.

Newcomb Children's Center participates in Louisiana's Child Care Rating System. We are a Class A licensed center who provides child care service to the Tulane University community as well as to other residents of Greater New Orleans. Newcomb Children's Center enrolls children at 12 months old. Staff ratios for all of the classes are considerably smaller than those of the State Class A licensing requirements.

Our schedule includes planned activities for emotional, social, physical and cognitive growth. Both active and quiet types of activities are available to the children. Rest and nap time are a part of the afternoon schedule. Quality meals and snacks are served to the children daily. Our main goal is to provide high quality childcare in an easily accessible location at a reasonable price.

Administration

The administration at the center is the responsibility of the director, who is supervised by the Vice President of Administrative Services. All personnel decisions regarding employees of the center are made solely by supervisory employees of the center, and only with the approval of the Vice President of Administrative Services.

Review and Revision of Handbook and Policies

Newcomb Children's Center's handbook and policies are periodically reviewed and are subject to change. Any additions or alterations made to the center's handbook and/or policies are effective immediately unless otherwise specified, and apply to all currently enrolled families.

The update to the Review and Revision of Handbook and Policies to Newcomb Children's Center's Handbook was made May 1, 2011.

Part Two: Enrollment

Admission

Newcomb Children's Center operates under the direction of Tulane University, and enrolls children as young as 12 months and as old as five (5) years.

The admissions process begins when applicants submit the application forms, available online at <http://tulane.edu/childdevelopmentctr> . All enrollment forms must be filled out completely and returned to the Administrative Office before the first day your child attends the school.

When classroom space becomes available, you will be contacted. You will have until the close of business on the third business day to respond. If you choose to accept a spot, you will receive an enrollment packet containing this handbook, the Confidential Family Questionnaire, the Annual Physician's Permission Form (a yearly health appraisal of your child), and the Emergency Evacuation Pick-up Form. We require that these forms be submitted before your child's first day at the center.

When your child is ready to begin school with us, it is very important that you plan to spend some time with your child at the center. Most children need a gradual introduction to a new program. Even if your child is accustomed to being separated from you, please make time in your schedule to help your child adjust to our environment. Children need time to become independent, and as time passes they will. The short time spent preparing them for school will help make their adjustment a successful one.

Tulane Affiliate Preference & Status

Tulane affiliates are given first priority throughout the application and enrollment processes. If spaces are available, those in the community will be considered. As of July 1, 2011 Tulane affiliates will consist of current full-time benefited faculty and staff, medical residents, and full-time students. Tulane affiliate status will be checked upon enrollment, and biannually thereafter. A family's classification and tuition rate will change in the event of a change in their affiliation.

The update to the Tulane Affiliate Preference & Status section of Newcomb Children's Center's Handbook is effective February 1, 2011.

Deposit/Payroll Deduction

When you have been notified that a place is available for your child at one of the centers, a nonrefundable deposit will be due for all families no later than two weeks after the date of acceptance. The enrollment deposit is equal to one-half month's tuition and will be returned after the proper 30 day withdrawal form has been submitted to the office. Tulane University employees are required to handle all tuition payments through payroll deduction.

Letter of Intent/ Activity Fee/Updated Forms

If you intend to enroll your child for the coming school year, the center will require you to submit a letter of intent, and the upcoming school year's activity fee. Once a year the center charges a nonrefundable activity fee to help cover the cost of providing your child's classroom with new special learning tools. This fee is due at the same time as the letter of intent.

- The center will send out the letter during the spring.
- The letter of intent and activity fee will be due one month after the letter goes out.
- Without a timely letter of intent and payment of the Activity Fee, the center is unable to assure parents of a place for their child at the center after July 31.
- A non-response or negative response to the letter of intent does not constitute a written 30 day notice of withdrawal. All families are still required to submit a written 30 day notice upon withdrawal.
- Updated enrollment forms are due by a date set by the center every spring, prior to the start of the new school year.
- Any children with incomplete updated forms by the first day of the new school year will not be able to attend until all forms are completed.

The update to the Letter of Intent/Activity Fee/Updated Forms section of Newcomb Children's Center's Handbook is effective March 30, 2012

Tuition Schedule/Tuition Due Dates

Tuition is due by the 10th of each month, and \$25 will be charged to any delinquent accounts.

No past due amounts will be allowed to exceed one month's tuition. If your account is not paid by the end of the month, it will result in termination of your child care services and your account will be turned over to a collection agency.

Tuition payments are not refundable, nor will the center pro-rate tuition for days in which your child may be absent. The center does not offer credit for illness, funerals, or any other missed days. The center does not offer credit for holidays, closures for staff professional development, or early closures for staff meetings. The center does not offer credit for inclement weather days. The center reserves the right to modify its no-refund

policy in the case of natural disaster, pandemic flu, or other acts of God, in which Tulane must cease operation for a significant amount of time.

The update to the Tuition Schedule/Tuition Due Dates section of Newcomb Children's Center's Handbook is effective April 1, 2011

Tuition Calculation/Assignment

Tuition is set as of July 1, and remains in effect for the remainder of the calendar year. These rates are not set individually, and do not change with your child's age. However, we anticipate that tuition rates will increase annually, with new rates taking effect January 1. The center will make every effort to inform parents of changes in tuition well in advance of any expected increases. Tuition is based on class assignment which is determined in August.

Transitioning to Full-Time Care

Newcomb Children's Center understands the importance of making each child's transition to full-time care as smooth as possible. If your child's center finds that your child is showing signs of difficulty adjusting during their initial enrollment or after an absence, you will be asked to follow the center's transition guidelines.

The update to the Transitioning to Full-Time Care section of Newcomb Children's Center's Handbook is effective April 1, 2011

Physician's Statement of Good Health & Immunizations

The City Health Department requires that the center has documentation of the immunizations for each child enrolled. At the time of initial enrollment, and every summer thereafter, your pediatrician will be required to complete a "Physician's Statement" detailing your child's immunization history. A new Physician's Statement and updated immunization records must be submitted to the center every year.

Withdrawal Policy

The center requires a written notice 30 days in advance of withdrawing your child. Failure to provide such notice will result in the parents' forfeiture of the full balance of their account. The center will pro-rate the last month's tuition, but no other fees will be pro-rated upon withdrawal. If you decide to withdraw earlier than the date indicated on your 30 day notice form within the last 30 days of enrollment, you will still be responsible for the remainder of your balance.

The update to the Withdrawal Policy section of Newcomb Children's Center's Handbook is effective May 30, 2012

Dismissal Policy

We reserve the right to discontinue care for children in our center for any reason. These may include, but are by no means limited to:

- failure to file the required forms,
- non-payment of tuition or fees,
- non-compliance with center policies and procedures,
- consistent absenteeism,
- unwillingness to work with center staff on issues related to your child,
- when a child consistently threatens their own or others' safety,
- when a child's needs demand a greater level of care than the staff can provide without compromising the health and safety of the other children.

Part Three: Dropping Off and Picking Up Your Child:

Morning Routine

Newcomb Children's Center's hours of operation are Monday through Friday 7:30 a.m.-5:30 a.m. Children will not be admitted before 7:30 a.m. The center encourages children to arrive **before 9:30 a.m.** This is to ensure that children have time to make an easy transition to the group. Children who arrive after this time frequently have a more difficult time participating in morning activities and settling in for naptime after lunch. On those rare occasions when you cannot avoid arriving after 9:30, please call the center to notify your child's teacher that you are on the way.

Please walk your children into the center each morning. It's our policy, and it helps children feel comfortable about being left in our care. Also, please remember that it is the parents' responsibility to notify the teacher of their child's arrival for the day.

Some helpful tips for making the morning go more easily:

- It's important to set aside time in your morning routine so that the morning drop-off is relaxed rather than rushed.
- Always remember to say goodbye to your children, and remind them that you love them and will return to pick them up in the afternoon.
- Please remember to sign your children in and out each day, on both the classroom forms and the computer. Also, don't forget the daily classroom forms!

Parking and Security

It is best to use the angle parking area in front of the buildings. When parking across the street, please stay in the two lanes allocated to the Children's Center. Please be considerate and pull as far forward as possible so that others may park behind you. If you must park in a place other than these two areas, please do your best not to block driveways and service alleys, and to keep the sidewalks clear.

If you have an extended conversation or after-class visit scheduled, please try to schedule them during non-peak parking periods, or park your vehicle somewhere other than Plum Street. This helps ensure a smoother flow of traffic.

Remember that Plum Street is a one-way street. Do not attempt to turn on to Plum from Broadway.

After accepting your child for enrollment, families will be given a sign-in code which will allow you to enter the Broadway and Plum St. Buildings. Only authorized people should have the code, so it is important to keep it confidential. Please do not allow unknown people to follow you into the building.

Checking In

When dropping off children, please remember to sign your full name on the clipboard for the proper class. The clipboards hang in your child's classroom. Please remember to indicate the time you arrived.

It's important to make time to accompany your child to the classroom, and ensure that a staff member is aware that you are dropping off your child. Either in the morning or the afternoon, you should check your child's cubby or mail pouch for important communications.

Checking Out and Picking Up

The center closes at **5:30pm**. Please remember to sign your child out. This is done by the classroom clipboards. (Please remember to indicate the time you have checked out!)

All children should be collected by the center's closing time every day. If for some reason you will not arrive by closing time to pick up your child, please call the center to let the staff know you are running late. We cannot accommodate schedules that require child care past our closing times. Emergencies should be the exception rather than the rule.

The late fee will be \$2.00 per minute per child for the first 10 minutes, and \$5.00 per minute after that. Late fees are billed immediately and are due upon receipt.

Emergency Contacts

The center requires each child to have at least one emergency contact on file in the event the child's parents is unavailable to pick up their child in a reasonable amount of time.

Emergency contacts should be someone other than the parents who lives in the area and can generally pick the child up within an hour.

The update to the Emergency Contacts section to Newcomb Children's Center's Handbook was made October 26, 2011.

Authorized Pick Up

The center will keep on file a copy of the names of the people you have authorized to pick up your child. This list should be kept current and should include at least one person who is not the child's parents, and should only include the names of the people you want to have access to your child. Please fill out an Authorized Pick Up Form to notify us that someone other than your child's parents will be picking him or her up. (These forms are available in the front office of both centers.) Persons the staff does not recognize will be required to show a valid driver's license before the center will allow the child to leave.

If for some reason someone other than the people on your child's Authorized Pick Up form will be picking up the child, you must notify us in writing no later than that day's morning drop off.

Please keep in mind that as you take your child by the hand and say goodbye to the teacher, you become legally responsible for your child. For safety reasons we cannot allow children to run in the hallway, or to play outside on our playground equipment, unless staff members are present.

Newcomb Children's Center's first obligation is the safety of children. Teachers or other center employees are instructed not to release a child to an adult who they believe is intoxicated with alcohol or other substances. Staff will detain any person picking up a child who they believe may be too impaired to safely transport and/or care for that child. Staff will then locate one of the emergency contacts provided by the parent. If an angry or hostile situation occurs, we reserve the right to contact Tulane University Public Safety so that the safety of the child and staff is ensured. We also reserve the right to contact Child Protective Services, if necessary. Indication of intoxication include the following:

- Difficulty with fine motor-skills
- Balance and coordination difficulties
- Loud Speech
- Boasting
- Stumbling
- Crude behavior
- Speaking incoherently
- Slow verbal response
- Bloodshot eyes
- Flushed face
- Alcohol smell from their breath

The update to the Authorized Pick Up section Newcomb Children's Center's Handbook was made October 26, 2011.

Part Four: Learning and Relationships

General Curriculum and Program Considerations:

In preparing the center's curriculum, staff considered the following professional standards:

- Standards required for the licensing of day nurseries/day care centers published by the State of Louisiana Department of Health and Hospitals.
- To provide children with a quality program, the staff should provide a variety of developmentally appropriate activities and materials that are selected to emphasize concrete experiential learning and to achieve the following goals:
 - Promoting confidence and self-esteem
 - Refining social skills
 - Stimulating children to think, reason, question and experiment
 - Furthering language development
 - Practicing physical skills like running, jumping, and balancing
 - Increasing small muscle competence by using beads, blocks, puzzles, and buttons
 - Fostering exploration of sensory materials and creative expression
 - Helping children learn patience and restraint
 - Encouraging and demonstrating sound health, safety and nutritional practices.
- Every day the teaching staff prepares lesson plans that address the needs and interests of the enrolled children.

Additional Program Considerations

1. Physical Environment: The indoor and outdoor environments should foster growth and development through opportunities to explore and learn. The indoor and outdoor spaces are kept clean, safe, attractive and spacious.

2. Health and Safety: The health and safety of children and adults is protected and enhanced. Each adult in the center should be free of physical and psychological conditions that might have a detrimental effect on the children's health.

3. Staff Qualifications and Development: Each member of the staff shall be a competent and reliable person of good moral character, who is mentally, physically, and emotionally able to assume his or her responsibilities. Each member shall be equipped by education, training, skills, and experience to provide proper training and

development of children. All personnel shall conduct themselves in a manner that is professionally appropriate.

4. Staff development shall be conducted in a systematic, ongoing way and shall include evaluations shared in conference and documented in confidential files.

Daily Schedules

Schedules are designed to be flexible so that the individual child's needs can be met as well as those of the whole group. All schedules include the following elements:

- Balance between active and quiet play
- More than one option for group activity (small or large or individual)
- Balance of large and small muscle activities
- Balance of child-initiated and staff initiated activity while limiting the amount of time children spend in large group activity
- All groups play outdoors daily, weather permitting

What to Send and What Not to Send to the Center

Parents are responsible for supplying the following:

For all children:

Extra Clothing (in a zip lock bag). Two extra changes are recommended. Please ensure that these clothes are appropriate for the time of year.

Family Photos to personalize classroom

For younger children:

Diapers

Wipes

Crib sheets (fits both cribs and cots—Please send in a zip lock bag)

For older children:

Bibs or Art smock for older children

Sippy cups for Tweenies

Soft toy to sleep with

Light blanket for naptime

Please ensure that your child's name is on all of his or her personal items.

Please do NOT send the following:

- Food from home

- Gum and candy

- Toys from home (We discourage this because it often leads to loss, breakage, and sharing problems. If it's not necessary for your child's sense of security, please leave these items at home.)
- Valuable clothing that cannot be replaced

Meal Policy/Nutrition

Please serve breakfast to your children before bringing them to the center. Because of Louisiana State licensing requirements, we cannot allow outside food to be brought into our center.

Children who are present during lunch will be served lunch, which includes portions of protein, milk, bread, fruit and vegetables in compliance with state provisions. The center also serves a mid-morning and a mid-afternoon snack.

Nutritional Information/Menus

Food and beverages from home will not be allowed once children are on table food. The center makes exceptions for children with allergies, children who are vegetarians, and for children who have dietary restrictions for religious reasons. (A note stating why your child needs food from home along with the parent's signature must be handed into the front office.)

Outdoor Policy

Because children need exercise and fresh air, they will go outside twice every day as weather permits. At Newcomb Children's Center, we believe that if children are well enough to attend school, they are well enough to play outdoors. We will not keep a child indoors at parental request. Children need fresh air and movement for their general well being and healthy development. We will not take the children outdoors in inclement weather, based on the judgment of the director. We ask that you make sure that your child has appropriate clothing for outside play every day.

Field Trips

Field trips to the Quad or other locations on the campus may be scheduled. Center staff will notify parents of upcoming field trips.

Naptime Policy

We provide a balance between active and quiet play throughout our daily planned schedules. A planned nap time is also included in the daily routine. For children ages one and older this rest time is a planned period after lunch. Children burn a tremendous amount of energy and need to have as much time as possible to relax. Though they do not have to sleep, we provide an environment conducive to children feeling comfortable for rest.

Special Needs Policy

The center does not discriminate against children with special needs. We welcome them into our classrooms as long as we can fully meet their individual needs. Close communication with parents is essential to providing high quality care for all children and this is especially true for children with special needs. We must be able to meet each child's needs within our current staffing patterns and cannot provide additional staffing for your child.

If we feel that a child needs an evaluation for extra help, we will make recommendations to parents. If your child has identified special needs, we will need to meet regularly.

Through close communication and conferences we will work together to determine if we can provide the care you need or if we need to assist you in finding alternative arrangements for more appropriate care.

Assessment Policy

At Newcomb Children's Center we use a variety of assessments to gain an accurate picture of each child's level of development. As children progress in the program, we keep detailed records on their physical, social-emotional, language, and cognitive development. These notes are derived from continuous observation and interaction by program staff.

Checklists are completed on a quarterly basis and provide information about how a child is progressing based on his or her chronological age. If needed, families will be referred for developmental screening or possibly diagnostic assessment. All staff are trained in child development.

As staff observe the children they reflect on how the individual child is moving from one developmental stage to the next or how they might be acquiring a specific skill. The ultimate goal of all assessment is to support the learning opportunities and experiences for the children. All assessment information is gathered with the general goal of understanding the children's development and helping them move to the next level. Program improvements are developed from assessment activities as teachers uncover what is working and what areas of the program need to be improved or adapted.

Part Five: Parent and Family Relations

Open Door Policy

We encourage you to visit our center at any time, and to participate in any of the special events we plan for the children. Whenever possible we love it when parents share their talents and family culture with our classes.

We are here to serve you by providing the best child care possible for the children in our center. If you ever have comments, questions, or suggestions about our centers, please do not hesitate to bring them to our attention.

Parent Involvement

Your part in this program is crucial to our success. Here are just a few suggestions for you to consider!

- Talk to your child daily about the event of his/her day.
- Read the weekly lesson plans to be aware of special themes or concepts.
- Consider having lunch with us here at the center.
- Make plans to come to parties or other special occasions.
- Share your talents and time with us! Play the guitar, read a story, help facilitate an art project or cook with the group.
- Share your family's unique culture with us by sharing music, stories, special foods, etc. with the children.

We encourage as much participation as possible. Please feel free to visit and take part in activities whenever possible. Just let us know what your plans are.

Birthday Celebrations

We enjoy celebrating children's birthdays! Please feel free to bring something special to school on your child's birthday. However, please let the teacher know well ahead of time which day you would like to do so. (If another child is already celebrating a birthday that day, you will be asked to pick another date.)

Specific birthday practices vary slightly, so please be sure to contact your child's teacher for details. In general, the staff prefers the celebrations to take place during regular snack time.

Please do not send party hats, treat bags, balloons, or other favors, as these can become choking hazards. Also, please save entertainment for out-of-school celebrations.

Other Celebrations

During the school year, we celebrate many special days, such as Halloween, Thanksgiving, Martin Luther King Day, Valentine's Day, and Mardi Gras. If your family has additional celebrations you would like to share with the class, please let the teacher know. We especially like it when families share their culture with the class. If there are special needs for particular holiday celebrations in school, your child will bring home a note to let you know what is needed.

Please do not exchange Christmas presents with other children at school. Also, Valentine's Day cards may be distributed at the school, but please bring blank cards (enough for the class) signed by you or the student. Do not put the names of the recipients on the envelope.

Holiday Schedule

Our center observes the same holidays as the Tulane University Community, in addition to a few additional professional days. These include (but are not limited to) Independence Day, Labor Day, Thanksgiving, Winter Break, Martin Luther King Day, Lundi Gras, Mardi Gras, and Good Friday. Parents will receive reminders of the days on which the center plans to close or will be closed.

Negotiating Differences

We operate our center with the best of intentions, and we want to maintain open communication at all times. However, we recognize that from time to time disagreements may arise. It is crucial for the well-being of the children in our care that we resolve these difficulties as soon as they arise. At Newcomb Children's Center, we value your opinion and input, and we strive to understand your point of view. If at any time we do not meet your needs or expectations, we have a system in place that will enable us to address your concerns most effectively.

First, please discuss any concerns with your child's teacher. It is important to maintain communication with your child's teacher and the center's administration. This makes any negotiations much more efficient.

Should this discussion prove unsatisfactory, please schedule a meeting with the center director to discuss your concerns.

If this meeting also fails to address your concerns, please bring them to the director's supervisor.

Parent and Visitor Code of Conduct

In keeping with Newcomb Children's Center's goal of providing an environment in which children are safe to grow and develop, we require that all adults on premises behave respectfully, courteously, and decently. In accepting a place for your child at our center, as a parent or guardian **you agree to refrain from to following:**

Swearing/Cursing: No adult is permitted to use inappropriate language on Center property, whether in the presence of a child or not. At no time should such language be directed at staff.

Threatening language: Threats of any kind will not be tolerated and will be reported to the proper authorities.

Physical/Verbal punishment of children at the center: Corporal punishment is not permitted at the centers. Parents also must refrain from disciplining a child not their own. If parents are concerned that a child is behaving inappropriately, they should notify the director.

Cell Phone use: Please do not use you cell phone in the center. Your child needs you full attention as they make the transition from your care to ours.

Please be advised that parents or other adults who violate this code of conduct may be banned from center property, and the center may terminate services to the family.

Employment of Center Employees

Under no circumstances should parents employ center staff for any outside engagements, including personal babysitting or transporting a child to or from the center. Center employees who accept such employment from parents of children enrolled at the center will be subject to discipline, including termination of employment.

Part Six: Health and Safety

We are very conscious of maintaining a healthy environment at the center. We will take every precaution with our staff, physical environment and classroom arrangement. Prevention is the key to eliminating dangers, so we constantly monitor all areas of the program for any potential hazards.

Hygiene

The most effective method of germ control is good hand washing practices. It is the most important thing we can all do to keep our children healthy. We encourage all of the staff, parents, and children to follow good hand washing procedures.

Exclusion Policy

If a child shows signs of illness or becomes ill during the day, we will refer to our exclusion policy to determine if the child meets criteria for exclusion or is well enough to continue staying at school. If the child needs to be sent home, family members will be contacted and the child made comfortable in the front office until picked up. Upon arrival the family member will need to sign a copy of the exclusion form describing the possible illness and requirements for readmitting their child to school.

Please note our Exclusion Policy attached and our sample Illness Report. (Appendix A)

Health Form/ Immunization Records

A physician's statement must be filled out by your child's physician before the child may begin at our center. The form includes physical information and immunization records. In addition, a new form will need to be completed before the beginning of the new school year for each subsequent year the child is enrolled at our center.

Shot records will need to be kept up to date at all times. We continually monitor the accuracy of all the children's shot records. If your child is age-eligible for an immunization, the center will notify you.

We will systematically check the immunization records four times per year, so please expect to see notes and reminder notes from the office regarding the need to update your records. We are required to keep these records up to do date and need your cooperation!

The update to the Health Form/Immunization Records section of Newcomb Children's Center's Handbook was made August 17, 2012.

Potty Training Guidelines

In order for staff to begin potty training the child must be ready. Once a child is ready the parents must begin the potty training process at home first and then the staff can begin to assist in potty training the child. The staff will bring the children who are ready to potty several times a day to the bathroom or when they ask to go. Each child who is ready will be encouraged to sit on the potty for two to three minutes. If the child becomes frustrated he/she will be taken off the potty, and their hands will be washed. Potty time should be a positive experience, and children should not be scolded or criticized if they do not want to use the potty or if they have accidents. The ability to control bladder and bowel function is as individual as each child. If you think your child is ready and he/she will still not go to the potty you should consult with your child's pediatrician for further guidance. All children will eventually be able to potty in their own time without assistance.

In order for our staff to work effectively with you and your family during the transition from diapers to underwear, we need to communicate and discuss the process at every step. For example, as your child moves from diapers to pull-ups, or pull-ups to underwear, please discuss these changes with your child's teacher to ensure consistency at home and school.

Please remember to bring extra clothes, underwear, socks, blankets and shoes during the potty training process. If a child soils his/her clothes they will be put in a plastic bag to go home. To prevent contamination, center policy prohibits staff from rinsing out soiled clothing. If the child does have an accident he/she will be cleaned off and all surfaces will be disinfected.

Alcohol/Tobacco /Illegal Substance Policy

Newcomb Children's Center prohibits the use of alcohol and the use or possession of unauthorized potentially toxic substances, firearms, pellet, or BB guns (loaded or unloaded) in the center, the playground or on any center sponsored field trip or event.

Newcomb Children's Center also prohibits the use of tobacco in any form in indoor areas of the center, the playground or on any center-sponsored field trip or event.

Photography Policy

All parents are asked to sign a written consent form stating whether or not permission is given to take photographs of the children. This form is updated each year and a copy is kept in the child's file.

Sunscreen Policy

If you feel your child needs sunscreen or sun protection during sunny days, please put sun block with UVB and UVA protection on at home before bringing your child to school. Our staff will apply sunscreen provided by you as needed to your child.

The update to the Sunscreen Policy section of Newcomb Children's Center's Handbook is effective May 30, 2012

Guidance/Redirection

It is our belief that each child should have ample opportunity to learn our routines and expectations for their behavior. We strive to provide a very positive and nurturing environment for the children. Classroom rules are stated in a positive fashion. Each room has a special cozy corner for children to work out their feelings of anger, frustration or sadness. Redirection is used at the center.

Redirection means providing an explanation of an appropriate behavior while removing the child from a situation and engaging the child in a quiet activity (such as a puzzle or book) then reinforcing a more acceptable behavior.

Our Staff Will:

- Use a soft and reassuring voice.
- Set a positive example with their behavior.
- Establish clearly stated classroom rules.
- Redirect the children to an alternate activity when a conflict arises.
- Use natural consequences to help children become responsible for their behavior.
- Encourage the children to work through their problems and help them to identify solutions and to use words to solve them.
- Treat all children with respect and kindness at all times.
- Remember to plan ahead.

Our Staff Will Never:

- Allow a child or group of children to discipline another child, nor shall any child ever be placed out of sight from the group.
- Use physical punishment or associate food, rest or toileting with punishment.
- Ridicule or laugh at children.

Biting Policy and Reports

Prevention:

- Set up a challenging yet safe environment that is age appropriate.
- Set clear rules that are consistently enforced.
- If an individual child is “biting”, a staff member will try to stay within arm’s reach of the child.
- Briefly separate the child from the group during times when no one can shadow the child.
- Give the biter something more appropriate to do. Offer something that can be bitten.

If a Bite Occurs:

- Attend immediately to the injured child. Have the child who did the biting move to another area where someone can watch him/her.
- Wash the area gently and apply first aid cream.
- Fill out a biting report for the child who bit and the child who was bitten to notify parents of the bite and the first aid procedures completed.
- Once the injured child is settled down, comforted, and all first aid measures are complete it is time to attend to the child that did the biting. (If two teachers are working together this can be done simultaneously.)
- Tell the child “No biting! Biting hurts! Teeth are for eating food, not hurting our friends!”
- Give some time and attention to the child who did the biting as they probably feel very needy as well after their loss of control.
- Fill out a biting report to let the parents know about the bite, and how the situation was handled.

Accident and Incident Policy

In addition to biting reports, all accidents and incidents will also have written reports filled out by teaching staff, reviewed by office staff, and given to the parents. Accident reports will be filled out if your child is injured in our care. Incident reports will be filled out if your child injures another child in a manner other than biting.

If the accident or incident is minor, the report will be prepared and available for review when you pick up your child.

We call ahead of time to let parents know about any serious or significant accidents or incidents. If the director or director designee determines that a child needs medical attention due to an accident occurring at the center, we let you know this information during the initial contact by phone and also by written report.

Referrals for Evaluation Related to Behavior

If a child has consistent difficulty with a particular behavior (such as hitting or biting) we will work together with parents to resolve the issue. This means that that we will have an open two way direct communication in which we discuss the issues related to the behavior as it occurs at school and home.

After three incidents, or following a significant incident, the director may require parents to meet for a conference to discuss problem solving strategies. During this meeting, we will provide you with written documentation of the incidents and we will work with you to establish written goals for solving the problem.

We reserve the right to ask you to have your child evaluated by a developmental specialist and establish a behavior management plan. This plan may be a prerequisite for your child to stay enrolled at Newcomb Children's Center.

We have a responsibility to protect the safety of all the children in our care and expect that all parents will work closely with our staff to resolve problems of this kind.

Emergency Closing Information

As a department of Tulane University, Newcomb Children's Center will close when Tulane University is closed due to weather emergencies. Please consult Tulane's emergency website (<http://emergency.tulane.edu>, or call the alert line **(504) 862-8080** or **(877) 862-8080**). If it becomes necessary to close the center in the middle of the day, you will be notified by phone and email if possible. You will be able to pick up your child immediately. If you cannot be reached, one of the people listed as an authorized pick-up will be notified. During severe weather, please keep communication open with the center at all times.

The update to the Emergency Closing Information section Newcomb Children's Center's Handbook was made March 30, 2012.

Emergency Practice Drills

We practice monthly evacuation procedures for fire drills, and monthly shelter-in-place drills for tornados from March-June in conjunction with our environmental health and safety department, security, and facilities services department personnel. These drills are conducted at various times of day to give our staff practice evacuating in numerous situations.

The update to the Emergency Practice Drills section Newcomb Children's Center's Handbook was made March 30, 2012.

Touching Policy

Physical touch is an important part of the care and nurturing of young children. Children feel loved, accepted, and supported through the sensations of touch by nurturing adults and peers. However physical touch should be respectful of children's body cues and only occur with their permission. Staff members are sensitive to children's responses and requests for physical interaction, and model appropriate nurturing touches. Except for cleansing, children will always have the right to refuse touch.

1. Nurturing touch is necessary for every child's emotional growth. Affectionate nurturing touch includes: hugging, holding on lap, rocking, carrying, rubbing or patting backs, cuddling, and hand holding. Children always have the right to refuse these touches.
2. Personal care touch includes cleaning, dressing, and naptime routines, and is done in a gentle and respectful manner. It will also include face and hand washing, assisting with toileting, examining rashes and unusual marks, nose blowing, and assisting with clothing changes. Genital areas are touched gently for the purposes of cleansing only. First aid is administered as gently as possible and always accompanied by verbal explanation and appropriate comfort.
3. Physical interaction is used only to protect the safety of children and staff or to provide the least restrictive guidance necessary in a given situation. Children are taught, through modeling and verbal guidance, to use words rather than physical actions to settle their differences with others.

Confidentiality and Security of Files

Newcomb Children's Center will maintain confidentiality and security of our files.

1. All of the children's files will be locked at all times. Only the office administration, head teachers and the director shall have access to the files.

The records are the property of the center and the director as custodian shall secure records against loss, tampering or unauthorized use. The files will **not** be released to anyone.

2. Newcomb Children's Center will maintain confidentiality of all of the children's records. Employees of the center will not disclose or knowingly permit disclosure of any information concerning the child or his/her family, directly or indirectly, to any unauthorized person.
3. Newcomb Children's Center will obtain written informed consent from the parent prior to releasing any information or photographs from which the child might be identified, except as required by authorized state and federal agencies.

Licensing Policies

Abuse and Neglect Policy

Any suspected abuse and/or neglect of a child in a day care center must be reported in accordance with LA RS 14:403 to the local child support agency. The local child protection phone number is (504) 680-9000. Newcomb Children's Center will follow this policy and report any suspected abuse to the proper authorities.

Non-Discrimination Policy

Newcomb Children's Center will not discriminate against any child on the basis of race, color, creed, sex, national origin, handicapping condition, ancestry, being breastfed, or sexual orientation of its parents.

Grievance Procedure

If for any reason you feel it is necessary to file a complaint with the state-licensing agency, you should make your complaint at the following address:

State of Louisiana
Department of Social Services
Bureau of Licensing and Quality Assurance
P. O. Box 3078
Baton Rouge, LA 70821

Transportation Policy

Newcomb Children's Center at Tulane University will not provide transportation under any circumstances, including field trips. Center employees who provide transportation will be subject to discipline, including termination.