

West Valley Childcare Parent/Guardian Handbook

2024-2025

Updated December 18th, 2024

Ahtanum Site 509-965-4693
Apple Valley Site 509-965-1172
Cottonwood Site 509-965-9766

Mountainview Site 509-966-5644
Summitview Site 509-966-7445
Widehollow Site 509-965-5107

Director 509-930-7876

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Welcome to West Valley Child Care

The purpose of this Parent Handbook is to outline the policies and procedures under which we operate as licensed child care providers.

Philosophy

West Valley Child Care is a non-profit cooperative governed by a parent/guardian filled board that provides a safe, nurturing environment before and after school for the students of the West Valley School District.

Core Values

- ❖ We model and help kids learn skills to navigate life.
- ❖ We provide top level care for public school age children.
- ❖ We stay current on child development science and use best practices in our care setting.
- ❖ It is more important to get it right then to be right, we compromise and collaborate to find the best path forward.
- ❖ We believe every behavior is the communication of a need.
- ❖ We approach all kids, staff and parents/guardians with love, compassion, kindness, accountability and the opportunity for relational repair.

Non-Discrimination Policy

West Valley Child Care will not discriminate against any child on the basis of race, sex, national origin, religion, or handicapping condition. WVCC will make all reasonable accommodations for any known physical or mental limitations of children unless the accommodations would pose an undue hardship to WVCC.

Registration/Withdrawal

Children may be enrolled from ages five to twelve, when they are enrolled in school. The following forms are required by the State of Washington and need to be read, completed and signed prior to enrollment:

- ❖ Parent Handbook
- ❖ Registration Form
- ❖ Immunization Form
- ❖ Individual Health Plan - as needed, for any child with specific or support needs.

West Valley Child Care registration is based on the school calendar year and children will need to be registered at the start of each school year.

You will need to inform us in writing when you wish to withdraw your child, with signature and date.

Children's files are kept confidential only to be accessed legally.

Arrival and Departure

Parents/guardians MUST accompany their children into the center and sign them in on the tablet each morning and sign them out each afternoon or evening. We will sign the children out when they leave for school in the morning and sign them in each day when they return after their school day is finished.

Children are not permitted to sign themselves in or out of the center. No one other than the parent/guardian or person(s) designated by the parent/guardian will be allowed to pick your child up without advanced permission from you. Staff will check IDs of anyone they do not recognize. Please let designated persons know about this ahead of time so they bring a picture ID and they are not offended. If there is a court order keeping one parent/guardian away from the child, we must have that written order on file; otherwise, we cannot prevent the non-custodial parent from picking up the child. **If a**

Parent/Guardian or any authorized person does not properly sign a child out, this may result in termination of care. We will discuss the concern with you first and foremost, but please ensure that you or anyone authorized to take your child with them is aware that they are to sign the child in or out. Each child must be signed for individually as not all children who are in the same household leave at the same time.

Schedules

All children attending West Valley Child Care must be registered; having completed ALL required paperwork, company required paperwork, and paying the registration fee. We **MUST** know your child's schedule so that we can anticipate staffing needs of the centers. It is imperative that we are notified when that schedule changes.

Child Care Operating Hours

West Valley Child Care is open Monday through Friday before and after school, opening at **7:00 Am** and closing at **6:00 Pm** during the school year with the following exceptions:

- ❖ We are **OPEN** on School Professional Days, Early Release Days, and Fall/Spring Conference Weeks.
- ❖ We will be open **AS NEEDED** on Veteran's Day, Winter Break (these dates will vary please pay attention to the WVSD school calendar and updates from WVCC), Martin Luther King Day, and Spring Break.
- ❖ We are **CLOSED** on Thanksgiving and the day after, Memorial Day, Labor Day, President's Day, Juneteenth (June 19th), Independence Day, Christmas Day and New Years Day.
- ❖ For days we are open during a scheduled no-school day or break, we reserve the right to close early with proper communication. This may generally only apply to Christmas Eve and/or New Years Eve, but is subject to change.

On no-school days and early release days, we require that you sign your child up. Sign-up sheets will be available the week prior to each of these days.

- ❖ **Children who are signed up and don't cancel within 24 hours will be charged a 2 hour minimum rate for all days signed up on early release days.**
- ❖ **\$30 rate will apply for non-cancellation of attendance within 48 hours on non-school days, by May 31st for our Summer Program. This will apply to all days signed up for but not attended.**

We combine our centers on no-school days, no call no shows are treated similar to a missed appointment. By signing your child up for these days, you are taking a spot away from another family, and without a 48 hour time frame to fill that now empty spot or schedule/un-schedule staff, you will be charged a daily fee of \$30 for every day signed up but not attended.

Inclement Weather

If school is delayed for bad weather, West Valley Child Care will **strive** to remain open. Staff will get to work as close to the normal schedule as possible, but we want to ensure our staff's safety.

If WVSD chooses to delay school at first, but decides to close the schools at a later time and your child has arrived at WVCC, staff members will push out an emergency notification from our Procure app, update our Facebook and call all parents/guardians of children at our centers to pick them up immediately.

- ❖ If WVCC is aware of staffing concerns that may close our sites, or later than normal arrival, a message will be sent out via our Procure app and our Facebook will be updated. Please keep an eye out for messages and emails.

However, if WVSD cancels school due to inclement weather, West Valley Child Care will be **CLOSED**.

If your child is dropped off early, or picked up late, late fees will apply. Please see 'Fees, Operations, and Payments' for details.

Fees, Operations, and Payments

- ❖ One-Hour minimum fee for each am and pm session that your child attends during the normal school year.
- ❖ Seven hour weekly minimum fee to hold your spot. You **must** inform the Site Supervisor in writing when you wish to withdraw your child to avoid being continuously charged this weekly minimum.
- ❖ **\$50** non-refundable registration fee per family per year.
- ❖ **\$25** registration fee for sign ups after Spring Break.
- ❖ **\$15** re-registration fee during the same school year after a withdrawal.
- ❖ **\$5/hr per child with 1 hour minimum per attended shift.**
- ❖ **\$15** monthly supply fee per child.
- ❖ **\$30 Day Rate after 6 hours per day.**
- ❖ **\$1** per minute for drop offs before operating hours (7:00 Am) and late pick-up (after 6:00 Pm).
- ❖ **\$30** no-show/no-cancellation fee. This will apply on days you must sign up to attend and you do not attend or cancel within 48 hours. **Summer** cancellations must be done by **May 31st. No exceptions.**
- ❖ **\$25** late payment fee. All bills will be sent by the 5th of each month and are

due the 15th of each month. **Payments received after the 15th will receive a late fee charge. This fee will not be taken off for late payments without**

prior authorization from the Director.

- ❖ **\$25 NSF/returned check fee**

No-School days/ Breaks Rates

- ❖ **\$30** a day flat rate for all scheduled days.
- ❖ **\$1** per minute for drop offs before operating hours (7:00 Am) and late pick-up (after 6:00 Pm).
- ❖ **\$30** no-show/no-cancellation fee. This will apply on days you must sign up to attend and you do not attend or cancel within 48 hours. **Summer** schedule must be done by **May 31st. No exceptions.**

Summer Rates and Fees

- ❖ **\$100** non-refundable registration fee.
- ❖ **2 day weekly minimum per child for each week scheduled.**
- ❖ **Supply fees and early/late fees still apply.**
- ❖ **\$35** Full Day Rate - 0 to 10 hours attendance.
- ❖ **\$37** Full Day Rate Plus - 10 to 11 hours attendance.
- ❖ **\$35** no-show/no-cancellation fee. This fee is due to consolidating schools and limited space available. If you do not cancel within , this fee will apply to all days you are signed up for and do not show.

All statements will be available and emailed/mailed by the **5th** of each month. If you need to check your current email address on file, change address, or if you have **NOT received your invoice by the 10th** please contact our Director at **509-930-7876**.

Payments are due by the 15th of each month (regardless that the 15th falls on the weekend or holiday). Copies of your current month's charges are available upon request at your site.

- ❖ A late fee of **\$25** will be charged after the **15th** of each month if the invoice is not paid. **This will not be removed without prior authorization from the Director. WVCC is not responsible for any delays that USPS may incur, or not having an updated email.** Please have a current email on file to ensure timely invoice delivery. **Parents/guardians are responsible to communicate a lack of invoice if they have not received one by the**

10th of each month, late fees that apply due to lack of communication will not be removed. If your bill is not current by the end of each month, please bring it current or talk with our Director to make payment arrangements so that we do not have to terminate your child from our program. Families with non-current bills may be turned over to collections. **If we have to terminate care due to payment, you must pay a re-registration fee when the account is brought current.**

To participate in our Summer Program or pre-register for the next year, all accounts must be current.

Additional Fees

West Valley Child Care will provide one tax information paper per year per family. The Statement will be mailed to you at the **address on file by 1/31**. This information consists of the dollar amount you paid to West Valley Child Care in the past January - December, and our tax ID number. If you request an email copy to be sent to you, there will be a **\$5** charge. Sent once payment is received.

Payments

All staff members are able and willing to take your payments and provide receipts. Parents are encouraged to make online payments through their invoices on QuickBooks. Please see staff if you need assistance. Staff are able to take payments of Cash (Wide Hollow site only), Checks, Cashier's Checks, Money Orders and the Director can assist with a one time card payment over the phone. Card details will not be stored. Payments received past the 15th of each month will see a **\$25** late fee on their next invoice. Invoices past due by **30** days will receive a notice of warning of collections/termination. Accounts **31-60** days past due will receive a pay or services will be terminated notice. **91** days or more will automatically be turned over to collections. Collection payments must be made through the third party, WVCC will no longer accept payments on those accounts in collection.

Health Policy

Health history information shall be obtained for each child upon admission to our program. Immunizations must be up to date. Full names, addresses, and phone numbers (home and work) of parents/guardians, physicians, and other persons to be contacted in case of an emergency, and names of all persons authorized to take the child from the centers are required. This information shall be kept on file and easily available to all staff. The Department of Social and Health Services recommends that all children in child care programs have yearly physical examinations. We are required to supply the date of your child's last physical. Any communicable disease will be reported to the Health District.

Policy for excluding ill/contagious children:

- ❖ Fever of 101 degrees F (axillary) or higher.
- ❖ Vomiting on two or more occasions within the past 24 hours.
- ❖ Diarrhea at three or more times within 24 hours.
- ❖ Draining rash.
- ❖ Eye discharge or pink eye.
- ❖ Lice or nits.
- ❖ Any contagious disease (unless cleared by doctor)
- ❖ Too tired or too sick to participate in activities.

If your child is sick and vomiting at school you will be called to come and pick them up, as we do not have extra rooms for isolating sick children.

State law requires that we notify parents/guardians of children who have been exposed to certain contagious diseases. Please notify us if your child becomes infected, so a note can be posted. **We will never discuss your child's health publicly, but a notification of exposure to infectious/contagious diseases/conditions is required by law.** Our Health policy is available upon request.

Medication Management Policy

If your child is on medication, make sure it is given adequate time to work. If medications have not been given - we reserve the right to refuse care until given or until given time to work.

Prescription and non-prescription medications shall be given only on the written approval of a parent/guardian, person, or agency having authority by court order to approve medical care. Medication forms must be signed and dated and given only as specified on the prescription label, or as authorized, in writing, by a physician or other person legally authorized to prescribe meds. Non-prescription meds will be given (with permission) only at the dose, duration, and method specified on the manufacturer's label. Medications must be in the original container, labeled with the child's full name, date prescription was filled, or the medications' expiration date and legible instructions for administration brought by and given to staff by parents/guardians.

Medical/Dental Emergency Procedures

Emergency information is kept on file. In case of illness or injury this information will be used to notify you or the person designated by you, of your child's status. If your child is injured while at West Valley Child Care, first aid will be administered. If treatment by a doctor is necessary, we will make every effort

to contact you or the doctor you have chosen to treat your child. In all cases, an injury report is completed and a copy is given to the parents/guardians as well as the DCYF. Authorization for Emergency treatment must be signed at the time of registration to ensure that in the event of an emergency, we can make sure your child receives the necessary emergency treatment they need. It is very important that all emergency contact information is kept up to date and correct. Please inform us immediately of any changes. **Parents are responsible for all costs involved in emergency medical treatment, including emergency transportation if required.**

Note: In case of a serious accident or sudden illness requiring immediate medical attention, the following procedures will be followed:

- ❖ A phone call to 911 is made.
- ❖ Child's parents/guardians or emergency contact are called.
- ❖ Child is separated from the other children and appropriately cared for.
- ❖ Parent/guardian, provider or ambulance takes the child and health records to the doctor or hospital.

Disaster Plan/Evacuation Procedures

West Valley Child Care has written policies and procedures for dealing with emergencies and natural disasters. Evacuation plans are posted on site and we conduct monthly fire drills and quarterly disaster drills with the children. If an emergency situation occurs our centers will remain open until all children are picked up by an authorized person. In the unlikely event the children need to be evacuated to an emergency location, you will be notified as soon as possible and a notice will be posted on site with all information on the alternative site.

When children are in our care, at least one staff member has current CPR/First Aid training. We have a first aid kit on site containing: Various sized Band-aids, sterile gauze, roller bandages, adhesive tape, scissors, tweezers, disposable gloves, ice pack, thermometer w/disposable sleeves, triangular bandage, CPR mask, first aid manual, and any/all individual health plans for children.

Discipline Policy

Discipline of children shall be in accordance with the child's age, stage of development, and knowledge the staff has of the child's needs. Disciplinary methods used shall be based on guidance to help the child develop inner control, self-responsibility and respect for the rights of others. Corporal punishment and physical restraint of children are not consistent with this objective and are prohibited by this center.

Necessary rules shall be few, clearly and simply stated and consistently maintained. The health and safety of all children is the primary concern at all times.

At no time will a child be allowed to:

- ❖ Hurt themselves
- ❖ Hurt another child/adult
- ❖ Hurt Property
- ❖ Verbally or physically threaten to do any of the above
- ❖ Verbally or physically abuse staff.

Physical outburst, including but not limited to, biting, jerking, shaking, spanking, hitting, kicking, physical fighting or verbal outbursts including profanity or any inappropriate language is prohibited on site by adults and children.

Serious discipline infractions will be handled as follows:

- ❖ Verbal warning to child and a time-out/in method for self control.
- ❖ Parent/guardian contact, with a write-up required to have a signature and date.
- ❖ Suspension from the program for one day.
- ❖ Suspension from the program for one week.
- ❖ Withdrawal from program.

Some negative behavior is best ignored since the goal is often to get attention. **If a child is unable to gain control and requires more individual attention than can be given within child to staff ratios, we may need to contact a parent/guardian to pick up the child.** A child requiring one-to-one attention may have to leave the center temporarily for safety's sake. **Repeated uncontrollable or redirectable behavior can lead to discontinuation of child care services.**

Serious infractions such as, but not limited to, leaving boundaries without permission, hiding from staff, disrespectful behavior, etc. by children or adults can result in disciplinary action up to withdrawal.

Children that have been withdrawn from one WVCC center will not be allowed to attend another WVCC center.

Our Procure app will allow us to communicate a child's mood, behaviors, incidents, and more. Allowing us to communicate behaviors that have not been redirectable. If these behaviors are becoming consistent, staff will then talk to parents/guardians for assistance in changing or halting these behaviors. If they are exhibiting the same behavior **5 or more times**, it will be a write-up that the parent/guardian must sign.

Not all of these behaviors will be directly discussed with parents/guardians if the behavior has been redirectable to a point, it goes against our Core Values to ignore the communication of a need. Some behaviors are simply a child's way of letting us know there is something they need. Staff will try to find out what is needed or missing, if it is achievable then there **may not** be communication of the behavior unless it repeats. **Any questions/concerns may be directed to your Site Supervisor.**

Communication

So we can provide the best possible care, please feel free to communicate any needs, wants and/or concerns regarding your child at any time. When signing in your child, you have the option to leave a 'Drop-off Note', this goes directly to staff and lets us know of any concerns you have when dropping them off. If your child has specific needs or support needs, i.e. extra bathroom breaks, we will need you to supply extra clothes and any supplies you use at home, i.e. wipes.

Staff fully realize that you are trusting us with your little ones and we want our relationship to be a good one. We are available to discuss a child's progress or needs anything during operational hours. However, due to staff responsibilities and schedules **we ask that any lengthy conversation be scheduled as a conference.** We want to be able to focus on you and your child at these times. If parents/guardians have any concerns or questions at any time it is recommended that the following chain of command be used until an answer or solution is found. All contact information for the following is available on the website.

1. Site Supervisor
2. Director
3. Board of Directors.

Childcare may need to be terminated for issues like continual late arrivals, inappropriate or unsafe behavior by a parent/guardian, children or family members, and unpaid bills.

Child Abuse

By law, every child care staff person is required to report to Child Protective Services, any suspected child abuse. State law prohibits abuse of any kind on child care premises, so please refrain from any physical punishment or verbal abuse. C.P.S will also be called if a person picking up a child appears to be under the influence of alcohol or illegal drugs. **We are Mandatory reporters and your child's safety is our foremost concern.**

Homework Policy

WVCC understands that families are busy, during free time we encourage any student who may have homework to use a quiet area of the room to work on it. We tell them that we are happy to answer questions and provide items like rulers, glue, and a dictionary. What we **CAN NOT** do, however, is unlock classrooms to go back for forgotten items, or spend an entire morning/afternoon helping one child.

Religious Activities/Cultural Awareness

West Valley Child Care welcomes families from all religions and cultures and is not affiliated with any church or religion. We may include/share different cultural holiday celebrations to encourage awareness.

Snacks

Snacks will be provided each day at 9:30 am and 3:30 pm. During normally scheduled school days, the first snack time does not apply with the exception of Late Start/2-hour delays. Each of the snacks will contain at least two nutritional foods. Children may choose not to eat our snacks and bring their own nutritious snack from home or finish their cold lunches from that day. **If there are children on site with severe allergies, we will let families know of items that cannot be brought, i.e. peanuts or tree nuts. Children may not share food due to safety concerns. Please let us know ahead of time if your child is not permitted to have any types of food due to allergies or religious beliefs.** Food will not be withheld from children as a punishment. Menus are available upon request.

Cleanliness/Hand Washing Policy

We are committed to keeping our centers as clean as possible. We clean surfaces that children come in close contact with using DCYF approved cleaners. Toys are cleaned and disinfected often. Handwashing is very important and we wash our hands many times throughout the day. Staff and children are required to wash hands: upon arrival, before handling or eating food, after using the bathroom, whenever hands are visibly dirty, before and after handling animals, after playing outside, after sneezing/coughing, and before going home. In addition, staff must wash before giving medication and after taking out/handling garbage and after attending to an ill child. If your child has specific needs or support needs for handwashing, hand sanitizer may be used in lieu of.

Activity Schedule

With variations depending on site - Please look for your site's posted schedule if it differs.

7:00 am - Site opens

7:00 am - 8:30 am - Free time while children arrive; table time/outside time/center play

8:30 am to 8:45 am - School breakfast is served, children who want breakfast will be released.
8:45 am - Dismissal to the school for class.

9:30 am - Snack during Late Start/2-hour delays

11:10 am - School dismissal during half days/conference week.

3:30 pm - School dismissal

3:30 pm to 4:00 pm - Children check in, wash hands and have snack.

4:00 pm to 6:00 pm - Recess/Gym time, free time, including time for homework if needed.

6:00 pm - Site closes.

Indoor activities include: board games, books, Legos, coloring, blocks, dolls, play food, cars/trucks, arts and crafts, paints, K'nex, and various learning toys. Small motor activities.

Outdoor activities include: climbing (on appropriate equipment), sliding, jumping rope, running, racing, and various games. Weather permitting, we play outdoors every day. On hot days under 100 degrees, we may do water play. Sites will post extra activities such as water play with as much advance as possible.

Additional Policies

Staff Credentials

Staffing requirements are set by DCYF and West Valley Child Care staff must meet these requirements. Staff policies, training and professional development records are available upon request.

Transportation

WVCC does not transport children because of our insurance.

Pesticide Policy

WVCC is required to notify parents/guardians of pesticide applications described in the school's pest control policies and methods.

Media Policy

Media (TV, movies, video games) is allowed up to 2.5 hours weekly. We limit ratings to 'G' rated shows and 'E' rated games. If you wish to allow your child to bring an electronic device from home, the child, not WVCC, is responsible for its well-being. WVCC has permission slips available if you wish to let your child engage in some developmentally correct electronic time beyond state standards. Please let your Site Supervisor know if you would like this permission slip, and to find out each sites' electronic times.

Phones are not allowed, only tablets, computers, music devices. If your child has a phone and

you want them to have it on them, phones must be stored away. Children will be allowed to call or message a parent upon request to staff members. We will never deny communication to a parent, but we must follow policy to not play on their phones. Children may not be able to take photos with friends as some families may not be ok with their child's picture being taken. We understand this can be frustrating and appreciate cooperation.

Transitions

We are required to maintain a 1:15 staff/child ratio at all times, including transitioning from one activity to another. This means that there may be times an entire group must go to another area such as the bathroom to stay within ratio. WVCC does prefer a 1:10 ratio, with no groups smaller than 3, but the ultimate ratio must apply. Our Procure app allows us to monitor staff-to-child ratio live at all times.

Confidentiality

Information WVCC has concerning the families we serve is confidential. WVCC employees may only discuss what is pertinent to care for children.

Smoking/Drug and Alcohol Policy

WVCC is located on site on West Valley School District grounds and complies with all smoking, drug, and alcohol policies of WVSD. Smoking, cannabis, drugs and alcohol are not allowed on school district grounds. Employees are not allowed to work under the influence of drugs or alcohol. Children will not be permitted to leave with anyone under the influence of drugs (prescription or not), alcohol, cannabis or any other mind-altering substance; an emergency contact will be called to safely transport your child in this event, and C.P.S must be called.

State Licensing Requirements

WVCC is licensed and complies with all applicable licensing regulations and standards. These relate to our sites, staff, health, safety procedures, nutrition, care given to child ratios and record keeping. Our sites are subject to inspection by state and city health, fire and licensing officials.

WVCC welcomes parents/guardians to visit their children at any time throughout the day. DCYF requires childcare centers to provide parents/guardians with full access to their children during operating hours.

Please see Additional Protocols/Procedures regarding Covid as they become available. All policies and procedures are subject to change with requirements of WACs and the needs of WVCC. We reserve the right to refuse service as we deem fit. We reserve the right to edit/revise all policies, given there is notification to parents/guardians and a new Parent/Guardian Handbook will need to be signed whenever they are updated.



West Valley Child Care Parent/Guardian Handbook Acknowledgment

I, _____, the undersigned Parent/Guardian of,

acknowledge that I have received, read, and understood the West Valley Child Care Parent/Guardian Handbook. I agree to comply with all the policies and procedures outlined in the handbook, including but not limited to:

❖ Arrival/Departure
Policies

❖ Fees and Payment
Policies

❖ Disciplinary Policies

By signing below, I confirm my agreement to adhere to these policies and understand that failure to comply may result in consequences as outlined in the handbook.

Printed Name:

Signature:

Email:

Phone Number:

Date:



Parent Handbook

