



**BUGBEE CHILDREN'S CENTER  
PARENT HANDBOOK**  
(we are also known as  
The SUCO Children's Center)

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**OUR MISSION**

*Because we love and respect children,  
the Bugbee Children's Center encourages and supports a  
child's development and growth by creating early childhood  
environments that foster friendships, self-esteem and joy.*

*We work with families to provide the stability, freedom and  
understanding that allow a child to grow into a caring,  
competent individual.*

*We come together each day secure in the knowledge that  
there is nothing more important than to be important in the life  
of a child.*

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# INTRODUCTION

The Bugbee Children’s Center is an on-site childcare center located at the State University College at Oneonta. The Center, which is licensed by the New York State Office of Children and Family Services, is designed primarily to serve children of SUNY students and state employees. Children of the general community will be accepted, as space is available.

The Bugbee Children’s Center is open year round, Monday through Friday, from 7:00 a.m. to 5:30 p.m., except for five national holidays: New Year’s Day, Memorial Day, Independence Day, Thanksgiving Day and Christmas Day; a staff work day in late August; and, typically, the holiday week in late December and the day after Thanksgiving. The Center has outdoor playgrounds and a gymnasium. Older infants, toddlers and preschoolers are served breakfast, lunch and an afternoon snack. The Center provides food for infants under the age of one at the parent’s choice.

### General Eligibility Requirements:

To be eligible for programming, children must be between eight weeks of age through school age and in general good health as verified by a physician’s statement. In addition, a child physical is required each year thereafter.

The Bugbee Children’s Center does not discriminate on the basis of income, color, sex, race, religion, national origin or handicapping condition. If, however, the nature of the child’s handicap requires special therapy or special staffing, the child will not be enrolled unless appropriate arrangements can be made.

### Statement of Purpose:

The basic goal of the Bugbee Children's Center is to provide safe, warm and nurturing care for the children it serves. The Center also strives to provide developmentally appropriate activities, which promote the cognitive, physical, social/emotional and language development of each child. The Center's primary objective is to meet the individual needs of each child. The Bugbee Children's Center provides a creative environment where children can explore a variety of interesting materials. The task of the staff is to interact with the children in a positive, warm and responsive manner. The Center recognizes that the major responsibility for raising children rests with the parents. The staff strives to strengthen and enhance this relationship and encourages parent participation in the Center's program. The Center will make every reasonable effort to notify parents in a timely manner of significant events. The Center depends on parents actively communicating with their child's teacher.

Parents will be invited to attend Parent/Teacher conferences each year. Teachers will happily arrange more conferences upon parental request and parents are encouraged to speak with the staff about any concerns or questions they may have about their child or the program.

### Program:

Currently, there are seven classrooms, two infant rooms, three toddler rooms, two preschool rooms, and a school-age program. Each room is staffed by a Teacher and a Teaching Assistant. Class size and child/adult ratios increase as the child gets older.

### Toddlers and Preschoolers:

A program of daily activities for toddlers and preschoolers includes both individual and group time, free choice and structured activity, and quiet and active periods. The environment is divided into areas offering creative art and music activities, dramatic play, books, cognitive games, small and large muscle activities and outdoor play.

### Infants:

The emphasis for infants is on a warm, caring, home-like environment. There is a balance of both new and familiar experiences to serve as stimuli for learning through play and exploration. Opportunity to experience the world is available through indoor and outdoor activities. Care of infants is individualized to provide a consistency between home and the center.

### Discipline:

Discipline involves teaching a child the rules people live by and guiding the child to follow through with these rules until they become a part of the child's life. We believe the purpose of discipline is to direct a child in choosing constructive behavior patterns and in developing self-control and self-discipline. It helps to approach a child who is behaving in an unacceptable manner in a positive way. We minimize using the words, "NO, don't hit the window", or "Don't put your feet on the table." These are negative commands. Rather, we phrase the correction positively, giving the child other choices, i.e., "You may bounce the ball on the floor". or "Throw it in this box, please. You will break the window if you throw it there," or "Feet belong on the floor."

Telling children what they should be doing is more effective than dwelling on what they should not do. Disapproval focuses only on the act, never on the child. If a child should persist in a behavior, we redirect that child to a choice of other activities. If there is a danger of a child being hurt, we step in immediately. Otherwise, we wait and give children a chance to solve their own difficulties first, intervening only when necessary.

### Behavior

Some behaviors can be difficult to manage. We recognize some behavior issues as developmentally grounded and approach with that attitude. Other issues may require more intensive therapy or intervention than can be workable in a group setting. Our staff will work hard with families to help control disruptive behaviors using various early childhood techniques. Cooperation in the home environment is expected and appreciated. We strive to minimize such behaviors as biting, hitting, throwing, tantrums and profanity. All involved must be clear that any behavior that is deemed harmful to staff or other children is unacceptable and could be grounds for exclusion.

## GUIDELINES

In order to function more effectively, we have developed guidelines that will provide information and help in the smooth operation of the Bugbee Children's Center.

### Registration Process:

Intake forms, including an emergency form, a developmental history of the child, an enrollment agreement and a health form indicating a physical examination and up-to-date immunizations must be completed and returned PRIOR to the child's attendance.

Parents are encouraged to visit the classrooms prior to their child's enrollment and to bring the child to visit for a few hours before starting full-time.

### Registration Fee:

A registration fee of \$50.00 is required per family upon enrollment.

### Deposit:

A deposit must be paid in advance at the time of enrollment. Deposits will be paid in the amount of \$150 for part-time care and \$300 for full-time care and \$100 for subsidized care. The deposit will be held without interest. Any outstanding balances will be deducted from your deposit and the remaining amount will be returned to you when you leave the center. Two weeks written notice of withdrawal must be given if a child is leaving the Center to receive a refund of the deposit. This is necessary to allow the Center adequate time to fill the vacancy. Failure to give two weeks written notice of withdrawal will result in forfeiture of the deposit.

If necessary, arrangements can be made with the Director to pay the deposit in installments during the child's first month of enrollment.

### Fees:

Fees should be paid on a weekly, biweekly, or monthly basis in advance. This payment should remain consistent throughout the year. Fees are based on contracted enrollment not actual attendance. **All weeks, regardless of vacation or illness, must be paid in order to maintain a child's slot.** The exception to this is the Intersession break for SUNY affiliated families and summer session for all families. Should an emergency or extenuating circumstances arise resulting in prolonged absence, the child may be withdrawn with 2 weeks notice without forfeiture of deposit and will be given priority to return to the Center. The Director will handle this matter on a case-by-case basis.

Fees are due prior to the child's attendance. Weekly fees must be prepaid by Friday for the next week's care. Failure to make payment by the Friday deadline will result in a \$10.00 surcharge added to the next week's fee. If unable to make payment due to extenuating circumstances, call the Center before the deadline to make alternative arrangements. Center payment policy is as follows:

1 week late payment:	late payment charge added to account
2 weeks late:	past due account status
3 weeks late:	final balance due
4 weeks late:	services discontinued and account sent to collection (\$20 additional fee)

**\*The Bugbee Children's Center reserves the right to change fees charged for services at any time.**

### Scheduling and Extra Hours:

You may schedule your child full or part-time. Full time is considered four or five days per week. Part-time is considered up to 5 part days or up to 3 full days. The minimum enrollment is 2 part days.

Extra hours may be available for those enrolled part time. Requests must be made at least 24 hours in advance. Requests will be granted depending upon space available and staffing and cannot be guaranteed. Extra hours are billed at \$7 per hour or part thereof.

Those enrolled full time may request extra hours beyond their scheduled drop off and pick up times at no charge, provided the request is made 24 hours in advance. This gives us time to arrange adequate staffing to maintain ratio.

### Center Schedule:

The Center is open Monday – Friday, 7:00 am – 5:30 pm.

There will be no fees charged if the Center closes for the December holiday week, the day after Thanksgiving and for the staff work day in late August. **Fees will be charged for the following national holidays and closings: New Years Day, Memorial Day, Independence Day, Thanksgiving Day, and Christmas Day.** The Center may have to close due to emergency situations. This will be broadcast over local radio stations. Fees will be charged. Additionally, **the Center will close at 3:00pm for at least four staff trainings throughout the year.** Those

dates will be announced and arrangements will need to be arranged for pick up in a timely manner on those days.

***No care is provided for children entering Kindergarten or children not enrolled for the fall after the staff work day in late August.***

#### Checks and Receipts:

Checks should be made payable to the Bugbee Children's Center. Check payments should be deposited in the payment box on the office door. A receipt will be issued for all cash payments, please speak with an office person to make cash payments.

#### Returned Checks:

A fee of \$20.00 will be charged for each returned check. This will be in addition to the late charge of \$10.00 per week. In addition, the Director may require payment in cash thereafter.

#### Verification of Income:

Verification of income is needed for families who wish to access the sliding fee scale. Household/family income will be verified upon enrollment and on an annual basis after that. Typically, two recent pay stubs will suffice as proof of income. However, a copy of the previous year's Federal Income Tax return or other sources of income (student loans, grants, scholarships, child support, etc.) may be requested by the Director or designee. Verification of family income may be requested at any time. All families must re-enroll by the beginning of our fiscal year, September 1. **Families with non-verified income will pay the center's highest fee.** If significant changes in income occur during the year having an impact on sliding fee scale placement, parents must submit a letter to the Director with supporting documentation and fees will be adjusted accordingly. The Center strives to set fees based on current family income. If the previous year's return is no longer accurate, additional documentation must be submitted at registration/re-enrollment.

#### Sibling Discount:

A 10% sibling reduction is granted to all children beyond the first enrolled and applies to the lower fee.

#### Subsidies:

To help off-set the cost of the care the Center is able to offer the following subsidies to qualified families; Federal Block Grant, DSS, Head Start, UPK. Those families receiving child care subsidies are responsible for any discrepancies in coverage (i.e. many subsidies do

not match our rates and the income based sliding fee scale will apply for any non-reimbursed costs).

#### Withdrawal:

Two weeks written notice is required should a parent elect to withdraw a child for any reason. Such notice allows the Center adequate time to fill the vacancy. Inadequate notice will result in forfeiture of the deposit.

#### Late Policies:

The Bugbee Children's Center is scheduled to close at 5:30 p.m. It is essential that parents pick up their child prior to our 5:30 p.m. closing. If there is an unavoidable delay or an emergency, the parent must notify the Center immediately. PLEASE LEAVE A MESSAGE ON VOICE MAIL IF YOU ARE PROMPTED – BOTH LINES MAY BE BUSY. All parents who pick up children after 5:30 will be assessed a fine of \$10.00 per child. If there is a case of chronic tardiness, there will be a fine of \$20.00 for the second offense, and \$30 for following offenses when pick-up is beyond 5:30. If a child is not picked up in a timely fashion, staff will attempt to contact the parents. They will then attempt to contact any authorized alternative pick up people. If this is not successful, a second attempt will be made. If it is determined that no one can be located, the County Department of Social Services will be contacted.

#### Arrival and Departure:

A 15-minute parking area has been designated at the front of Bugbee Hall where parents may park while they bring in their children. Please follow standard parking regulations taking care not to park in designated handicapped areas.

You will be given a four-digit code to gain access through the security doors.

Parents should plan to spend a few minutes in the Center each morning in order to remove their child's outdoor clothing and fill out the daily information sheet and/or sign-in sheet. Each child will have a locker or cubby where the child's clothing and other personal belongings can be placed. In addition to checking your child's locker for reminders or notes, parents will want to check the general parent bulletin board in each classroom.

You may not leave your child before your contracted drop off time. This will assure adequate staffing has arrived to provide care for the children within ratio. If you are enrolled full days and you need care beyond your scheduled drop-off and pick-up time please fill out a request and submit it to the office 24 hours in advance so we can assure adequate staffing.

Typically we are able to accommodate these requests if we have adequate notice.

Please notify the Center by 9am when your child will not be in on a scheduled day of attendance. This allows us to plan our day and alert the kitchen of changes in attendance for lunch and snack. Your cooperation in this matter will help lessen overall operating costs for the Center.

The Bugbee Children's Center will not release a child to anyone not known to the Center staff without authorization from parent or guardian. A written permission form with names of those who are allowed to pick up the child must be completed upon registration. Changes to daily pick up routines should be communicated to our staff. Identification may be requested if the staff is unfamiliar with the person picking up the child. This procedure is to provide for the safety of the child.

### **Supplies Provided By Parents**

**All items should be clearly marked with your child's name.** This includes clothing. Items not clearly labeled can easily be misplaced. All clothing items provided must be seasonably appropriate and the correct size provided as your child grows. We appreciate your cooperation.

#### Parent Provided Supplies for Infants — 8 weeks to 18 months:

Disposable diapers, wipes, breast milk or formula (if opting to provide) in plastic bottles (no glass bottles), a blanket, several changes of clothing including socks and onesies, pacifier (if used), and a special sleep toy (stuffed animal, if used).

#### Toddlers — 18 months -3 years:

Disposable diapers and wipes, a small blanket, two seasonally appropriate full changes of clothing, a toothbrush and small tube of toothpaste, and any special sleep toys.

#### Preschoolers — 3years to 5 years:

Small blanket, two seasonally appropriate full changes of clothing (including socks and underwear), toothbrush, toothpaste, any special sleep toys.

When any supplies need to be replaced, a note will be left in your child's locker.

**PLEASE DO NOT BRING NON-ESSENTIAL FOOD OR TOYS TO THE CENTER.**

### Outdoor Play:

Please clothe your child appropriately for the weather. In the summer a bathing suit, towel, hat and a bottle of sunscreen are necessary. Boots, hats and mittens should be sent during the winter months. Snow pants or extra pants are also necessary. Safe and appropriate shoes such as sneakers or rubber-soled shoes are needed all year. Unless it is raining or bitterly cold, we will be going outside each day. Sometimes just a walk around the block will be taken for an outing. All the children will be expected to take part in outdoor activities unless a note from the child's physician otherwise instructs staff.

### Insurance:

The Bugbee Children's Center carries a liability policy through Rose and Kiernan Insurance Company in Albany, New York. This general liability policy covers children and staff who are in the day care program whether on the Center premises or on field trips. In addition, there is an accident/medical policy which provides secondary coverage should your child be injured while participating in any Center activities.

### Child Abuse and Neglect:

Employees of the Bugbee Children's Center are mandated by law to report any suspected case of child abuse or neglect.

If parents have reasonable cause to suspect that their children have been abused or maltreated, they can call the non-mandated reporter hotline at 1-800-342-3720.

### Weather Days:

The Bugbee Children's Center does not follow public school closings for bad weather.

The Bugbee Children's Center will use the following guidelines in addressing poor weather conditions. The Center reserves the right to close due to inclement weather or in case of emergencies. The decision to close will be made jointly by the board chair and the center director. If SUNY Oneonta classes are cancelled or the campus is closed, the Center will be closed also.

If the Center does not open due to an emergency or severe weather conditions, the closing announcement will be on local radio stations. Parents are charged when the center closes for the entire day due to these conditions.

If the Center closes due to an emergency or inclement weather during operating hours, parents will be contacted by phone and be given a minimum of 1<sup>1/2</sup> hours notice to come pick up their child.

If due to deteriorating weather conditions, the College President indicates that employees are free to leave (charging proper accruals) and cancels classes, the Center will close. If only night classes are cancelled (notice is given during the day), the Center will remain open until regular closing time. If the Center opens and then has to close, parents will be charged for the entire day.

#### Nutrition Program:

The Bugbee Children's Center is a participant in the Child and Adult Care Food Program. Breakfast, lunch and an afternoon snack are served. All the meals and snacks meet the guidelines set up by CACFP for portions and the type of food to be served. Children are encouraged to try all menu items, however no child is forced to eat or punished because of refusal to eat.

Please do not send food, candy or gum with your child. Recognition of your child's birthday, if you wish, will be made in other ways.

#### Board of Directors:

The Bugbee Children's Center Board of Directors meets monthly except July and December to form policy and establish guidelines for the operation of the Center. Parents of enrolled children are represented on the Board of Directors.

#### Parent's Appeal Process:

If parents have a problem with a classroom staff person, they should follow the appropriate procedure:

1. Set up a time to talk privately with the teacher of the classroom.
2. If the problem cannot be resolved at this level, the parent should speak with the Director.
3. If no satisfactory solution can be found, the matter in question should be directed in writing to the Chairperson of the Board.
4. The Board's Chairperson will determine whether or not this is a matter to refer to a Board Committee. In any case, the Chair of the Board will make a written response to the parent/s.
5. If there is still no resolution, the parent/s may make an oral presentation to the full Board. At that time, written materials will also be considered. A final decision will be submitted to the parent/s.

#### Field Trips:

We will schedule walking field trips in the immediate area. If we plan to go on a bus field trip, you will receive a permission slip to sign indicating the date, time of departure and return as well as the destination.

#### Parent Visitation:

Parents and other close family and friends are encouraged to visit the Center. We believe that parent visits enhance the program by promoting continuity and communication between the Center and the home.

#### Student Participation:

The Bugbee Children's Center is affiliated with the State University College at Oneonta and students will be participating with children in the Center. If your child is selected for a special project, you will be notified in advance and asked to sign a special permission slip.

We look forward to working closely with you and your child. It is most important that staff and parents alike agree to the purpose and goals of the Bugbee Children's Center to make this a vital and special experience for children. We will work hard to keep the lines of communication open and hope you will do the same. We also hope you will begin to consider this your Center and will assist us in designing and operating a Center which will meet the unique needs of the SUNY Oneonta community.

#### Babysitting:

Occasionally parents seek to employ center staff for off-site daycare / babysitting services. The Center does not prohibit staff members from such employment, however, this is clearly a private arrangement between the parent and staff member. The Center makes no representation as to the qualifications of staff to perform these services.

Staff are not permitted to accept or arrange such employment during their working hours, and parents are requested not to approach staff during the Center day.

## ILLNESS POLICY

The Bugbee Children's Center is for well children. When young children are in a day care setting there is an increased potential for exposure to infectious diseases and conditions. Control and prevention in the spread of infections depends upon the cooperation of parents, caregivers, and health care providers. Exclusion of sick children and staff from day care settings is recommended when it has the potential to reduce the likelihood of secondary cases. Less exposure cuts down on the number of transmitted cases even though some secondary spread may have already occurred.

## EXCLUSION GUIDELINES

**WE RESERVE THE RIGHT AND HAVE THE RESPONSIBILITY TO EXCLUDE A CHILD WITH SUSPICIOUS OR PROLONGED SYMPTOMS.**

We do not diagnose diseases or conditions. The decision to exclude is based on signs and symptoms only. The inclusion/exclusion decisions for illnesses/conditions not specifically mentioned in the following chart will be based on the recommendations of the New York State Department of Health, New York State Department of Children and Family Services, Center for Disease Control, American Academy of Pediatrics, Red Book of Infectious Disease, and local physicians. As guidelines are updated from these sources this policy will be updated accordingly.

During the course of an identified outbreak of any communicable illness, a child determined to be contributing to the transmission of the illness at the program may be excluded until the risk of transmission is determined to be no longer present.

To determine if your child is unable to attend childcare, please refer to the following:

- An illness/condition prevents a child from participating comfortably in program activities, (the child has any of the following conditions: lethargy, fever, irritability, uncontrolled coughing, persistent crying, difficulty breathing or other unusual signs for the child), as determined by designated center staff.
- An illness/condition requires greater care than staff can provide without compromising the health and safety of other children as determined by designated center staff.
- One or more signs/symptoms of any of the illnesses/conditions in the following chart.

CONTAGIOUS CONDITION	DESCRIPTION/SYMPTOM	EXCLUSION/RETURN CRITERIA
Diarrhea	3 or more loose watery stools in an 8 hour period (not associated with diet or normal patterns for age or child)	May return once watery stools have resolved for 8-10 hrs. <u>Unless</u> diarrhea is caused by one of the following: *Salmonella typhi – return requires 3 negative stool cultures *Shigella or E. Coli 0157-47 – return requires 2 negative stool cultures *Giardia or campylobacter –may return 24 hrs after treatment initiated *** children whose stool remains loose (not watery) but otherwise seem well and whose stool cultures are negative need not be excluded.
Vomiting	2 or more episodes of vomiting in 24 hrs. exception- 1 large sour vomit	May return once vomiting resolves for 8-10 hrs or until a Health Care Provider determines that the cause of the vomiting is not contagious and the child is not in danger of dehydration
Fever	100 axillary (armpit) 101 oral 102 rectal	May return once fever free without fever reducing medication.
Rash	With fever or behavioral changes at time of rash	May return once Health Care Provider determines that the rash is non-communicable and child is fever free with out fever reducing medication.
Purulent Conjunctivitis	Pink or red conjunctiva with white or yellow eye discharge, often with matted eyelids after sleep	May return 24 hrs after treatment is initiated and approved for readmission by a Health Care Provider. ***pink conjunctiva with a clear, watery eye discharge and without fever, eye pain or eyelid redness need not be excluded.
Strep Throat	High fever, sore throat, swollen glands, foul breath	Excluded until 24 hrs after antibiotic treatment is initiated and until fever free for 24 hrs without fever reducing medicine.
Scarlet Fever	fever, sore throat, rough sandpaper rash on torso	Excluded until 24 hrs after antibiotic treatment initiated and until no fever for 24 hrs without fever reducing medicine.
Mouth Sores	Blister on/in or around mouth area	If child is in control of oral secretions (no drooling, spitting, picking) no exclusion necessary. If child is not in control of oral secretions, sores must be healed or written approval from a Health Care Provider for the child to return to daycare must be provided.
Chicken pox	Red bumps with blisters in the center-may be preceded by fever and mild cold symptoms	All lesions must be dry and crusted (usually 6 days) Children with shingles may remain in daycare if lesions can be covered until crusting occurs.
Impetigo	Sores that are oozy and have sticky yellow crust	Excluded until 24 hours after antibiotic treatment is initiated
Scabies	Fine red rash with INTENSE itching that usually begins in the folds of the skin between fingers, axilla and groin	May return after treatment has been completed
Lice	Itchy scalp, tiny grayish/white nits (eggs) attached to base of hair	After treatment and nit free
Ringworm	Flat, ring shaped lesion. Mild redness may occur	If lesions can be covered child need not be immediately excluded – must be seen by health care provider and treatment initiated before return to daycare

Parents and the childcare staff may disagree about whether a child meets or does not meet the exclusion criteria. If the reason for the child's exclusion relates to the child's ability to participate or the caregivers' ability to provide care for the other children, the childcare provider is entitled to make this decision and cannot be forced by a parent to accept responsibility for the care of an ill child. The parent is neither in a position to assess the factors involved in care of the group, nor legally able to transfer responsibility for the care of the child to an unwilling caregiver. If the reason for exclusion relates to a decision about whether the child has a communicable disease that poses a risk to the other children in the group, different health care professionals in the community might give conflicting opinions. In these cases the health department has the legal authority to make a determination.

## **MEDICATION POLICY & PROCEDURE**

At all times, it is best if the parent administers any medication to his/her child. A designated staff member is responsible for preparing weekly center wide medication sheets, which will be kept on file. The individual child's (Record of Medication) sheet attached to physician's medication statement will be filed by a designated staff member when the prescription is complete.

Parents or caregivers are required to administer the first daily dose of any needed medications prior to arrival at Bugbee Children's Center. Any medications that are prescribed for once or twice a day will not be administered at the center. For medications that are prescribed for more than twice per day, the middle dose(s) can be given at the center.

### **Administering Medication**

Caregivers who administer medications at the Center must be trained in Medication Administration Training (MAT). In addition, MAT certified personnel have a current certification in Cardiopulmonary Resuscitation (CPR) and First Aid.

Only MAT certified personnel may administer prescription and over-the-counter medications. Before medication can be administered written instructions from the prescriber and permission from the parent must be received at the Center. A special MAT form must be used by the physician and parent. This form can be located in the office and must be completed before any medication can be administered. Standing orders must be renewed every 6 months. If the necessary paperwork has not been received, parents will be asked to return to the center to administer the necessary dose.

Medication received at the Center **MUST** be in its original packaging. Non-prescription medication must have the child's name and dosage clearly written on the box. Prescription medications should have the prescription label with the child's name and dosage instructions **clearly visible**.

According to New York State Regulations "Nothing in this section shall be deemed to require any provider to give any medication, prescription or treatment."

When a medication has expired, is no longer needed, or the child has left the center:

- the parent will be notified in writing to please pick up the medication
- if the medication is not picked up by the parent in a timely manner, liquids or solid medication will be disposed of by dumping down the sink or toilet. Any other medications will be disposed of as per Federal and State requirements.

### **UNDER NO CIRCUMSTANCES SHALL ANY MEDICATION BE LEFT IN A CHILD'S LOCKER.**

TYLENOL (or the equivalent) will NOT be administered in the center for fever reducing purposes. If you administer Tylenol (or the equivalent) for discomfort resulting from illness or fever, you **MUST** keep the child home that day.