

# FAMILY HANDBOOK

Dear Families,

Welcome to Tidewater Community College Child Development Centers! We are proud to offer full-day programs that serve our students, faculty, staff, and the community.

The Tidewater Community College Child Development Centers programs focus on high quality learning experiences for the children in our care.

Our centers are aligned with NAEYC Standards. TCC's Early Childhood Development academic program will ensure that students are able to complete their observations in these on-campus, high-quality classrooms and see in action what is being taught in their college classrooms.

Our Program Directors and teachers are highly qualified and trained professionals. Their education and experiences are evidence of the college's commitment to your child receiving research-based instruction and individualized care. Our developmentally appropriate curriculum and practices focus on social and emotional learning, cognitive, physical and language/literacy development. We focus on preparing our youngest students to become lifelong learners.

Welcome to our school family! We look forward to providing your child with a caring and cultivating learning environment.

Sincerely,

Ciera Streeter

Oversight Director, TCC Child Development Centers



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## Who We Are

### Mission and Values

The mission of TCC Child Development Centers is to create a stimulating and nurturing environment where children of all abilities, regardless of socio-economic or cultural background, can grow and learn together. We accomplish this by committing to high-quality early education and care. This mission is carried out daily by highly trained staff, low teacher/child ratios, and specialized curriculum.

### Philosophy

TCC Child Development Centers philosophy is based on a belief that children of all abilities benefit from an inclusive environment, emphasizing acceptance of individual differences and ability levels. We are committed to implementing developmentally appropriate practices that meet the needs of your child. It is our program's philosophy that children learn through:

- Solid Teacher-Child Interactions and Relationships
- Social- Emotional Competence
- Constructive, Experimental and Purposeful Play
- Knowledge grows as children make discoveries in a linguistically, child centered. and cognitively rich environment
- Positive Teacher- Family Relationships

### The Staff

The quality of the program is due to the quality of the staff. It is vital to employ staff that are experienced and knowledgeable in the field of early childhood. Each classroom is staffed with two full-time teachers. Additional part-time staff support between rooms, offer additional support, or provide coverage where needed.

TCC Child Development Centers strives to hire educators with the following qualifications:

- Lead Teachers – Must have a bachelor's degree in early childhood education or a related field.
- Assistant Teachers - Must have or be in the process of obtaining an associate degree in Early Childhood Education or hold a CDA Credential

Each staff person must receive 40 hours of continuing education in child development each year. This requirement is over and above what state licensing regulations require and is crucial in maintaining qualified teachers for the ongoing success of the TCC Child Development Centers. All teachers must have some level of experience with young children and demonstrate a genuine interest in children. All

staff members also must have an initial physical, tuberculosis screening, criminal record/background check, and a reference inquiry before employment begins.

### **Licensing and Accreditation**

Our school is state-licensed and regularly inspected to ensure everything meets or exceeds standards, including child-to-teacher ratios and safe facilities. TCC Child Development Centers are subject to inspection by state and local health, fire, licensing, and building agencies. Regulations and inspections pertain to staff qualifications, the facility and playground, nutrition, health and safety matters, record-keeping, and child-to-staff ratios. If you have any questions regarding licensing or regulations, please speak with the Commonwealth of Virginia Department of Education Eastern Licensing Office at 757-404-2322.

### **NAEYC Accreditation**

TCC Child Development Centers is pursuing national accreditation through the National Association for the Education of Young Children (NAEYC). Accreditation means that TCC Child Development Centers will meet NAEYC's ten standards for high-quality early childhood education, has voluntarily undergone a comprehensive internal self-study, invited external professional review to verify compliance, and been found to comply with the criteria. TCC Child Development Centers, follows the NAEYC Code of Ethical Conduct. Copies of the Code of Ethical Conduct are also available in the main office. For more information about NAEYC, you can go to NAEYC for Families.

### **TCC Early Childhood Advisory Board**

TCC's Early Childhood Development program is NAEYC accredited and therefore held to a very high standard regarding curriculum, student practicum experiences, and observations. The curriculum has been vetted by NAEYC and found to be high-quality and rigorous with the expectation that students will not only expand their knowledge in the classroom but outside the classroom in lab experiences.

TCC CDC Parent and Advisory Board meetings will occur regularly so that the director and teachers are communicating with families and continuing to strengthen the relationship. Please see your center's Program Director for upcoming meeting information.

### **Educational Programming**

As a laboratory school, enrolled children at Tidewater Community College Child Development Centers may participate in training activities for students majoring in Early Childhood Education as well as other related disciplines throughout the college. Qualified faculty members approve and supervise any videotaping, filming, testing, case discussion or presentations where there are children involved. Specific parental permission will always be requested for approved research projects or individual projects with children.

## **Student Interns and Classroom Observers**

All student observers must be enrolled in a course or sponsored by a faculty member. They are always in line-of-sight of a staff member assigned to your child and never in direct care. All student observers must complete a Student Participation Form and attend a student intern orientation with your campus Program Director before observing. Here are some of the guidelines that are discussed.

### **Observation Rules**

- Respect classroom materials and procedures
- Refrain from eating and drinking in the classrooms and observation booths.
- Refrain from bringing cell phones into the classroom.
- Personal belongings need to be locked up or left in your car.
- Be available to families for questions or concerns if conducting research or a project.

### **Classrooms**

The individual developmental needs of each child are considered when placement decisions are made. For a child to develop a positive self-image and appropriate social skills, they need to be grouped with peers whose developmental age is similar to their own. In all groups of children, there will be varying ability levels. We will take all considerations into account and group children together who may best complement one another.

### **Curriculum**

At Tidewater Community College Child Development Centers, we focus on child-centered teaching, developmentally appropriate practices, and the belief that children learn through play. Our goal is to develop each child's confidence, creativity, and life-long learning skills in our program. To support this goal, we use STREAMin<sup>3</sup>, a learning curriculum that teaches children to become creative, confident, and caring critical thinkers. The curriculum is a comprehensive, research-based curriculum that features inquiry, exploration, and discovery as the foundation of all learning and aligns with VDOE VQB5 standards.

STREAMin<sup>3</sup> is a content-rich, developmentally appropriate curriculum developed at the University of Virginia. STREAMin<sup>3</sup> is a comprehensive curriculum model for birth-to-five classrooms that

seamlessly blends a focus on academic and social-emotional learning. For more information on our curriculum visit <https://streamin3.org/>

## **Assessment**

Child assessment is a vital component of all high-quality early childhood programs. Assessment is essential to understand and support young children's development. Tidewater Community College Child Development Centers utilizes Paul H. Brookes Publishing Co. Inc. Ages & Stages Questionnaire ASQ-3 and the Ages & Stages ASQ-SE 3 to measure child developmental and Social Emotional outcomes. Both developmental screening tools are ongoing observational tools based upon years of feedback from thousands of educators and significant research about how children develop and learn. Your child's teacher will conduct the assessment and conference with you concerning the results. During this conference we will highlight strengths and formulate a plan to nurture areas needing more support. Our curriculum also has an assessment tool that will assess all domains of your child's development.

All staff members are trained in the use of Ages & Stages Questionnaire ASQ-3 and the Ages & Stages ASQ-SE 3, which includes the purpose and value of assessment and appropriate assessment tools. Tidewater Community College Child Development Centers assessment policy adheres to the NAEYC Position Statement: Early Childhood Curriculum, Assessment, and Program Evaluation. For more information about Ages & Stages Questionnaire ASQ-3 and the Ages & Stages ASQ-SE 3 visit [agesandstages.com](http://agesandstages.com)

## **Assessment Plan**

- ASQ-3 and the Ages & Stages ASQ:SE-2 questionnaires used alongside informal classrooms assessments such as written observations, work samples, and checklists and is built into our classroom activities.
- Initial enrollment and annual forms allow parents to provide information about their child that may assist the teacher when completing assessments.
- Children are assessed 3 times a year.
- Children will be assessed in familiar spaces, and assessments will be conducted by adults with whom the child is familiar.
- Assessments will be conducted via observation during the natural course of the child's day.
- This may include during one on one, small group, or large group opportunities.

## **Assessment results**

- Teachers use the information gathered during the assessment process to:
  - Identify children's interests and needs.

- Be intentional in their teaching.
- Develop goals for each child and plan for individual student needs.
- Guide instructional/environmental planning that best meets the needs of all children.
- Share progress with families by pinpointing where children are along a continuum of development and education.
- Assessment results and developmental progress is shared with parents at their parent-teacher conferences.
- In the event that assessments indicate a need for further evaluation, teachers will discuss this with the family and use the information gathered for referral to an outside agency for additional diagnostic screenings and assessments.

### **Behavior Guidelines Philosophy**

Our foundational goal at Tidewater Community College Child Development Centers is to help our students develop strong social and emotional skills. Instead of discipline, we use guidance. Guidance is about building an encouraging setting for every person in the group. It means helping young children understand they can learn from their mistakes, and it starts with modeling (NAEYC). Research indicates that children with strong social-emotional skills tend to be happier, show greater motivation to learn, have a more positive attitude toward school, more eagerly participate in class activities, and demonstrate higher academic performance than students who exhibit social and emotional difficulties (Hyson 2004; Kostelnik et al. 2015).

Additionally, socially-emotionally healthy children are better able to establish and maintain positive relationships with adults and peers. To support our students in developing these skills, we take a proactive and preventive approach to guidance that reinforces appropriate behaviors rather than focusing on inappropriate behaviors.

- **Our Environment:** We provide children with exciting materials and engage them in activities that are appropriate for their age to keep them focused and attentive. We develop schedules that meet the needs of young children by avoiding long periods of wait time without activity. Yet, our schedule is flexible enough to follow the children's interests as well as their cognitive, physical, and biological needs.
- **Our teachers:** We work to develop a strong rapport with each child by speaking to children calmly, especially during redirections. We help children put words to their emotions. We use social stories to help teach our students healthy social skills. We strive to serve the individual needs of each child while ensuring the safety of young children.

- **Our Families:** We communicate regularly with families to ensure consistency in guidance between home and school. We partner with families to offer support, guidance and, if necessary, connect them with experts to help give their children the best foundation for academic and life success.

## Guidance Procedures

When any student at Tidewater Community College Child Development Centers presents with challenging behavior, teaching staff shall follow the standards of the National Association for the Education of Young Children (NAEYC):

- Observe the children to identify events, activities, interactions, and other factors that predict and may contribute to challenging behavior.
- Teaching staff shall focus on teaching the child social, communication, and emotional regulation skills and using environmental modifications, activity modifications, adult or peer support, and other teaching strategies to support the child's appropriate behavior.
- Teaching staff shall respond to challenging behavior, including physical aggression, in a manner that provides for the child's safety and the safety of others in the classroom. Our response will be calm, respectful and give the child information on what is acceptable behavior and what is not.
- We will document the challenging behaviors and the intervention methods that were attempted in a log. Documentation may include incident reports, ABC charts, or Behavior Plans.
- Teacher-parent discussions regarding a child's behavior shall be held in private. They shall focus on working as a team to develop and implement an individualized plan that supports the child's inclusion and success.
- If necessary, intervention shall ensure each child has access to professional services, such as referrals to community agencies offering early intervention services, community mental health centers, and/or a private therapist.
- All discipline decisions will always be individualized, consistent, and appropriate to each child's understanding level using positive guidance techniques.

**Tidewater Community College Child Development Centers does not condone or tolerate the use of physical punishment of any kind on campus property. This policy restricts parents or staff from using physical punishment on their children while on campus property. Additionally, Tidewater Community College Child Development Centers will not tolerate psychological abuse, coercion, threats, derogatory remarks, withholding, or threatening to withhold food as a form of discipline.**

**Please see our full Positive Guidance policy in your New Family orientation packet.**



Despite these efforts, some children may continue to exhibit significant, challenging behaviors. The following steps will be completed if a child must be removed for challenging behaviors that constitute an imminent danger to the child or others:

- Make a referral to an early childhood mental health specialist or Healthy Social Behavioral Initiative specialist through the Child Care Resource & Referral and refer to the agency responsible for early childhood special education services. If a child's behavior is such that it necessitates temporary removal on a repeated basis, there should be sufficient documentation for consideration of special education services.
- Maintain documentation on file of the incident's outcomes, subsequent parent conference, and the plan developed that includes appropriate intervention strategies. The parent conference's purpose is to create a plan jointly with the family and available resources to address the specific behaviors that constitute an imminent danger (recurring violence, behavior, or aggression)
- If a child continues to exhibit persistent, severe challenging behavior that is unsafe to themselves, other children, or the teachers, Tidewater Community College Child Development Centers may recommend and/or require alternative placement. In this rare case, special considerations are enacted due to procedural safeguards and due process rights ensured under the Individuals with Disabilities Education Act (IDEA), Parts B and C. Tidewater Community College Child Development Centers will follow all state special education rules and regulations governing suspension/expulsion.

## **Biting**

Biting is a normal part of child development. Young children bite for various reasons, such as teething or exploring a new toy or object with their mouth. Biting can also be a way for toddlers to get attention or express how they're feeling. Frustration, anger, and fear are strong emotions, and toddlers lack the language skills to deal with them. If they can't find the words they need quickly enough or can't articulate how they're feeling, they may resort to biting.

Biting tends to occur most often between 12-24 months of age. Biting past the age of 2 1/2 - 3 is less common. For repeated biting instances with preschoolers, we may request a parent/teacher conference. The purpose of the parent-teacher conference is to discuss what may be causing the child to be upset, frustrated, confused, or afraid and therefore lead to biting. Additionally, we would develop a joint plan of action following our behavior guidance procedures listed in this handbook.

## **How staff respond**

Staff members respond to biting as they would any aggressive behavior by:

- Calmly, yet firmly telling the biter that biting hurts and it is not allowed

- Comfort the victim immediately and provide first aid if needed.
- Wash the bite with soap and water and apply ice.
- If the skin is broken, universal precautions are followed, and an injury report is written.
- Documenting the biting in an incident report.

When a particular child bites regularly, the center staff will attempt to find the cause of the biting and take action to prevent future incidents. The staff look at:

- The precipitating factors such as time of day, area of classroom, the activity or transition, the other children involved.
- Changes in the child's life, such as health programs, teething, the absence of a family member, the birth of a sibling, transitions, etc.

The staff will develop strategies to help prevent further biting. These might include:

- Ensuring that there are enough materials, including duplicates, for the child to use.
- Ensuring that there is enough space in the classroom and that there are quiet times in the schedule.
- Shadowing a biter in situations when the child has bitten before.
- Providing teething toys for children who are getting new teeth.
- Showing disapproval of biting.
- Working collaboratively with parents to reduce or eliminate biting.

### **How parents are informed**

If your child bites or is bitten, you and the family of the other child involved will receive an Incident/Accident Report that keeps the identity of both children confidential. The child who bites may be sent home at the discretion of the program director. Typically, a pause of care will result after three consecutive biting incidents or aggressive behaviors that cannot be redirected with the measures outlined above.

### **Enrollment**

#### **Admissions Process**

Children are eligible for admission from ages of 2 ½ to 5 years old who are not attending Kindergarten until the upcoming fall and for school-age children up to age 12 needing before-school care and after-school care. The admission process begins each semester until all spaces are full. Registration is on a first-come, first-served basis. TCC students receive priority registration for their children. Care is also offered to employees, contracted vendors and the community on a space-available basis.

Spaces are filled from the interest list according to the following priority system:

- TCC CCAMPIS awarded student's children
- Full-time TCC student's children
- TCC faculty and staff children
- TCC contracted vendors and community member's children

TCC Child Development Center services are available to any currently enrolled TCC student in need of childcare. In addition, students can use financial aid to cover these childcare costs. Students can authorize TCC to charge the cost of childcare services to their remaining financial aid, after the cost of tuition, fees and any bookstore charges have been deducted.

### **Registration & Requirements for Enrollment**

Parents will be given 24 hours to accept or decline a space once it is offered. Parents who decline an offered spot will be moved to the back of the waiting list. If a parent declines a spot twice, the child is removed from the list and parents must reapply. The waiting list will be updated annually in March. Parents will be sent an email asking if they wish to remain on the wait list. We request that parents who wish to be removed from the list to please email [childcare@tcc.edu](mailto:childcare@tcc.edu) or call our office at 757-822-1099

After parents are notified of the admission date, you must complete the Child Registration form (found on our website [www.tcc.edu/childcare](http://www.tcc.edu/childcare)) and pay the non-refundable registration fee of \$20.00. This fee will be applied to your first childcare bill.

Upon receipt of the enrollment application and payment of registration fees, the parent receives the enrollment agreement, family handbook, permission forms (photo, CACFP, sunscreen),

nutrition forms and health and immunization forms. All required forms must be received before care services are rendered. Admission date is subject to change.

On the first day a child attends school, the office must have in each child's file:

- A completed Child Registration Form, including Class Schedule (Students Only) & Tuition Agreement
- A signed Enrollment Agreement
- A completed set of required paperwork (VDOE, CCAMPIS, USDA, SUBSIDY)
- Completed medical action plan (if applicable)
- Completed Allergy Action Plan (if applicable)

Within 30 days of a child's first date of attendance:

- A health assessment by a licensed physician
- A record of immunization or a completed exemption form

PLEASE NOTE: We are required to have each of these forms in our files in order to maintain our license to operate. State law requires us to exclude from school any student whose files are incomplete until we have received their missing paperwork. A pause of care will result if required forms are not received.

### **Withdrawing**

If you need to withdraw your child from Tidewater Community College Child Development Centers, you must give two weeks of advance notice in writing. The two weeks of notice begins the day it is received in the school office. You will be charged tuition during this two-week notice period, whether your child is in attendance or not.

### **Termination of Care**

Tidewater Community College Child Development Center's goal is to help children thrive and grow in a healthy, safe, and engaging setting that is respectful of them, their families, and staff. We comply with all relevant laws including the Americans with Disabilities Act of 1990-Title II, Individuals with Disabilities Education Act of 2004 and Public Law 114-95, Every Student Succeeds Act of 2015. We make every effort to work with families to address concerns that arise which may compromise our ability to successfully reach these goals. If attempts to resolve concerns with families fail, we reserve to right to terminate care. We will give a minimum of two weeks' notice of termination, unless the safety and welfare of children, parents, staff and/or the integrity and professional standing of the center is in immediate jeopardy.

### **Reasons for Termination**

- Nonpayment of fees. Parents will receive a late-payment notification letter from the Program Director if invoices have not been paid by the fifteenth day of the month of service. Parents will be notified that care will be terminated two weeks after the notification if tuition has not been paid in full or other arrangements have been made.
- Failure to comply with the Virginia Department of Education Standards for Licensed Day Centers (8VAC20-780-90, 8VAC20-780-130, and 8VAC-780-140) and Code of Virginia Title 22.1 Chapter 14.1 Early Childhood Education §22.1-289.049. Noncompliance includes but is not limited to providing required paperwork for your child's file (e.g., current physicals, immunization records or exemptions, updated emergency contacts).

- Failure to comply with program policies of Tidewater Community College Child Development Center Programs as stated in the Family Handbook for the child's program which are provided to parents when they decide to enroll.
- Refusal to follow up on a referral for professional services recommended by the program (e.g., recommendation for developmental and/or behavioral evaluation/consultation).
- Inability of the programs to make reasonable accommodations for the care and education of a child.

## The School Day

A typical day of school is comprised of daily events, free explorations time, outdoor activities, rest and mealtimes. Our daily schedule is as follows.

Over age 2 ½ classrooms

7:00am- 8:00am	Arrival/ Greeting Families
7:30am – 8:00am	Morning Snack
8:00am – 9:00am	Healthy Habits +Centers are Open
9:00am – 9:30am	Circle time (books + songs + puppets/finger plays)
9:30 am - 10:15am	Breakfast
10:15am - 10:30am	Healthy Habits + Centers are Open
10:30am - 11:30am	Morning Walk/ Outdoor play/Gross motor time
11:30am - 12:00pm	Lunch
12:00pm - 12:30pm	Story time (books + songs)
12:30pm – 2:30pm	Rest/ Nap Time
2:30pm - 3:00pm	Afternoon Snack
3:00pm-3:30pm	Afternoon outdoor play/gross motor time
3:30pm - 4:00pm	Sensory or art activity

4:00 pm - 5:00 pm	Individual play time
5:00 pm	Departure/ Parent Informal Conferencing

**Please note:** The daily schedule design organizes expectations of daily events. Implementation is flexible to meet the needs of children. Children are supervised by staff during walks and outdoor play and are weather permitting.

### **Classroom Schedule**

Each classroom follows a slightly different schedule tailored for their students. The primary school day is from 9 am- 4:30 pm, with a rest time from 12:30 pm- 2:30pm. While all parts of the school day are important, if you need to make appointments during the school day, we recommend your child not miss the primary educational time that occurs before lunch. During this time, we heavily focus on working in large and small groups, completing centers, and teacher directed learning activities.

Staff are intentional in their practices with young children and plan activities extensive enough to be challenging and fun but short enough to avoid overwhelming a child. Each classroom has a schedule posted that lists approximate times of activities. Routine provides security, but flexibility is also important in meeting the varying needs of young children.

### **Classroom Activities**

Teachers plan activities for the learning centers in the classrooms weekly. Teachers strive to be culturally aware and sensitive in their approach to planning. They plan concrete activities that can be modified to meet all children's needs and provide challenges in skill development.

The classrooms are organized into centers or defined interest areas. Activities are planned for each center in which the children move freely throughout each day. Our defined interest areas include Blocks, Dramatic Play, Toys and Games, Art, Library, Discovery, Sand and Water, Music and Movement, Nature and Science, Math and Numbers, and Outdoor Play.

### **Learning Experiences**

Teachers connect with and use their community's resources and the families we serve to expand our curriculum and provide additional hands-on learning experiences. In-house learning events may include cultural experiences through community members and TCC faculty as well as a cultural experience provided by families within the center, demonstrations by community helpers, or scientific investigations.

## Play Yard and Outdoors

We play outside every day that weather permits. When the weather keeps us inside, we find safe and fun ways to get active indoors. Our playground equipment and materials are designed for active play and exploration, which keeps children learning while getting exercise and fresh air. Teachers plan outdoor activities to address multiple areas of skill development, including climbing, balance, and coordination, throwing, kicking, running, and jumping.

## Air Quality

At Tidewater Community College Child Development Centers staff monitor the conditions and make decisions using the air quality resource <https://www.airnow.gov/>. On days that are labeled code yellow, outdoor time will be reduced. Children will not go outside on days labeled code red, and gross motor activities will occur indoors. Children will use the playground at least twice daily in most situations. In exceptional cases such as a child with asthma or an extreme allergy condition, a doctor's note is required outlining proper care for the child.

## Your Child's First Day

Be sure to talk with the staff daily during the transition phase. We will conduct a "Hello and Goodbye" informal conference upon your arrival to our program and at the end of the day. This will give us the opportunity to communicate about your night and the school day. A consistent daily schedule (arrival and departure routines) also helps children adjust to a new routine and environment. You're always welcome to call any time to see how your child is adjusting or download the Early Learning Ventures app for updates throughout the day.

**On the first day, we ask that you send in the items listed below.** Please make sure to label each item with your child's name.

- Please provide two complete sets of extra clothes, including socks, for your child. It is always a good idea to keep a sweater or sweatshirt at the center, too. Clothing should be updated periodically to make sure it still fits and is appropriate for the season.
- Diapers and wipes (if applicable). These items will stay at school.
- A small blanket for a nap. We will keep these items in your child's cubby and ask that you take them home weekly to wash them.
- A child-sized tote or bookbag to send home art projects and soiled clothes.

## Hours of Operation

Tidewater Community College Child Development Centers provides convenience and access to high quality childcare from 7:30 am to 5:30 pm Monday–Friday during the Fall and Spring semesters, and

Monday – Friday 7:30 am to 4:00 pm during the summer semester. These expanded hours will allow students to enroll in classes at various times to complete their programs. We strictly follow the academic calendar and will close during all campus wide closures. Please call (757) 822-2268 or (757) 822-2269 for questions or concerns.

Due to staffing we may need to modify our hours to accommodate current levels. Appropriate notification will be provided to you upon enrollment at the beginning of the semester. We will make every effort to return to full operation as soon as our staffing allows.

### **Parking & Carpool**

To ensure our children's safety, it is of utmost importance that we practice safety and courtesy while in the parking lot. Please watch out for others, drive slowly, and hold children's hands. Norfolk Family Parents please ensure that you are legally parked as you drop off and pick up children. **Never leave children unattended on our campuses.**

If you are entering the building, please DO NOT hold the door open for others. The person behind you may not be a parent. You will be buzzed in and asked to sign into the building upon arrival.

### **Arrival**

Mornings can be busy times, and they often set the tone for our day. Help your child have a successful start to their day by doing the following when you and your child arrive at school:

- Sign your child in using the Early Learning Ventures app and your check-in code. There is a kiosk at the entrance, or you can use your smart device to check in.
- Parents must accompany their child to and from the classroom each day.
- You must connect with the teacher upon your child's arrival. This is a wonderful opportunity to share any important information they should know about your child's morning or changes to their schedule.
- Help your child wash their hands upon entering the classroom.

Please plan to bring your child to school by 9am for full time care patrons. We want each of our students to gain the most they can from their experiences. Part time families, please try to keep a consistent drop in and off time as possible.

### **Separation Anxiety**

The first few weeks of school are always a time of adjustment, and many students (and parents) feel a sense of separation anxiety which is perfectly normal. Here are a few strategies to help with the process. Remember, separation anxiety is a phase, it is perfectly natural, and it will pass.



- Make the goodbye prompt and cheerful. Giving your child "one more minute" prolongs the inevitable. As a parent, the best thing you can do is hug your child, say "I love you," and reassure them that you will be back soon.
- Establish a goodbye routine. Children crave routine, and parents who establish a consistent goodbye routine have better luck with successful goodbyes. This could be a secret handshake or a special 'I Love You' ritual. This provides a special moment between the two of you that offers a sense of reassurance.
- Trust your child's teacher. This may be difficult to do when you do not yet know them, but keep in mind that our teachers have chosen this profession because they love children, and they have a wealth of ideas and strategies to help settle an upset little one.
- Acknowledge how your child is feeling. It is important to accept and respect your child's temporary unhappiness as it is genuine and normal. Say things like, "I know you feel sad when Mommy or Daddy leaves, but you will have a good time, and I will be back very soon."

Also, be prepared for regression. Sometimes a change in schedule like a long weekend or an illness that keeps your child home for a few days can have you feeling like you are right back to square one. As frustrating and upsetting as this can be, it is perfectly normal. Stick to the above strategies, and you should notice a significant difference in a couple of days.

### **Absences, Sick Days & Vacations**

For children to learn from our program, they need to be here on a regular basis. As a Virginia Department of Education (VDOE) licensed Child Development Center we must record attendance.

- Please notify your child's teacher if you know that your child will be out of school ahead of time for an appointment or vacation. If your child is sick, please notify us as soon as you can.
- Any unexplained absence will result in a call after two hours of your expected arrival unless you notify us. A staff member will touch base with you to check in and ensure the child is well and when to expect their return.

### **Meals**

Healthy, balanced meals are just what growing bodies need. Meals are served and prepared following the Child and Adult Care Food Program/USDA requirements for children ages twelve months to six years. This includes one protein, one grain, two fruits and/or vegetables, and milk at

lunch. Breakfast and snacks include one grain and a fruit or vegetable. Breakfast, lunch, and afternoon snacks will be served to all children attending our programs.

Patrons utilizing care after 4:30pm will be asked to also provide a meal for our “dinner” meal service at 5pm. Meals must be in an insulated, sealable container that is labeled with the child’s name and date. The program will not serve junk foods and/or empty calorie foods as part of a required snack. Snacks always include a minimum of two food groups. A menu will be posted for the month on the parent board in the welcome lobby. If you want to bring food for special celebrations, we ask that it be a healthy snack.

It has been the experience at Tidewater Community College Child Development Centers that children will eventually try foods at school that they may not consume at home simply because the other children are eating them. During mealtimes, students and staff sit together and engage in conversations. Staff use positive reinforcement to encourage children to try new foods. Please review our menu to ensure that all provided foods have been introduced at home.

### **Special Dietary Needs**

We can provide allergy-friendly alternatives with documentation from a doctor for students with food allergies or intolerances. We encourage all students to eat the meals provided at school; however, we understand that may not be the best option for all students.

If you would like to provide your child with meals from home, please reach out to our Child Development Center Oversight Director at [cstreeter@tcc.edu](mailto:cstreeter@tcc.edu) to schedule time to discuss. We ask that you not send snack foods, candy, or gum with your child as this can cause difficulties within the classroom.

For children with disabilities who have special feeding needs, program staff keeps a daily record documenting the type and quantity of food a child consumes and provides families with that information.

### **Formula/Bottles/Sippy Cups**

Center staff cannot mix formula bottles and cannot add cereal to bottles. If a child is drinking formula, it must come to school premixed and labeled with the child’s name and date every day. Please do not leave bottles at the center overnight; their contents will be discarded. Due to the potential risk, children will not be laid down to rest with a bottle/sippy cup, nor will the bottle/sippy cup be propped. Children cannot walk around the classroom with their bottle/sippy cup. We will work with our families to ensure our students are offered fluids from an open cup as soon as the families and teachers decide together that a child is developmentally ready to use a cup.

### **Rest-Time**

All children will participate in a quiet rest time. Children are not required to sleep; however, we have a very busy and stimulating morning, so most toddlers and preschool-aged children will nap when given a relaxing and quiet space to do so. If a child does not fall asleep after a short rest (approximately 30 minutes) they are given quiet activities within the nap room. The center provides a cot complete with cot sheet. These items are washed and disinfected weekly. Infant linens are laundered daily.

There are always two teachers within the nap room during naptime observing by sight and sound. We do not use mirrors, video, or sound monitors in place of sight and sound supervision. Ratios always remain in compliance with VDOE guidelines.

### **Personal Belongings**

To prevent items from becoming misplaced or lost, please label ALL items brought from home with your child's name. Within each classroom, each child has a hook and/or cubby assigned to them. This will provide storage space for your child's personal belongings. Please check your child's cubby daily for items that need to be taken home.

### **Clothing & Shoes**

A full day at our school includes fun activities like singing, painting, playing indoors and out, dancing, and eating, so we recommend easy-fitting, washable clothes. Being comfortable lets children focus on learning and having fun!

Make sure your child is wearing well-fitted shoes for easy movement. Flip-flops, crocs, cowboy boots, and slick-bottomed shoes often cause children to fall when running outside and limit their play. Please be sure that your child's shoes are rubber-soled and closed-toe with a closed heel or heel strap. Shoes are required for all students.

- Please provide two complete sets of extra clothes, including socks, for your child. It's always a good idea to keep an extra pair of shoes and a sweater or sweatshirt at school, too. Clothing should be labeled with your child's first and last name and checked periodically to make sure it still fits.
- Please provide appropriately layered clothing to keep warm in cold weather, including mittens or gloves, caps, hoods, hats, sweaters or sweatshirts, socks, and warm, waterproof outerwear and footwear.
- Please have your children wear sun-protective clothing such as clothing made with fabrics rated for ultraviolet protection or clothing that protects skin areas most prone to sun damage.
- Sometimes learning and fun can get messy! Tidewater Community College Child Development Centers is not responsible for lost, stained, soiled, or torn clothing.

## **Diapers & Wipes**

Parents of children in diapers and of children who are toilet training must provide an ongoing supply of diapers, wipes, and additional necessary clothing. If your child is wearing pull-ups, it is helpful to send in the type with Velcro® sides. This allows us to help your child change without having to take off their pants and shoes. Cubbies and coat hooks should be checked daily for items that need to be laundered. For children who require cloth diapers, the diaper must have an absorbent inner lining completely contained within an outer covering made of waterproof material that prevents the escape of feces and urine.

Both the diaper and the outer shell must be changed as a unit. Cloth diapers and clothing that are soiled by urine or feces are immediately placed in a plastic bag (without rinsing or avoidable handling) and sent home that day for laundering.

## **Belongings from Home**

Your child will be provided with stimulating, educational toys every day. Special objects such as a blanket, soft toy, or a stuffed animal are acceptable for rest time. Please leave other toys and belongings at home, as bringing a treasured object to school can create tension between children and stress for children and staff if something is lost or misplaced.

Toy weapons (guns, water pistols, swords, shields, or other items that resemble weapons) are not permitted at Tidewater Community College Child Development Centers. All personal electronics (except augmentative communication devices) brought to school must be stored in the “off” position in the child’s cubby. Use of personal electronics is not permitted in the classroom. We cannot assume responsibility for lost or damaged personal belongings.

## **ID Verification**

The safety of our students is our top priority. A picture ID is required of all persons entering the facility. Please notify staff if someone other than you will be picking up your child. Tidewater Community College Child Development Centers staff will only release your child to the parents and guardians or the other adults you authorized on the student’s Enrollment Application or within your Early Learning Ventures app account. If you need to authorize a new pickup person, please send the request via email to your campus Program Director. We also ask that you call and notify us of the sent email as well. For your child’s safety, any time a person we do not recognize comes to pick up your child, we will ask for a government-issued photo identification.

## **Departure**

It is important to sign your child in and out each day. You can sign your child out via the Early Learning Ventures app account app at the front entrance kiosk or on your smartphone, like signing in

upon arrival. It's also critical that you check in with your child's teachers before leaving. School closes at 5:30pm sharp unless otherwise posted. A late pick-up fee of \$2.00 per minute up to 15 minutes will accrue when a child is left beyond the center's operating hours. The late pick-up fee does not constitute an agreement to provide after-hours service. If you believe you will arrive after closing time, please alert your child's teacher via your Early Learning Ventures app account as soon as possible or call the program. Failure to pick up your child or contact Tidewater Community College Child Development Centers, or if you or another authorized emergency contact cannot be reached within 30 minutes after closing time, Tidewater Community College Child Development Centers staff will contact the local authorities.

### **Custodial & Foster Care**

Some families have legal custodial orders that address who is permitted to pick up or visit a child. If there are custody orders or protection orders relating to your child, a copy must be provided to Tidewater Community College Child Development Centers for your child's file. Custodial parents have a right to be admitted to our center during any time in which his/her child is present. This information is confidential and solely for the safety and well-being of your child. Families must update the Program Director when custody orders change or expire. Please note that employees cannot be responsible for supervising parenting time (visitation), and, as a result, visitation for non-custodial parents is not permitted in our centers.

For enrolled children in the foster care system, Tidewater Community College Child Development Centers will need to receive a copy of the foster care paperwork. Tidewater Community College Child Development Centers will release the child only to the foster parents or the child's caseworker, who must sign the child in and out on the visitor's list and provide proper identification. The caseworker must verify any additions or changes in writing (by letter or fax).

### **The School Year**

#### *School Calendar*

You will be provided with a calendar upon enrollment. Tidewater Community College Child Development Centers will be closed most federal holidays. We also dedicate time each year for professional development. This includes annually the following dates:

- November 22-24, 2023, or the Monday-Wednesday before Thanksgiving Annually
- December 22, 2023, or the Friday before Christmas Annually
- Spring Break (based on TCC's calendar)
- TCC College Closures

Tidewater Community College Child Development Centers maintains the right to change the calendar at any time. Tuition and fees are not prorated for illness, holidays, inclement weather, or emergency closures.

### *Inclement Weather Days*

In case of inclement weather, Tidewater Community College Child Development Centers will close as determined by Tidewater Community College.

- If Tidewater Community College are CLOSED, Tidewater Community College Child Development Centers WILL BE CLOSED.
- If Tidewater Community College are opening on a 2-hour delay Tidewater Community College Child Development Centers WILL OPEN AT 9am.
- If Tidewater Community College is opening on a 3-hour delay, Tidewater Community College Child Development Centers WILL OPEN AT 10am.

In the event the program closes due to inclement weather we will follow the same procedures discussed in the departure policy.

### **Celebrations & Birthdays**

Celebrations and birthdays are special days for children, and we want to share in the fun! If you would like to provide a small treat for the celebration, all items must be nut-free (including peanuts, tree nuts, peanut butter, and food processed in plants using nuts) and commercially packaged with ingredient statements so we can be sure we're accommodating any allergies or dietary restrictions. Please do not send in any treats or candy which may be a choking hazard to our students. Healthy snack options such as whole-grain items, vegetables with dip, fresh fruit, fresh fruit popsicles, or yogurt are always a great choice. Please be sure to provide enough for everyone in your child's classroom and check in with your child's teacher before the special day so they can share any tips and plan accordingly.

### **Transitioning to a New Classroom**

Tidewater Community College Child Development Centers strives to make the transition from one classroom to another as smooth as possible. When the time comes to transition from one class to the next, we look at your child's developmental and maturation levels, as well as space availability in other classrooms. A letter will go home to make you aware when your child is transitioning to a new classroom. Your child's current teacher will share with the new teacher about your child's strengths, areas for growth, and supportive strategies. If you are interested in setting up a conference centered around transition, feel free to reach out to your child's teacher.

## Communication & Family Involvement

### *Early Learning Ventures App*

Upon enrollment, you will receive an invite via email or text to set up your Early Learning Ventures app account. Through the app, you can communicate with your child's teacher or administration via messaging, as well as receive your child's daily report.

- Create a free Early Learning Ventures app account. When you receive an invitation via email or text, please create a free parent account using either the website or mobile app. Make sure to use the same email address or cell phone number that the invitation was sent to.
- Confirm your child's profile. You will see your child's profile after you create an account - you can confirm information such as birthdays, allergies, and additional contacts. If you do not see your child's profile, please contact us with the email address or phone number you used to sign up. You will not see updates within Early Learning Ventures app until we start to use it regularly.
- Set your account preferences. You can adjust your notification preferences within your profile settings on the app.

### *Family vs. Approved Pick-Ups vs. Emergency Contacts*

We ask that you add and edit Family Members, Approved Pickups, and Emergency Contacts on your child's profile. When adding contacts, you are given four options: Parent, Family, Approved Pickup, and Emergency Contact. Each one has slightly different functions and privileges, as listed in the chart. We do not recommend listing anyone as an Emergency Contact as emergency contacts do NOT have pick-up privileges. Only parents, family, and approved pickups may check a child out. For more information on how to add contacts to your child's profile, please see Early Learning Ventures App.

### *Conferences*

Family participation is encouraged and welcomed. Tidewater Community College Child Development Centers uses Family Conferences to offer family support and communication. Family Conferences are designed:

- To guide families and teachers with a way of sharing valuable information about their child.
- To individualize the planning process for each child in the context of their family, culture, and community.

- To explore ways to use a child's family's strengths to promote growth and development.
- To create an ongoing process for recording the growth and development of the child.

We schedule three formal conferences each school year, but we encourage you to reach out to your child's teacher at any time if you have questions, concerns, or want an update on your child's progress. While conferences are not mandatory, they are encouraged, even for our youngest students, as they allow parents the opportunity to follow the progress that their child is making. During these conferences, you will be provided with a written report about your child's strengths and areas for growth.

### **Developmental Concerns**

If at any point you have developmental concerns for your child, please reach out to your child's teacher to discuss. We are happy to provide strategies, resources, or community programs that may be of support.

### **Family Support**

While Tidewater Community College Child Development Centers specializes in providing high-quality early childhood education, we recognize that our students and families may have needs outside early education. We have a variety of ways that we can support our families. These include:

- Assist families with locating community resources.
- Help families obtain emergency assistance in areas such as food, clothing, utilities, housing, and counseling.
- Assist families with a successful transition to school.
- Access to a Family Resource Lending Library

Please reach out to your campus Program Director if you need support.

### **Home Language**

It is important to Tidewater Community College Child Development Centers that all families are given the opportunity to fully understand, interpret, and become involved in their child's education. Tidewater Community College Child Development Centers will work with the family to provide information in the language they are most comfortable with for any family that makes a request.

### **Confidentiality**

All information contained in your child's records, including your personal information, is confidential. Anyone who is not directly involved in the care of your child or affiliated with the Department of



Education Commonwealth of Virginia, protective services, or other government agencies will not have access to your child's records without your written authorization or court order. All Tidewater Community College Child Development Centers staff members and contracted therapists must sign a Statement of Assurance of Confidentiality upon employment and annually after that.

As a parent or guardian, you can request access to your child's records; to do so, please email the campus program director. If you withdraw your child from the center, we will maintain your child's records for at least two years per the Department of Education Commonwealth of Virginia regulation. Lastly, out of respect for other children and families, please do not post photos or videos that contain images of children other than your own on the Internet.

### **Family Involvement**

Tidewater Community College Child Development Centers believes that children thrive when the relationship between the family and the center is a partnership. We have an open-door policy—parents and guardians are always welcome at the center, so just let us know when you'd like to come to say hello! We strongly believe in positive two-way communication. Families are encouraged to communicate with teachers and administration in whatever way is most convenient for them. This may include via phone, notes, email, or in person. Information is shared with families through verbal conversations, the Early Learning Ventures app, newsletters, flyers, family bulletin boards, notes, phone calls, posters, conferences, and e-mail. Tidewater Community College Child Development Centers has an open-door policy and offers many opportunities to be part of your child's early learning experience and connect with other families.

Opportunities include:

- Volunteering is always welcome. We would love to have you share your time and talents with the class. We encourage you to read a book, play an instrument, or share a hobby with the children. Ask your child's teacher about the many ways you can help.
- Join the Parent Advisory Board.
- Participate in monthly family education events. Please see posted calendar on the welcome lobby parent board.

All Tidewater Community College Child Development Centers employees are expected to treat all children and families with respect and dignity. In return, we expect the same from all our families. If difficulties arise, we encourage families to share their concerns with the campus Program Director verbally or in writing. Inappropriate language directed toward staff and/or in front of children will not be tolerated. Through communication, we will work to resolve the issue. If you are not satisfied with the solution, we encourage you to contact our Child Development Center Director.

Please do not confront children or other parents in our program. When any member of the Tidewater Community College Child Development Centers community shows behavior that threatens the safety of others or shows repeated disrespect towards other members of our community, Tidewater Community College Child Development Centers reserves the right to ask the family in question to leave the school immediately and terminate that child's enrollment at Tidewater Community College Child Development Centers

## **Tuition & Fees**

### *Tuition*

We know that your child's early education is important and does not come without a price. Paying tuition on time helps ensure that we can continue to retain our highly trained teachers and provide a positive experience for all. Information about current tuition rates is available on our website and available by request in the program. Tuition increases occur before the start of the Fall Semester and typically reflect a cost-of-living increase. All tuition is due in advance of services provided and in accordance with your tuition agreement.

The best way to pay tuition and fees is through the Tidewater Community College business office or online at Access Nelnet ePay through the Student Information System (SIS) in *MYTCC*. Go to your SIS Student Center and click the [Make-a-Payment](#) link. Tuition balances will generally be posted on the 15<sup>th</sup> day of the month before the first of the month. Through your Access Nelnet ePay account, you can make recurring or one-time payments online using a checking or savings account for no additional fee.

Tidewater Community College Child Development Centers is committed to the security of your personal information online. Online payment services do not store confidential banking information and have the highest encryption levels on bank transfers. Please note: No money for tuition is collected at any time at the Child Development Centers. Please contact the Tidewater Community College Business office for help with payment options. They are available by phone at (855) 308-5614 and on the Student Accounts Support Website <https://mysupport.tcc.edu/shp/vccs-tidewater/home>.

All tuition should be paid by the 1<sup>st</sup> of the month. While we are a non-profit organization and strive to take the needs and problems of our families into consideration, we must maintain financial stability. Accounts 30 days in arrears or repeated failure to pay tuition by the due date may result in the termination of services. Any requests for exceptions must be made to the campus Program Director through the completion of a tuition payment plan. A late fee will be assessed on any account that has not been paid in full by the 5<sup>th</sup> of the month unless these arrangements have been made. Upon enrollment at Tidewater Community College Child Development Centers, all families will be expected to sign a statement that they have read, understand, and will abide by the tuition agreement. Receipts can be printed out via your online payment portal for employer reimbursement or tax purposes.

## Annual Fees

Annual registration fees for currently enrolled families are due each August for the following school year. All registration fees are nonrefundable. Families who enroll after January 1st of the current calendar year will not be required to pay the renewal fee for that year.

## Returned Checks

There will be a service charge for any returned checks. In the event of a returned check, a money order will be due immediately, late fees will apply, and immediate termination of services may apply. Payments from customers with prior unpaid returned checks must be, from there on out, in the form of a money order or cashier's check.

## Temporary Withdrawal

On a case-by-case basis, Tidewater Community College Child Development Centers may be able to work with families who wish to withdraw their child for ten weeks or less (i.e., summer, or due to an extended trip outside the country). If this is the case, you must send the request in writing to your campus Program Director at least two weeks in advance. To guarantee the child's space upon return, tuition that would typically be due during that time frame must be paid in full. If tuition fees are not paid promptly, the child's space will not be held, and re-registration will be required upon return.

## Health & Safety

We all know that safety comes first! At Tidewater Community College Child Development Centers, our first goal is to keep children safe, which starts with paying attention to every detail - big and small. Every day at our center, you can be confident that your child is in the very best hands.

## Daily Health Checks

Each morning when your child arrives, we will conduct a daily health check. This is a quick physical observation where we check and observe a child's behavior/mood and physical condition, including breathing, skin, eyes, ears, nose, and mouth. Additionally, we ask that you please alert us of anything out of the ordinary we need to know regarding sleep, appetite, bowel movements and urination, mood, and behavior at home and/or unusual events.

## Illness Policy

We realize that it is difficult for working parents to keep their children home, but exclusion from school will help prevent contagion and promote the health and safety of your child. Children should be kept home from school if they are feverish, have diarrhea and/or vomiting, have nasal mucous discharge that isn't clear, or if they show signs of becoming sick (listlessness/drowsiness, productive cough, sore throat, ear pain, eyes that are pink, burning, itching, or producing discharge). **See exclusion criteria on the following pages for more specifics.** If your child cannot comfortably

participate in the day's usual activities or your child needs to stay indoors and/or have additional rest, these signs are generally indicative that the child should not be at school.

Tidewater Community College Child Development Centers have established guidelines in accordance with state childcare law and other best practices concerning sick children. In case of a communicable disease or condition, and at the discretion of the campus Program Director, other parents will be notified to watch for symptoms in their children.

If your child becomes ill during the school day, every effort will be made to make them comfortable, away from the other children, but with a familiar caregiver. A parent will immediately be called to come and pick them up. Tidewater Community College Child Development Centers are not able to provide arrangements to care for sick children. Parents are required to respond as soon as possible concerning the sick child when contacted by Tidewater Community College Child Development Center staff. If we cannot reach the parent within thirty minutes, we will reach out to the family's emergency contacts as stated on enrollment/annual forms. If the illness warrants, the child's pediatrician will be contacted for consultation.

Children may attend with minor illnesses if it is not contagious, and it does not affect the child's ability to participate in the day's routine. Minor illnesses include:

- Mild respiratory infections
- Acute infections subsiding after treatment, such as pink eye, impetigo, ear infections
- Cold symptoms without a fever

If the child's health deteriorates at some point in the day, the parent will be contacted to come to pick them up.

### **Illness Exclusion Criteria**

<b>Disease/Condition:</b>	<b>If your child has been diagnosed with this disease, our program will:</b>	<b>When to allow your child to return:</b>
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Chickenpox (or rash suggestive of chickenpox)	<ul style="list-style-type: none"> <li>● Temporarily exclude the sick child from childcare</li> <li>● Notify all parents regarding possible exposure and include a warning about aspirin use.</li> <li>● Contact the Childcare Health Consultant if needed to find out other preventative measures to take</li> <li>● Unimmunized children must be excluded until they are permitted to return by their health care provider.</li> <li>● Carefully follow handwashing and cleaning procedures</li> </ul>	Approximately 5-7 days after the rash begins or when ALL blisters have scabbed over.
COVID-19 or symptoms of COVID-19	<ul style="list-style-type: none"> <li>● Temporarily exclude the sick child from childcare</li> <li>● Contact the Childcare Health Consultant if needed to find out other preventative measures to take</li> <li>● Carefully follow handwashing and cleaning procedures</li> </ul>	Guidance from the state is updated frequently. Please see your campus Program Director for more info.
Diarrheal illness	<ul style="list-style-type: none"> <li>● Temporarily exclude a child that has had 2 or more diarrhea episodes in one day.</li> <li>● Carefully follow handwashing and cleaning procedures</li> </ul>	When the child is diarrhea-free for at least 24 hours without the aid of medication.
Fever	<ul style="list-style-type: none"> <li>● Temporarily exclude the child from childcare if the child has a fever of 100.4 or greater.</li> </ul>	When the child is fever-free for at least 24 hours without the aid of medication.
Hand Foot and Mouth Disease	<ul style="list-style-type: none"> <li>● Exclude if the child has an open, draining lesion on hand or has lesions in the mouth and is drooling.</li> <li>● Carefully follow handwashing and cleaning procedures.</li> </ul>	When lesions heal and/or drooling ceases, and the child can participate in center activities (including meals)

Hepatitis A	<ul style="list-style-type: none"> <li>● Temporarily exclude the sick child from childcare</li> <li>● Contact the Communicable Disease Section of DHHS</li> <li>● Contact the Childcare Health Consultant if needed to find out other preventative measures to take</li> <li>● Carefully follow handwashing and cleaning procedures</li> </ul>	<p>At least one week after onset of illness or jaundice.</p> <p>Permission to return should be sought from the local health authorities first.</p>
Impetigo	<ul style="list-style-type: none"> <li>● Temporarily exclude the child from childcare</li> <li>● Carefully follow handwashing and cleaning procedures.</li> </ul>	<p>After treatment has been started</p>
Influenza	<ul style="list-style-type: none"> <li>● Temporarily exclude the child from childcare</li> <li>● The program will notify all parents.</li> <li>● Carefully follow handwashing and cleaning procedures.</li> </ul>	<p>When the child is fever-free for at least 24 hours without the aid of medication and has the energy to participate in center activities.</p>
Lice	<ul style="list-style-type: none"> <li>● Temporarily exclude the child from childcare</li> </ul>	<p>24 hours after treatment and no signs of nits or lice</p>
Pink Eye	<ul style="list-style-type: none"> <li>● Temporarily exclude the child with yellow eye drainage and itching</li> <li>● Carefully follow handwashing and cleaning procedures.</li> </ul>	<p>24 hours after the first dose of medication and symptoms are mild</p>
Pneumonia	<ul style="list-style-type: none"> <li>● Temporarily exclude the child from childcare if they present with fever or difficulty breathing.</li> <li>● Carefully follow handwashing and cleaning procedures.</li> </ul>	<p>When the child is fever-free for at least 24 hours without the aid of medication and has the energy to participate in center activities.</p>

Ringworm	<ul style="list-style-type: none"> <li>• Temporarily exclude the child if lesions cannot be covered.</li> <li>• Carefully follow handwashing and cleaning procedures.</li> </ul>	If unable to cover the lesion(s), after treatment begins and the lesion starts to shrink.
RSV (Respiratory Syncytial Virus)	<ul style="list-style-type: none"> <li>• Temporarily exclude the child from childcare if they present with fever or difficulty breathing.</li> <li>• Carefully follow handwashing and cleaning procedures.</li> </ul>	When the child is fever-free for at least 24 hours without the aid of medication and has the energy to participate in center activities.
Scabies	<ul style="list-style-type: none"> <li>• Temporarily exclude the child until treatment is complete.</li> <li>• Carefully follow handwashing and cleaning procedures.</li> <li>• The program will notify all parents.</li> <li>• All clothing and blankets will be sent home to be laundered in hot water and dried in a hot dryer.</li> </ul>	Until treatment is completed.
Strep Throat/Scarlet Fever	<ul style="list-style-type: none"> <li>• Temporarily exclude the child from childcare</li> <li>• Carefully follow handwashing and cleaning procedures.</li> </ul>	24 hours after antibiotics are started when the child is fever-free for at least 24 hours without fever-reducing medication and has the energy to participate in center activities.
Tuberculosis	<ul style="list-style-type: none"> <li>• Temporarily exclude the child from childcare</li> <li>• Contact local health department and Childcare Health Consultant</li> <li>• Carefully follow handwashing and cleaning procedures.</li> </ul>	Exclude until a health care professional provides a written statement that the child is not infectious.
Vomiting	<ul style="list-style-type: none"> <li>• Temporarily exclude the child from childcare</li> <li>• Carefully follow handwashing and cleaning procedures.</li> </ul>	When the child is vomit-free for at least 24 hours without the aid of medication.

Whooping Cough/Pertussis	<ul style="list-style-type: none"> <li>● Temporarily exclude the child from childcare</li> <li>● Contact local health department and Childcare Health Consultant</li> <li>● Unimmunized children must be excluded until they are permitted to return by their health care provider.</li> <li>● Carefully follow handwashing and cleaning procedures.</li> </ul>	<p>Exclude until five days after treatment has started.</p> <p>Exclude untreated cases for 21 days from the date cough began.</p>
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\* This chart is not an exhaustive list of communicable diseases and policies for exclusion from childcare. For more information, please contact your campus Program Director.

### Chronic Health Conditions

For any child with health care needs such as allergies, asthma, or other chronic conditions (ex: seizures, G-Tube, etc.) that require specialized health services, a medical action plan must be completed. The medical action plan must be updated annually and when changes to the plan are made by the child's parent or health care professional. The medical action plan shall be signed by both the parent and the child's health care professional and must include the following:

- A list of the child's diagnosis or diagnoses, including dietary, environmental, and applicable activity considerations
- Contact information for the child's health care professional(s)
- Medications to be administered on a scheduled basis; and
- Medications to be administered on an emergency basis with symptoms, and instructions.

### Medications

Whenever possible, we recommend that you administer medications at home. To help with medication scheduling, you may consider asking your health care provider for prescriptions with 12-hour dosages. At the center, medications will be administered in accordance with the State of Virginia's Medication Administration Training (MAT) Program regulations and the policies described below.

#### *General Medication Policies*

- No prescription or over-the-counter medication and no topical, non-medical ointment, repellent, lotion, cream, or powder shall be administered to any child:
  - a) without written authorization from the child's parent



- b) without written instructions from the child's parent, physician, or another health professional.
  - c) in any manner not authorized by the child's parent, physician, or another health professional.
  - d) after its expiration date
  - e) for non-medical reasons, such as to induce sleep.
  - f) with a known allergy to the medication.
- All medications will be given following the doctor's written instructions.
  - Medication will be stored separately for each child.
  - Medications will be stored in a locked cabinet in the classroom or locked box in the Center refrigerator, depending on the medication. Medications for external use will be stored separately from medications for internal use.
  - Do not store medication in diaper bags, lunch bags, backpacks, or any other personal belongings.
  - We do not mix the medication with food, formula, or juice, nor will we dispense any medication in a bottle or cup.
  - Medications will be administered by regular classroom staff who have been trained in medication administration in the presence of another staff person. All staff follow the Six Rights of Safe Medication Administration: right child, right medicine, right date/time, right dose, right route & right documentation. Staff will document each dosage on the medication form, listing time, amount given, and initial. If any side effects are noticed, they will be noted on the form, and the child's parent will be notified.
  - Medication forms will be added to the child's file after the medication request is completed. Forms for long-term medication will be considered confidential and treated as such.
  - It is the responsibility of the parent to remove or dispose of any medication after the duration of the request has ended. The classroom staff will dispose of any medicine at the Center after the medication form has expired or after a child has left at Tidewater Community College Child Development Centers.
  - Alternative medications, such as herbal or homeopathic medications that are not tested by the US Food and Drug Administration for safety or effectiveness, lack safety information and cannot be administered at Tidewater Community College Child Development Centers.
  - Tidewater Community College Child Development Centers reserves the right to refuse the administration of medications if we feel that it is in the best interest of the staff.

## Prescription Medication

- For a staff member to administer any medication to your child, you must complete the Medication Administration Permission Form in its entirety.
- The medication must be brought to school and stored in the original, tamper-resistant container in which they were dispensed with the pharmacy labels. The pharmacy label must specify:
  - The child's name.
  - The names of the medication
  - The amount and frequency of dosage
  - The date the prescription was filled and the expiration date.
- If the medication is provided via pharmaceutical samples; they must be stored in the manufacturer's original packaging, shall be labeled with the child's name, and shall be accompanied by written instructions specifying:
  - a) The child's name.
  - b) The names of the medication
  - c) The amount and frequency of dosage
  - d) The signature of the prescribing physician or other health professional the date the instructions were signed by the physician or other health professional.
  - e) Medication expiration date
- The medication shall be administered only to the child for whom they were prescribed. It shall be administered according to the prescription, using the amount and frequency of dosage specified on the label.
- A parent's written authorization for administering a prescription medication shall be valid for the length of time the medication is prescribed to be taken or up to 6 months when needed for a chronic medical condition, whichever is less.

## Emergency Medication

If your child requires the use of emergency medications (i.e., inhalers, Epi-pen, Dia stat, etc.), you will need to complete the corresponding medical action plan. Blank medical action plans may be found on the Early Learning Ventures app, and these plans MUST have a doctor or healthcare professional's signature. Emergency medicines will be kept locked using a safe locking method that prevents access by children. All staff members are trained in emergency medication administration annually. We work with a county nurse to ensure our staff is appropriately trained for your child's specific medical needs.

## Over-the-Counter Medication

In general, no Tidewater Community College Child Development Centers staff will administer over-the-counter medication except when a health professional prescribes the over-the-counter medicines. This situation is most common for chronic health conditions (ex: Benadryl for students with allergy action plans or fever-reducing medication for students with febrile seizure action plans). Tidewater Community College Child Development Centers will not administer over-the-counter medicines such as cough syrup, Tylenol, ibuprofen, antibiotic cream for abrasions, or medication for upset stomach in the cases of acute illness or pain. Children that have these symptoms may need to remain at home until they are symptom-free.

The over-the-counter medication must be brought to school and stored in the manufacturer's original packaging with the child's name written or labeled on it. It shall be accompanied by a Medication Administration Permission Form that specifies:

- a) The child's name.
- b) The medical conditions or allergic reactions
- c) The names of the authorized over-the-counter medication
- d) The amount and frequency of the dosages shall not exceed the amount and frequency of the dosages on the manufacturer's label.
- e) In cases where the prescription says, "as needed" (i.e., allergy exposure, etc.), the instructions need to specify criteria for the administration of the medication (be specific with what symptoms or situations are criteria for administration)
- f) The route in which the medication shall be administered.
- g) Possible reactions or side effects
- h) The signature of the parent AND physician, or another health professional
- i) The date the instructions were signed by the parent and physician or other health professional.

## Topical Ointments and Sunscreen

Parents and guardians may give Tidewater Community College Child Development Centers standing authorization for up to 12 months to apply over-the-counter topical ointments, topical teething ointment or gel, lotions, creams, such as sunscreen, diapering creams, baby lotion, and insect repellent, to their child, when needed. The over-the-counter topical ointments form must be completed before we can administer them. You can find the necessary form on your Early Learning Ventures app account or a printed copy from our program upon request.

*Please apply sunscreen to your child before arriving at the center and dress them in hats/visors and tightly woven clothing to help prevent sunburn during outdoor play. At Tidewater Community College Child Development Centers staff can reapply sunscreen in the afternoon before going outside if we have an up-to-date Topical Ointment Permission Form on file.*

## Medical Report & Immunization Record

A record of immunizations and a children's medical report must be completed and on file at school within the first 30 days of each child's first day of attendance. Records should also include results of any screenings, prescribed medications, descriptions of any allergies, and current or chronic health conditions. If an immunization and medical report are not on file within 30 days of the child's first day of attendance, your childcare offer may be withdrawn and deposit cannot be refunded.

The center may allow a child to attend contingent upon a conditional enrollment for a period of 90 days if the child received at least one dose of each of the required vaccines and the child possesses a plan from a physician or local health department for completing his immunization requirements within the ensuing 90 calendar days. If the child requires more than two doses of hepatitis B vaccine, the conditional enrollment period, for hepatitis B vaccine only, shall be 180 calendar days.

As the child receives new immunizations, the date and type of shot or immunization should be reported to your campus program director to be added to the child's record. Immunizations may be obtained either through the pediatrician or the local health department. A schedule of immunizations can be acquired through the Center office. See <http://www.cdc.gov/vaccines/> for the current national immunization schedule.

## Cleaning & Sanitation

Cleaning and disinfecting are part of our broad approach to preventing infectious diseases at Tidewater Community College Child Development Centers. Each classroom has a "yucky bucket" for toys that have been contaminated with bodily fluids. Contaminated toys are specifically washed, sanitized, and air-dried. All surfaces and toys are sanitized and air-dried daily upon arrival and departure. For more specifics about the frequency and type of cleaning that occurs for each surface at Tidewater Community College Child Development Centers, please reference the [NAEYC Cleaning, Sanitizing, and Disinfecting Frequency Table](#).

## Handwashing

Handwashing has long been established as one of the most important things we can do to prevent the spread of illness.

In our programs, handwashing requirements for staff are as follows:

- Upon arrival at school/center
- Before and after setting up snacks/food for student consumption
- Before and after helping students use the bathroom

- After handling items soiled with body fluids such as blood, drool, urine, stool, or discharge from nose or eyes.
- After handling an ill child
- After using the bathroom or taking care of other personal needs (i.e., nose-wiping) and eating

In our programs, handwashing requirements for students are as follows:

- Upon arrival in the morning
- After using the bathroom
- Before and after eating food
- Before and after sensory play, including outdoor play.
- After they have touched a child who may be sick or who has handled soiled items
- After blowing/wiping their nose

The required method for handwashing is as follows:

- Rub hands vigorously for at least 20 seconds using warm water and soap.
- Wash between fingers and back of hands and wrists.
- Rinse hands well under running water and dry thoroughly with a clean paper towel.
- Turn off water using a paper towel instead of bare hands. This helps prevent acquiring new germs on already clean hands.

### **Universal Precautions**

Tidewater Community College Child Development Centers follow universal precautions to prevent the transmission of HIV/Aids, Hepatitis B, and other bloodborne pathogens. Universal precautions refer to infection control measures that all health care workers and childcare providers follow to protect themselves and the children in their care from disease-producing microorganisms. The concept requires workers to treat all blood and various other bodily fluids as infected with HIV, hepatitis B virus, and other bloodborne pathogens. All Tidewater Community College Child Development Centers staff follow the following universal precautions when encountering blood or bodily fluids:

1. Gloves are worn for contact with blood, body fluids, mucous membranes, open wounds, and handling items or surfaces soiled with blood or body fluids. Only approved latex or vinyl gloves are worn. Gloves are never to be washed and reused.
2. Hands and other skin areas are washed thoroughly if they contact blood or body fluids. Hands should be washed immediately after gloves are removed.

3. Saliva is not considered by the Center for Disease Control to transmit HIV. Still, it is a body fluid, and mouth-to-mask ventilation devices will be available for resuscitation and shall be used by trained personnel.
4. Staff must train and review information and procedures about universal precautions, HIV/HBV infections/transmissions, and handling of infectious waste annually.

### **Toilet Training**

High collaboration between you, your child, and your child's teachers makes for more successful toilet learning. Children learn toileting skills through consistent, positive encouragement from all the adults who care for them.

When your child shows an interest, you and your child's teachers will discuss how to work together to encourage toilet learning. We are committed to working with your child consistently so that toilet learning can be accomplished in a developmentally appropriate manner with minimum stress for you and your child.

Every child begins toilet learning at a different age and progresses at a different rate. We are always available as a resource to answer any questions about your child's progress. Several complete changes of clothes and two pairs of shoes should be kept at the center during toilet learning.

### **Safety & Supervision**

Tidewater Community College Child Development Centers staff assume responsibility for enrolled children when they enter the classroom or are escorted by a staff member on Campus property. Children under ten years of age always shall be under actual sight and sound supervision of staff, except that staff need only be able to hear a child who is using the restroom.

All classrooms monitor attendance by updating their attendance records throughout the day and counting and matching the numbers of children present with names on attendance records. "Name to Face" headcounts occur throughout the day, particularly when moving about the center at every threshold.

### **Injuries/Accidents**

Your child's safety is of our utmost concern, but we recognize that minor bumps and scrapes are an everyday part of your child's exploring and learning through experience. Known minor injuries sustained at school are reported to parents on an Incident Report Form, of which you will receive a copy. If your child is injured in our care, our first step is to administer first aid. A first aid kit is available in the office, and each class always has a small first aid kit with them. The most common treatment is ice on bumps, soap and water cleansing, and a bandage on a minor wound. All permanent staff members are trained in First Aid and Infant/Child CPR within the first 90 days of their employment, and they must maintain their current certification every two years.

If an accident is more than a minor injury, a parent will be called to discuss the need for possible medical treatment. If the accident is more serious, a parent will be contacted and requested to come immediately. In the event of a life-threatening illness or injury, an ambulance will be called. To ensure your child's safety, your Enrollment Agreement provides a record of names, addresses, and phone numbers of the people you have authorized to pick up your child. We ask you to keep this information current and supply names and phone numbers for your child's doctor and preferred hospital.

## **Emergencies**

We make every effort to be prepared for potential emergencies. Tidewater Community College Child Development Centers have an emergency preparedness plan for fire, inclement weather, or if a lockdown becomes necessary. This plan is updated annually and submitted to the Campus Safety office. The State of Virginia requires two emergency contacts to be listed on your child's registration in addition to the parent/guardian. Inform your emergency contacts that they are listed as your child's emergency pick-up in the event you cannot be reached. Child Protective Services will be called if a child has not been picked up within 2 hours of notification due to inclement weather or natural disaster. These plans are reviewed annually by the staff. Additional precautions we take in the event of an emergency are:

- Emergency phone numbers are posted by all phones.
- Tidewater Community College Child Development Centers keeps an Evacuation bag in the main office with first aid supplies and emergency contact information for all students and staff.
- Fire drills are practiced once each month, and shelter-in-place drills every three months to prepare children in case of an emergency.
- Emergency evacuation plans are posted in each room.
- Annual inspections by the Campus and local fire inspectors.
- If an emergency requires evacuation, we will notify you via office phone, mobile phone, text, or word of mouth as soon as the children have been relocated to a safe area.

**Report suspected or known child abuse and neglect involving program children whether it is on or off campus.**

**Our children's safety depends on you.**

### **Ways to Report**

**Call 911** or law enforcement if a child is in immediate danger.

**Required:** Call your local Child Protective Services office

**Child Abuse & Neglect Hotline: 804-786-8536**

The Virginia Department of Social Services operates a statewide Child Protective Services (CPS) Hotline 24/7 to support local departments of social services by receiving reports of child abuse and neglect and referring them to the appropriate local department of social services. The CPS Hotline is staffed by trained Protective Service Hotline Specialists.

For more information, visit <https://www.dss.virginia.gov/abuse/>.

### **Mandated Reporting Requirements**

It's our mission to ensure all children in our center are safe and well cared for, not only while they are at our center, but at all times. Virginia State law requires everyone who works directly with children to report suspicions or evidence of child neglect or abuse to local law enforcement. Those who fail to report can be held accountable under the law. The law prohibits interference with an individual's attempt to report child abuse or neglect. Our school will offer full cooperation during the investigation of the reported incident.

- Should a staff member have reason to suspect abuse, they will contact Tidewater Community College Child Development Centers administration and follow up with an immediate phone call to your Local County Human Services. If an administrative staff member is unavailable, staff members have the authority to make the call and to prepare a written report of the account.
- Tidewater Community College Child Development Centers will not hire a person who has been convicted of abuse of any type, and all staff undergo a fingerprint and criminal background check before employment begins.
- All staff members are responsible for protecting all children from abuse from any child or staff member.
- All staff members are required to report any suspected cases of abuse, whether it is suspected at Tidewater Community College Child Development Centers or away from Tidewater Community College Child Development Centers.
- All Tidewater Community College Child Development Centers staff receive training in recognizing and responding to child maltreatment, including abuse and neglect.
- Tidewater Community College Child Development Centers strictly prohibits the mistreatment, neglect, or abuse of any child in the program by any staff member. Any employee found in violation of the abuse and neglect policies shall be immediately terminated. If the charges are not upheld, the [accountable center contacts] will determine eligibility for reinstatement.



## **School Policies:**

### **Smoke-Free and Weapon-Free Environment**

Tidewater Community College Child Development Centers and playgrounds are smoke-free and tobacco-free environments. Smoking and the use of any product containing, made, or derived from tobacco, including e-cigarettes, cigars, little cigars, smokeless tobacco, and hookah, shall not be permitted on the premises of the childcare center or during any off-premises activities. Additionally, firearms and ammunition are prohibited in all licensed childcare centers, including Tidewater Community College Child Development Centers, unless carried by a law enforcement officer.

### **Transportation**

Tidewater Community College Child Development Centers does not transport children to and from school or for any off-premises activities. Parents are expected to provide transportation for their children.

### **Babysitting**

Tidewater Community College Child Development Centers strongly discourages families from entering employment arrangements with staff.

However, we recognize that our staff members are highly trained, wonderful people and are often the people that know your child best, next to you. Any arrangement between a family and Tidewater Community College Child Development Centers employee for employment or services outside the program and services of At Tidewater Community College Child Development Centers is an individual endeavor and private matter, not connected or sanctioned by Tidewater Community College Child Development Centers.

### **Program Oversight**

Our program's quality and compliance with State laws are carefully regulated and evaluated annually by the Tidewater Community College Child Development Center Comprehensive Inspection Team. Each year, a working group of ECE faculty, parents and TCC staff ensure compliance by unannounced inspections of each program. A copy of findings and corrective actions is available to families upon request. Additionally, a copy of this and all inspections is available in your program's inspection binder located in the welcome lobby. In addition, we also ask parents to complete and return an evaluation of the program intermittently. Summaries of evaluations are presented to our Board of Directors to enable them to monitor the quality of our services.

### **Code of Ethical Conduct**

For an updated NAEYC Code of Ethical Conduct, please go to [www.naeyc.org](http://www.naeyc.org).

**Commitment to Diversity**

Tolerance and understanding are fostered by positive exposure to various ages, genders, lifestyles, family structures, races, cultures, religions, and physical abilities. Therefore, we emphasize an environment that welcomes diversity and challenges bias and discrimination.

**Grievance Procedure**

Disagreements may occur, even with the best of intentions. Experience has taught us that open communication is the key to maintaining a positive relationship. The adults must demonstrate the cooperative, compassionate communication we want our children to imitate. If you have a concern, please discuss it with your child's teacher or the staff involved. If the concern is not resolved to the satisfaction of all parties, a meeting can be arranged with the administration.

**Nondiscrimination**

Tidewater Community College Child Development Centers does not and shall not discriminate based on race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status in any of its activities or operations. These activities include, but are not limited to, hiring, and firing of staff, selection of volunteers and vendors, and provision of services. We are committed to providing an inclusive and welcoming environment for all staff members, clients, volunteers, subcontractors, vendors, and clients. At Tidewater Community College is an equal opportunity employer. We will not discriminate and will take affirmative action measures to ensure against discrimination in employment, recruitment, advertisements for employment, compensation, termination, upgrading, promotions, and other conditions of employment against any employee or job applicant based on race, color, gender, national origin, age, religion, creed, disability, veteran's status, sexual orientation, gender identity or gender expression.

**Americans with Disabilities Act**

Our policy is to accept children in compliance with the Americans with Disabilities Act (ADA), its regulations, and any other applicable local, state, or federal laws pertaining to providing services to individuals with disabilities.

**Record Retention**

Tidewater Community College Child Development Centers complies with the requirements outlined in the 'Records Retention and Disposition Schedule' developed by the Virginia State Archives, Records, and Collections Services.

## USDA

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint filing deadlines vary by program or incident.

Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotape, American Sign Language, etc.) should contact the responsible Agency or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at [How to File a Program Discrimination Complaint](#) and at any USDA office or write a letter addressed to USDA and provide in the letter all the information requested in the form. To request a copy of the complaint form, call (866) 632-9992.

Submit your completed form or letter to USDA by:

- 1) Mail:  
U.S. Department of Agriculture,  
Office of the Assistant Secretary for Civil Rights,  
1400 Independence Avenue, SW,  
Washington, D.C. 20250-9410
- 2) Fax: (202) 690-7442; or
- 3) Email: [program.intake@usda.gov](mailto:program.intake@usda.gov)

USDA is an equal opportunity provider, employer, and lender.

## **Description of Established Lines of Authority for Staff**

### **Child Development Center Director**

The Director of TCC's Child Development Centers will be responsible for implementing the creation of Child Development Centers on TCC's Norfolk and Portsmouth campuses with the addition of Virginia Beach and Chesapeake campus locations. The Director Tidewater Community College Project Narrative: Expanding High-Quality Access and Re-Establishing On-campus Child Development Centers will oversee equipping the centers with all necessary equipment, materials and supplies required for their optimal operation. The Director will provide overall leadership and oversight in the annual planning, operational management, and evaluation of the Child Development Centers at Tidewater Community College's campuses. The Director will oversee assistant directors, one at each center. The Director will serve as an advocate and promote the childcare centers as a community resource through the development and maintenance of partnerships and collaborations with community partners. The Director will collaborate with TCC Early Childhood Development, Education, and other faculty to ensure TCC students are able to conveniently access and utilize the centers, complete their coursework and expand their knowledge and understanding of high-quality early care and education. The Director will ensure compliance with state licensing regulations and the standards set forth in maintaining a high-quality early childhood program according to Virginia's Unified Measurement System and the National Association for the Education of Young Children (NAEYC) ensuring the centers are accredited within 3 years of opening.

### **Child Development Center Program Director**

The Assistant Director of the Child Development Center in collaboration with the Center Director provides overall leadership and oversight in the annual planning and operational management, and evaluation of the Child Development Centers at Tidewater Community College campuses. The assistant director will oversee daily operations, compliance with state licensing regulations and the standards set forth in maintaining a high-quality early childhood program according to Virginia's Unified Measurement System (VQB5) and the National Association for the Education of Young Children. The assistant director will collaborate with TCC early childhood development, Education, and other faculty to ensure TCC students can conveniently access and utilize the centers, complete their coursework and expand their knowledge and understanding of high-quality early care and education. A Program Director is on site during hours of operation and available daily to support you.

**Lead Teacher**

The Lead Teacher of the Child Development Center provides overall leadership and oversight in the classroom. The Lead Teacher will assist daily operational managers with program oversight and customer relations. The Lead Teacher will collaborate with TCC early childhood development, Education, and other faculty to ensure TCC students are able to conveniently access and utilize the centers, complete their coursework and expand their knowledge and understanding of high-quality early care and education. The Lead Teacher will ensure compliance with state licensing regulations and the standards set forth in maintaining a high-quality early childhood program according to Virginia's Unified Measurement System and the National Association for the Education of Young Children (NAEYC). Informal Conferences about your child's learning and development should occur daily. The Lead Teacher is your first stop when concerns on the care your child is receiving arise.

**Teacher Assistant**

The Assistant Teacher of the Child Development Center aids the Lead Teachers in the classroom. The Assistant Teacher will support collaboration with TCC early childhood development, and other faculty to ensure TCC students are able to conveniently access and utilize the centers, complete their coursework and expand their knowledge and understanding of high-quality early care and education. The Assistant Teacher will adhere with compliance measures established by state licensing regulations set forth in maintaining a high-quality early childhood program according to Virginia's Unified Measurement System and the National Association for the Education of Young Children (NAEYC).

**Work Study Students**

The Work Student worker prepares materials for teachers. Work Students will also offer customer service to internal and external customers. Meal preparation and clean up support is provided daily. They will assist in classrooms and provide direct care of children. They supervise indoor and outdoor play with fellow team members. Work students will assist with the organizing and filing of administrative areas.

If you have any concerns about the care your child is receiving, please contact your Campus Program Director. Concerns can also be shared with leadership outlined on the attached Chain of Command.

Chain of Command

