

# University of Houston Child Care Center

## Student Staff Handbook



UNIVERSITY OF HOUSTON

Learning. Leading.

Helping grow  
little cougars

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***Welcome Aboard  
University of Houston Child Care Center  
Student Staff Member!***

Dear Student Employee,

Welcome to the University of Houston Child Care Center (UHCCC). We are pleased that you have chosen to work with our program and we want you to know that you have joined a department that strongly believes in making your work experience a rewarding one. We encourage you to become a part of our Center and we want your job here to compliment your education at the University of Houston. We ask that you look over this student staff handbook and then keep it for future reference.

The Center has established a number of policies concerning program and classroom practices. These guidelines have been developed to comply with both state licensing standards and national accreditation criteria, and to reflect input from the teachers, students and parents. In addition, the policies and procedures described in this booklet are written to provide a clear description of what student employees may expect of the UH Child Care Center and what the UH Child Care Center expects of you. Our goal is to provide exemplary child care services for UH families and this handbook is intended as a guide and resource for you as you assume your duties here with us.

At the UH Child Care Center we have an outstanding staff that is ready and willing to assist you. We want you to feel at home and we hope that your experience at our Center is a good one which allows you to be secure in the fact that you are gaining important work skills. Please do not hesitate to communicate with us regarding any questions or concerns. We are here to listen to your thoughts and ideas about our Center and we want your experience with us to be a positive one!

Sincerely,  
Sherry Howard, Director  
University of Houston Child Care Center

# *University of Houston Child Care Center Program*

The following information is provided for new staff to gain a general understanding of the program offered to children and families at UH Child Care Center.

## *Mission*

Our mission at UH Child Care Center is to provide exemplary child care for the children of students, staff and faculty at the University of Houston by offering a model program tailored to ensure the quality of a child's daily experiences.

## *History*

After students voiced a need for quality child care on campus in the early 1970's, President Hoffman appointed a Child Care Student Group to examine the feasibility of opening a child care center at the University. With the Board of Regents approval the University of Houston Child Care Center was constructed and opened in February 1975. From there, the Center gradually grew in response to the increasing demands of the UH community for child care services. In 1989, the addition of four classrooms expanded the Center's capacity to 153 children, which is where we are at today.

## *Philosophy*

At UH Child Care Center our primary goal is for children to feel safe and secure. Additionally, we believe that a learning environment that fosters respect for cultural diversity and that utilizes an eclectic approach to education allows for optimal growth and development of young children. Young children's developmental tasks are to build trust, learn social skills, begin mastery of academic skills and develop positive self-esteem. In order to best support these tasks, our program strives to provide developmentally appropriate activities, well-trained and consistent staff and a safe and healthy learning environment. Also, throughout the whole learning process we believe parents are children's first teachers; thus, we work to support parents in their efforts to guide their child's development as well.

## *Core Values*

Standards of ethical behavior in early childhood care and education are based on commitment to core values that are deeply rooted in the history of our field. At UH Child Care Center we have committed ourselves professionally to:

- 🐾 Appreciating childhood as a unique and valuable stage of the human life cycle.
- 🐾 Basing our work with children on current knowledge of child development.
- 🐾 Acknowledging and supporting the close ties between the child and family.
- 🐾 Recognizing that children are best understood and supported in the context of family, culture, community and society.
- 🐾 Respecting the dignity, worth and uniqueness of each individual child, family member and colleague.
- 🐾 Helping children and adults achieve their full potential in the context of relationships that are based on trust, respect and positive regard.

## *Curriculum Goals*

The early years in a child's life set the tone for future learning. Our goal at UH Child Care Center is to stay current on research in child development so that we are able to build a foundation for each child that lasts a lifetime. Our curriculum is designed with specific objectives for each age level and child; however, the following goals are incorporated into every classroom:

- 🐾 Developing safe and healthy habits in young children.
- 🐾 Fostering positive self-esteem.
- 🐾 Providing opportunities for creative expression.
- 🐾 Supporting the development of social skills.

- 🐾 Stimulating cognitive problem-solving skills.
- 🐾 Strengthening communication skills necessary for listening, reading, writing, and speaking.
- 🐾 Enhancing fine motor and gross motor skills.
- 🐾 Assessing the individual needs of each child.

## ***Program Quality/ Standards of Excellence***

High quality early childhood education benefits children. Children who experience a quality program are more likely to have greater academic success, enhanced self-esteem and increased self-control. UH Child Care Center aligns the program and curriculum with federal and state guidelines and is licensed by the Texas Department of Family and Protective Services and accredited by the National Association for the Education of Young Children.

**For more information about program quality you can visit the following web sites:**

- 🐾 National Education Goals (NAE), [www.negp.gov](http://www.negp.gov)
- 🐾 National Association for the Education of Young Children (NAEYC), [www.naeyc.org](http://www.naeyc.org)
- 🐾 Texas Education Agency – Pre-K Curriculum Guidelines (TEA), [www.tea.state.tx.us/curriculum/early/prekguide.html](http://www.tea.state.tx.us/curriculum/early/prekguide.html)
- 🐾 Texas Department of Family and Protective Services (DFPS), [www.tdprs.state.tx.us](http://www.tdprs.state.tx.us)
- 🐾 Child Development Associate Council (CDA), [www.cdacouncil.org](http://www.cdacouncil.org)

## **NAEYC Code of Ethical Conduct/ Statement of Commitment**

### **NAEYC Code of Ethical Conduct**

The NAEYC Code of Ethical Conduct offers guidelines for responsible behavior and sets forth a common basis for resolving the principle ethical dilemmas encountered in early childhood care and education. UH Child Care Center staff adheres to the NAEYC standards and the following Statement of Commitment as a professional guide.

### **Statement of Commitment**

As individuals who work with young children, we commit ourselves to furthering the values of early childhood education as they are reflected in the NAEYC Code of Ethical Conduct.

To the best of our ability we will:

- 🐾 Ensure that programs for young children are based on current knowledge of child development and early childhood education.
- 🐾 Respect and support families in their task of nurturing children.
- 🐾 Respect colleagues in early childhood education and support them in maintaining the NAEYC Code of Ethical Conduct.
- 🐾 Serve as an advocate for children, their families and their teachers in the community and society.
- 🐾 Maintain high standards of professional conduct.
- 🐾 Recognize how personal values, opinions and biases can affect professional judgment.
- 🐾 Be open to new ideas and be willing to learn from the suggestions of others.
- 🐾 Continue to learn, grow and contribute as a professional.
- 🐾 Honor the ideals and the principles of the NAEYC Code of Ethical Conduct.

## *Discipline/ Guidance Methods*

At the UH Child Care Center the purpose of discipline is to help children develop self-control and to become responsible for their own behavior. Knowing what behavior is appropriate or acceptable in a situation is an important skill. We are committed to helping children learn to express feelings appropriately, to consider other peoples feelings and to negotiate their own conflicts. We use non-punitive methods of discipline, which are directly related to the child's behavior and encourage the child's participation. We ask the child to think about the problematic behavior and to find ways to remedy the situation. Teachers like to work closely with parents to understand each child and to determine which methods work best for that child; teamwork with parents is very important.

If a child exhibits continually disruptive and unsafe behavior that is not resolved through appropriate behavior management strategies, the teachers will discuss the situation with a supervisor and parent to develop an action plan. All reasonable attempts will be made to work with the child and the family to resolve the behavior problem. Staff will keep parents informed of the progress made. Referrals to community resources or an outside evaluation may be suggested. If a parent refuses to work with the staff in resolving the problem and/or the behavior problem persists resulting in a chronic situation requiring greater need for care than the UH Child Care Center teachers can provide, then the child's enrollment is subject to termination.

**\*The UH Child Care Center discipline/ guidance policy complies with the Texas Administrative Code and the rules in the Sub chapter L. of Minimum Standards ([www.tdprs.state.tx.us](http://www.tdprs.state.tx.us))**

### **Discipline and Guidance Policy for the UH Child Care Center**

Discipline must be:

- (1) Individualized and consistent for each child;
- (2) Appropriate to the child's level of understanding; and
- (3) Directed toward teaching the child acceptable behavior and self-control.

**A Caregiver may only use positive methods of discipline and guidance that encourage self-esteem, self-control, and self-direction, which include at least the following:**

- (1) Using praise and encouragement of good behavior instead of focusing only upon unacceptable behavior;
- (2) Reminding a child of behavior expectations daily by using clear, positive statements;
- (3) Redirecting behavior using positive statements; and
- (4) Using brief supervised separation or time out from the group, when appropriate for the child's age and development, which is limited to no more than one minute per year of the child's age.

**There must be no harsh, cruel, or unusual treatment of any child. The following types of discipline and guidance are prohibited:**

- (1) Corporal punishment or threats of corporal punishment;
- (2) Punishment associated with food, naps, or toilet training;
- (3) Pinching, shaking, or biting a child;
- (4) Hitting a child with a hand or instrument;
- (5) Putting anything in or on a child's mouth;
- (6) Humiliating, ridiculing, rejecting, or yelling at a child;
- (7) Subjecting a child to harsh, abusive, or profane language;
- (8) Placing a child in a locked or dark room, bathroom, or closet with the door closed; and
- (9) Requiring a child to remain silent or inactive for inappropriately long periods of time for the child's age.

Texas Administrative Code, Title 40, Chapters 746 and 747, Sub chapters L., Discipline and Guidance

# *General Student Employment Information*

## **Policy for Employment of Students**

University of Houston, central campus, and be in good academic standing (2.0 or better overall GPA). Student staff members are allowed to work a maximum of 20 hours per week during fall and spring semesters. Students may be able to work up to 40 hours per week during interim periods and summer semester (students with F1 Visa's are only allowed to work 20 hours per week year round). Exceptions to this policy may be granted by the Director of the University Center and Associated Facilities only.

**Once you have committed yourself to a schedule, we expect you to be responsible for those hours, even during the week(s) of finals and spring/ summer/ winter breaks.** You must have written approval from your supervisor/Master Teacher to work more or less than your scheduled hours, to work a different schedule or to make up any hours that you were out (see Appendix).

## **Application Process**

Application for student employment for the UH Child Care Center may be obtained at the Child Care Center office or online at [www.uh.edu/cc](http://www.uh.edu/cc). It is important to fill out the application as completely as possible, including a signature on the Expectations of Student Employees page, and to fill out the Time Availability Form (see Appendix). Completed applications are to be returned to the UH Child Care Center office. Once you have been interviewed and are selected for employment at the UH Child Care Center, the following documentation will be provided to you and must be submitted:

- 🐾 Direct Deposit Authorization Form
- 🐾 Personal Data Sheet
- 🐾 Tax Form W-4 (for U.S. citizens) or Foreign National Tax Form (for International students)
- 🐾 Important Employee Notifications
- 🐾 Employment Eligibility Verification (with proper documentation)
- 🐾 Notarized Affidavit for Employment
- 🐾 Criminal History Record Investigation
- 🐾 Health Form/TB Test Verification

**\*After all paperwork has been turned in, new student employees must complete 8 hours of early childhood pre-service training, 2 hours of the UH Child Care Center program/ policies orientation and sign off as having read the Student Handbook before being assigned to a position.**

## **Expectations of Student Employees While on Duty at the UH Child Care Center**

- 🐾 Be positive, happy and friendly! We count on our student staff to bring fresh energy into the Center throughout the day.
- 🐾 Treat every child with dignity and respect at all times, even if you are redirecting or correcting them. Let the children know what they **can** do and how they **can** solve their problems.
- 🐾 Conduct all communications with parents and other UH Child Care Center staff in a courteous and professional matter.
- 🐾 Do not discuss any child's behavioral, development or personal issues with the parents. If you have any concerns or questions about a child discuss them with the teacher or your immediate supervisor/Master Teacher.
- 🐾 Interact with the children; you are here to guide the children through their adventures in learning, **not** just to baby-sit.
- 🐾 Get down on the level of the child. Positive interaction cannot occur when an adult is standing over a child. You need to be down at the child's level at the table or on the floor.

- 🐾 Be a flexible team player. You may be asked to help in another classroom and this should be done with the same enthusiasm you bring to your classroom. We are here for all the children not just those in one room.
- 🐾 Remember to smile and be pleasant at all times; always greet the child and the parents first.

**\*\*All students must adhere to these guidelines whether it's within the classroom, working in the kitchen, and/or working at the Front desk.**

## **Dual/ Multiple On-Campus Jobs**

If you are working more than one job on campus it is your responsibility to track your time and make sure your hours are recorded on your time sheet. You will only be given one paycheck. Remember to keep your hours to a maximum of 20 per week. Unit/office areas track work time through different methods such as time sheets, use of a time clock, or other specialized automated systems.

## **Student Staff Dress Code and Appearance**

You did not get a job at the mall. Remember this is a child care center, looking respectable and being prepared for the child care work environment is what we expect at all times. As a UH Child Care Center employee you are a representative of our program and personal appearance is very important to our overall professional image. The following standards are to be observed:

- 🐾 Wear clothing and shoes that will enable you to participate in safety drills, physical/custodial or classroom activities/duties.  
**\*We strongly recommend that closed toe shoes be worn at all times.**
- 🐾 Be prepared for the seasonal and daily weather conditions of Houston by bringing a jacket/sweater/raincoat.
- 🐾 Clothes that are really tight or revealing are not acceptable.  
Shirts, blouses and tops must cover the breast, shoulders, back and tummy.
- 🐾 Shorts, dresses or skirts shorter than 4 inches above the knee are not acceptable.
- 🐾 Logo shirts must not have profanity, violence or provocative images on them.

## **Attendance/ Covering Shifts/ Missing Shifts Due to Illness/ Calling in Procedure**

The UH Child Care Center must ensure that adequate staff is present for work everyday in order to accomplish our mission and provide quality care for the children. To maintain this productive work environment we expect all employees to be **reliable and punctual** in reporting to work as scheduled. Please remember that your work commitment to the UH Child Care Center includes working during finals and spring/summer/winter breaks. If you are unable to work your scheduled shift you must make prior arrangements for schedule changes well in advance by filling out a Time-off Request form (**See Student Assistance Time-off Request in the Appendix Section of this handbook**). If you have a conflict come up and you don't think you will be able to make your scheduled shift, find someone else to substitute for you with the approval of your Master Teacher. If you cannot do that then do not be surprised if your Manager does not give you permission to be off.

**\*When you are absent or late to work, the UH Child Care Center will follow these guidelines:**

- 🐾 Monthly attendance records/time sheets must indicate that you worked **85%** of your scheduled/assigned hours. This percentage will include any scheduled time off, as well as time that you were late or left early. Any month that you are not in compliance with this policy you will receive a written warning. You are allowed one written warning and then the violation becomes grounds for termination.
- 🐾 No more than two late arrivals will be allowed each month. After two late arrivals, you will be given a written warning one time only and then the violation becomes grounds for termination.
- 🐾 In the event that you are tardy **more than 15 minutes and do not call the Center** it is grounds for termination.

- 🐾 To just not show up for your scheduled shift and failure to call in to report the absence is grounds for termination.
- 🐾 No employee may come late and then **work past their scheduled time** without receiving prior approval in writing.

**The procedure to follow when calling in when you have not already filled out a Time-off request form in advance:**

- 🐾 You must speak directly with a Manager (Master Teacher, Lead Teacher, Operations Manger or Director) when calling in to report not coming to work. Just leaving a message on the machine at the front desk is not acceptable. In order to have the absence excused, when you have not filled out a Time-off Request form and had it signed by the management in advance, you must have a written and signed note from a doctor/ professor.

### **Child Release Policy**

Children are **released only to a parent or a person authorized by written permission from the parents**. The UH Child Care Center **cannot release** any child to an unauthorized person. Before the child is released, the designated person will be required to show a picture I.D.

\*In order for us to keep children safe and to respect the State Licensing Rules, we do not let parents call and request a new person be added to a child's pickup list; any request must be in writing and delivered by the parent to the Center.

We will not release a child to an older sibling unless they are 18 years of age or older and we have written parental permission.

### **Training/ Meetings**

Training is very essential to your success here at the UH Child Care Center. To begin, we require 8 hours of pre-service training as mandated by the state of Texas Family and Protective Services. In addition, we offer a 2-hour training class on policies and procedures. The UH Child Care Center has a library of self-study training courses that you may pursue at your own pace; each additional training hour you complete counts towards your performance evaluation. You may also complete training through UH classes, off campus workshops and conferences.

Meetings for students are scheduled each month and are usually scheduled along with training hours. Attendance at scheduled training classes and/or meetings is mandatory.

Your training will encompass much of what you need in order for you to perform your job at the UH Child Care Center; however, you will be working directly with your supervisor/Master Teacher and other student employees who will train you on the job. Experience is a great teacher and you will learn many things here by being in the classroom. If you are not sure about something, then ask.

### **Rest Periods**

We understand that you love your job and don't want to waste valuable production time by taking a break. But you **HAVE** to, so take advantage of it. If you work six hours or more, just take your break (given at the discretion of your supervisor). Here is how the break works. Scheduled Shifts: Rest Period

3 to 5.9 hours	(1) 15 min. PAID break
6 to 7.9 hours	(1) 30 min. Un-paid break (1) 15 min. PAID break
8 to 11.9 hours	(1) 60 min. Un-paid break (2) 15 min. PAID breaks

## Discipline and Dismissal

Pay Attention! You will be held responsible for knowing the material contained within this handbook. If you do not follow the policies and procedures in this handbook or you exhibit unsatisfactory job performance, you will be subject to disciplinary action, which can result in dismissal from your job. **The UH Child Care Center currently uses a Student Employee Warning Notice when necessary (see the Appendix Section of this handbook).**

The process is as follows:

- 🐾 The first step of the process is a verbal warning (1st Offense). Verbal warnings may be given for a range of reasons. The most common are: Tardiness, Missing a Shift, Inappropriate Dress, Insubordination, Leaving Early without Permission.
- 🐾 A written warning is the second step in the disciplinary process (2nd Offense). Written warnings are usually given after a verbal warning.
- 🐾 A final warning (3rd Offense) will be used when necessary and it may result in termination. In some instances an employee may be terminated after receiving a verbal and written warning.
- 🐾 Immediate termination can occur under more serious conditions such as physically hurting a child, inadequate supervision of the children, theft, sleeping on duty and inappropriate language.

## Job Performance Appraisals/ Evaluations

Here at the UH Child Care Center, student staff members receive an appraisal or evaluation each and every semester of employment. The performance appraisal figures heavily into the awarding of raises. The awarding of raises is **not automatically** granted; they are based upon your job performance. In order for you to be eligible for a raise as a student staff member, you must first have completed one semester which is considered a probation period and you must have completed one positive performance appraisals/evaluations with your supervisor. **See Student Employee Evaluation form in the Appendix Section of this handbook.**

# *Payroll Information*

## *University of Houston Child Care Center*

### *Student Employment Program*

**This program provides the following advantages:**

- 🐾 Promotes quality of care for young children.
- 🐾 Increases awareness of our student employee process.
- 🐾 Improves possibility for employee retention.
- 🐾 Provides all student staff consistent and on-going feedback.
- 🐾 Encourages advancement of professional skills and work ethics.
- 🐾 Puts forth a model of excellence for student staff development.

**Grade One – Student Assistant**

Skills include a genuine love of children, a high energy level, dependability, a professional attitude, an understanding of the custodial duties necessary in a child care setting in order to prevent the spread of germs, a willingness to perform these duties and motivation to participate in mandatory training.

**Positions:** Classroom Student Assistant, Office Student Assistant, Technology Student Assistant, Kitchen/Custodial Student Assistant.

**Starting pay: \$6.25**

**Grade Two – Student Leader**

Skills include Grade One plus an ability to be responsible for assisting the full time staff in the implementation of curriculum/procedures/standards, assisting in the training/ mentoring of new students, and a commitment to additional relevant training hours, which can be gained through University classes, Health Department classes or by participating in UH Child Care Center self-study courses.

**Positions:** Classroom Student Leader, Office Student Leader, Technology Student Leader, Kitchen/Custodial Student Leader.

**Starting pay: \$7.00**

**Grade Three – Student Manager**

Skills include Grade Two plus a demonstrated ability to take charge, follow policies & procedures and supervise other student employees, and a commitment to additional relevant training hours as deemed necessary for the position.

**Positions:** Classroom Student Manager, Office Student Manager, Technology Student Manager, Kitchen/Custodial Student Manager.

**Starting pay: \$7.50**

**\* To move up a step within a grade, the following must be completed:**

1. Satisfactory evaluation(s).
2. Successful fulfillment of job responsibilities.
3. Educationally – based improvements.

### **Pay Periods 2007**

January 5, 19  
March 2, 16, 30  
May 11, 25  
July 6, 20  
September 14, 28  
November 9, 21

February 2, 16  
April 13, 27  
June 8, 22  
August 3, 17, 31  
October 12, 26  
December 7, 28

## Pay Day

Yes, your efforts are rewarded. You get paid every other Friday, after 2:00 p.m., at which time, we will gladly hand you your paycheck or direct deposit slip. You must however, give us your signature before we'll allow you to tear open your envelope and leap for joy over the monstrous sum of money you have just received. Your checks may not be released to anyone but the specific employee unless you have provided a written and signed permission note to the Front Desk prior to the pay date. **Please note that paychecks will not be available for pick up until after 2:00 p.m. on each payday.** If you don't pick up your paycheck or direct deposit slip within five working days, you will have to go to the Check Distribution Office to retrieve it. This office will hold your check for an additional fourteen (14) business days. After fourteen working days, checks are forwarded to the Treasurer's Office and will be held no more than ninety (90) days after the date on the check. After that time the check is "stale dated" and is no longer negotiable.

## Paychecks/Payroll Procedures

All time sheets must be signed before 7:00 a.m. on the Wednesday, following a Friday payday. If your time sheet is not signed it is subject to being held back, meaning your check would arrive late. **Your time sheet cannot be processed without your signature; refusal to sign your time sheet means NO PAYCHECK.** At the end of each fiscal year and in December there will be a pay period that requires an estimate of your hours worked. During these times you may receive two paychecks for the one pay period but these two checks will be the total of your hours worked or the same as one pay check.

## Computer Time Reports

You are responsible for clocking in and out on the computer in the front lobby. This means checking in on the computer when you arrive for work or returning from an extended break, as well as checking out on the computer when your shift is over or when you are leaving for an extended break. Please do not check in/out on the computer just to pass through the security door. **If you are on duty use the resource room door and if you are not on duty you should not be pass the security door, in the courtyard or any classroom.** If you forget to clock in you may not get paid for the hours you were not clocked in. To avoid this situation, please provide the front office written documentation with your supervisor's signature for the hours worked. If you forget to clock out, you will not be paid for the additional hours and once again you must provide the front office with written documentation signed by your supervisor stating the hours you worked. If you have problems or questions about your check or the hours worked please consult with a Manager. All interactions should be handled in a courteous and professional manner.

## *General Expectations*

### What WE Expect From YOU

- 🐾 **Customer service excellence** (friendliness, courtesy, helpfulness and respect). This applies for anyone with whom you come into contact.
- 🐾 **Being a positive role model** for the children. We must not do the things we do not want the children to do. For example: sitting on the shelves or tables.
- 🐾 **Cooperation.**
- 🐾 **Dependability**, reliability and working your assigned schedule, as well as punctuality and completion of assigned tasks.
- 🐾 **Open and effective communication** with supervisors, co-workers and customers. This is the key to efficiency.
- 🐾 **Custodial duties** are an integral part of working at a child care center so come prepared to share in the responsibilities.
- 🐾 **Initiative and assertiveness** – show us what you can DO without being told, and share your thoughts and ideas.
- 🐾 **Familiarity and knowledge.**  
**Advance notice when employment is no longer desired.**

### What YOU Can Expect From US

- 🐾 **The chance to gain valuable work experience and skills** to get you into the next phase of your life: work.
- 🐾 **Flexibility in your work schedule** with supervisors who give your education priority.
- 🐾 **Opportunity for advancement and raises.**
- 🐾 **The chance to learn the “behind-the-scenes”** of Early Childhood Development.
- 🐾 **Not only are you receiving training in technical skills, but also you are learning the skills** it takes to be a valuable part of ANY workforce, not just here at the University Child Care Center.
- 🐾 **Approachable and available supervisors**, but not “softies”: they enforce University policies.

## *UH Child Care Center & University Policies*

### *What You Need to Know*

#### **Personal Use of Telephones, Office & Other Building Equipment**

Work time is for the UH Child Care Center and break time is for you. If you need to make a call, do so during your break. The UH Child Care Center is not your personal answering service, so avoid having calls from your friends and/or family unless it is an absolute emergency. Personal cellular telephones have no place at work, but if you need to bring it with you, they must be turned off throughout your shift. In addition to telephones, copy machines, computers and other building equipment should not be used for personal use.....there is **NO exception** to this!

#### **Food and Beverage Policies**

The UH Child Care Center does not provide food or snacks for student employees; all meals prepared and served at the Center are for the children **only**. No outside food or drinks are allowed in the classrooms. If outside food or drink is brought to the Center it must be stored in the refrigerator which is located in the resource room.

#### **Smoking**

Smoking and other use of tobacco is prohibited in the Child Care Center (not within 25 ft. of the

### **Studying on the Job**

While some jobs on campus allow students to study on the job, here at the UH Child Care Center studying on the job is **NEVER** permitted and should be done on your own time. If you find that you have completed all assigned tasks while on duty it is up to you to take the initiative to contact your supervisor concerning additional duties.

### **Sleeping on the Job**

Sleeping on the job is **NEVER** acceptable when children are involved. Sleeping on the job can result in you being terminated.

## *Resources for Your Own Personal Safety*

### **Parking Information**

1 Ezekiel W. Cullen Bldg. (713)743-1097

All vehicles parked on campus must display a valid UH parking permit issued by Parking & Transportation Services (P&TS). This permit allows parking in designated areas as space permits; it does not guarantee a parking space in any particular lot. P&TS offers shuttle services for those students who choose to park in the more economical outlying lots. This shuttle service is free to UH students.

### **Campus Escort Service**

UH Police Department

The UH Police Department Escort Service is designed for community members who have specific safety concerns and desire having another person present when traversing the campus. This program utilizes UHPD's Cougar Patrol to escort students, faculty, and staff to locations beginning and ending on campus. If you feel that you need an escort, please call (713)743-3333. The Cougar Patrol may either accompany you to your requested destination on foot or, if necessary, use our new "Think" vehicles.

### **Motorist Assistance**

Parking Enforcement, UH Police Department (713)743-5849

Parking Enforcement offers motorist assistance such as: jump starts, tire assist, gas assist and unlocks. These services are offered to students, faculty, staff, and visitors from Monday through Friday, 6:00 a.m. – 10:00 p.m.

### **Security**

Don't succumb to the false sense of security that gets fostered in the nurturing environment of the UH Child Care Center. There are still creepy people all over the place that like to take things from others; so don't just leave stuff lying around. Put it in a safe place. Also, if you feel there is something bad going on, tell your supervisor immediately. Don't be an "innocent bystander" and assume that somebody else will take care of it. **Just TELL somebody!!**

## **Sexual Harassment**

(Taken from the UH web site: <http://www.uh.edu/dos/hdbk>)

The President of the University of Houston has authorized an interim sexual harassment policy and procedure subject to change based on review by the Faculty Senate, Staff Council, the Student Government Association and other appropriate officials. The policy is summarized as follows:

The University of Houston is committed to providing a professional working and learning environment free from sexual harassment. Sexual harassment is a form of sex discrimination and is illegal. Sexual harassment on a university campus most often exploits a relationship between individuals of unequal power and authority (as, for example, between an employee and supervisor or between a student and teacher), but many also occur between student peers or employees of equal rank. At a university, sexual harassment also constitutes unprofessional conduct which compromises the university's commitment to the integrity of the learning process. constitutes unprofessional conduct which compromises the university's commitment to the integrity of the learning process.

As such, **the University of Houston will not tolerate any form of sexual harassment.** Failure to investigate allegations of sexual harassment or failure to take timely corrective action is considered a violation of the university's sexual harassment policy and may also violate federal and state laws. Furthermore, this institution is committed to providing the training necessary to educate the staff, faculty, and students to understand and respect these policies and procedures. Additional information regarding the Interim Sexual Harassment Procedures may be obtained from the Office of Affirmative Action, Student Service Center 2, ph. (713) 743-8835.

## **Nondiscrimination Policy**

Even though we're living in a progressive age, discrimination does still exist. However, at UH and with the UH Child Care Center you will not encounter discrimination due to race, national origin, religion, sex, physical or mental disability, medical condition, ancestry, marital status, age, sexual orientation, citizenship or veteran status when seeking employment. If you've got the qualifications, you can get the job. If you hear of any instance(s) this policy is not being followed please notify the Director immediately.

## **Grievance**

If something concerning your job is bothering you, please communicate because eventually it could affect your work and/or the children. If the problem is with another staff member, try to work it out between the two of you or if that is not an adequate solution, then talk with your immediate supervisor/Master Teacher. If there is still a problem please schedule a time to talk with the Director. See Resolution/ Solution Worksheet in the Appendix Section of this handbook.

# *Hand Washing Procedures*

## *Family Child Care Connections*

Volume 11, Issue 4

### **Keeping Them Clean:**

#### **Hand Washing Can Reduce Children's Sick Days and Ours**

It's that time of year again. You know the one—that time where the winter winds seem to not only blow in colder weather but also seem to have invaded us and the children in our care with coughs and runny noses. According to the National Institute of Allergy and Infectious Disease, during a typical year individuals in the United States suffer from approximately 1 billion colds (typically occurring in fall and winter) and 35–50 million cases of the flu (typically occurring from November to March).

Both colds and flu are more common among children. In fact, the average child suffers from six to 10 colds per year, as compared to two to four for adults. Children are two to three times more likely to suffer from flu infections than adults. The discrepancy in these figures appears to be due to children's lack of resistance to infection and to their frequent contact with other children in day care centers and school settings.

Remaining healthy, whether you're an adult or child, can often be a challenge during the cold and flu season. With so much contact between one another, it seems inevitable that children and adults will get sick. For many, this means not only lost days for children in child care but lost time at work for you. One of the best ways to reduce the spread of germs, viruses, and bacteria that cause sickness is to practice a simple activity: hand washing.

But...

Running hands quickly under a few drops of cold water is not going to do the trick! With all of the responsibilities that come along with providing care for children, it is very easy to forget or simply not take the time to wash one's hands thoroughly. Children, as they do so well, watch and learn these same hurried practices, which are not effective in eliminating germs.

So...what works?

First, it is important to understand that our skin constantly makes oil, which stays on the surface of the skin. Germs that get on skin get trapped in this oil. Washing hands with soap and warm water is the best way to snuff the germs off the hands and prevent the spread of such germs.

Remember that washing and drying hands appropriately makes a big difference...

Use soap and warm, running water. Soap and warm water help the germs to be removed from the oil on the skin. The running water is important for the germs to drop away from the skin rather than being mixed around the skin, such as in a wash bowl.

To help children understand the importance of washing their hands, try putting some glitter ("germs") on their hands. Let them try to wash off the glitter in a sink or mixing bowl filled with water. Try this with and without soap. Then let them try again under a running faucet with and without soap. In this way, they can see how germs can stay on the skin without appropriate hand washing.

Take at least 10 seconds to do the washing. Teach children to say their ABCs or a favorite song while washing their hands to make sure they wash them long enough. If you cannot get to a facility that has warm water, wash for at least 20 seconds in cold water. Wash all surfaces, including the wrists, palms, back of hands, between fingers, and under fingernails. To prevent the spread of germs, it is a good practice to use disposable paper towels or hot air dryers rather than cloth towels.

Children also need to be taught when to wash their hands. This can be done by using “before” and “after” to help them remember.

Wash hands before...

- 🐾 Eating,
- 🐾 Inserting or removing contact lenses, or
- 🐾 Handling or serving food.

Wash hands after...

- 🐾 Using the restroom;
- 🐾 Blowing nose, sneezing, or coughing;
- 🐾 Touching an animal;
- 🐾 Handling garbage; or
- 🐾 Touching things many people have handled (e.g., toys, objects passed around the class room, etc.).

What about antibacterial soaps and waterless hand sanitizers?

Though antibacterial soaps can kill some germs, they do not kill all germs no matter how strong the soap is or how long it sits on your hands. Without appropriate hand washing, antibacterial soaps cannot be totally effective. It is still essential to spend enough time washing germs away from the skin.

The same is true of waterless sanitizers. If you are in a situation where no running water is available, then certainly, it is better than nothing. Again, however, water less sanitizers cannot kill all harmful germs, and it doesn't get germs off your hands. Soap and warm, running water is still the best choice (Perdue & Hammack, 1998).

Adapted from Rice, C.A., & Pollard, J.M. (1998). Keeping Children Healthy. Health Hints, 2(6).

# *University of Houston Child Care Center*

## *Safety Resource Information*

### PROCEDURES FOR A FIRE DRILL

**ALL** Fire Drills are to be taken seriously and staff must proceed with utmost efficiency and calmness.

**IMPORTANT:** All staff in every classroom must know where the fire extinguishers and the gate key are located and be familiar with the evacuation routes for the room they are working in.

#### **Signal to Leave the Building:**

Fire Alarm System Sounds

#### **Leaving the Building:**

The classroom staff assists the children in exiting the classroom immediately by leading them out of the building to a point 200 feet away. Classroom staff should take the **gate key**, the **classroom roll sheet**, the **Emergency Contact List**, and the **two-way radio**. Staff should also check the restroom, closet and play areas for children to **ENSURE** no one is left behind.

After these actions have been taken and all children have exited the room, staff should turn the lights off, close the door and walk quickly to the appropriate area with the children.

Staff must then **immediately** count the children and check the roll sheet to make sure that everyone is accounted for. If someone is not accounted for or missing, notify the Director, Operations Manager or University Fire Marshall immediately by using the two-way radio.


\*An office staff member must take the **contract book**, the **Emergency Contact Lists**, the **daily attendance list** and the **two-way radio** with them. All other office/kitchen/custodial staff should assist the classroom staff with the evacuation of children.

#### **Kitchen Staff:**







Shut off all appliances and evacuate. If possible, assist with the evacuation of the children.

#### **Reentering the Building:**

Clearance to reenter the buildings will be signaled by the University Fire Marshall. At that time the staff and children may return to the classrooms, the same route which they exited.

-  Fire drills are held monthly to acquaint the children with evacuation procedures. These practice drills are supervised and documented by the UH Office of Safety & Risk Management. Evacuation routes are posted in each classroom and in the UHCCC lobby.

#### **Severe Weather Emergency General Procedures**

-  Stay inside away from windows
-  Assume protective posture
-  Keep calm and do not get excited
-  Use two-way radios to communicate
-  Monitor the situation
-  Take further action if instructed

# *UH Child Care Center Leadership & Professional Development Student Staff Incentives & Benefits*

## **Student Employee Scholarship Opportunities**

**Coming Soon!!!**

## **Priority Registration Benefits**

Each semester, the UCAF Director asks the UCAF Management Staff to submit names of outstanding and deserving UCAF student staff members for consideration for early priority registration. This can help you get those classes you need. The decision is based on the following items:

- 🐾 Student staff who hold management/supervisor positions.
- 🐾 Student staff who have a long employment history with the UH Child Care Center.
- 🐾 Student staff who have a willingness to schedule classes in accordance with traditionally difficult times to find student staff availability.

Supervisors are asked to provide a written justification for any student staff members being considered for this priority registration benefit. **You have to earn this benefit!**

## **Employee of the Month/ Year**

Each month, one (1) student employee will be recognized and will receive the UH Child Care Center Student Employee of the Month Award, a personalized letter of congratulations from the Director, a gift, and an honorable mention in the upcoming UHCCC Newsletter. (A copy of the letter of congratulations will be placed in the student's personnel file.) The UH Child Care Student Employee of the Month will be notified by the Director and the award will be presented at the Staff/Student Development Training Session the following month.

One (1) employee will be selected each year for the Student Employee of the Year Award. The Student Employee of the Year will be voted on from the winners of the UH Child Care Center Student Employee of the Month Award.

## **Annual UCAF Social Gatherings & Events**

Each year, the University Center and Associated Facilities Department sponsors special events where all student and full-time staff are invited to attend on behalf of unit and offices. Events in the past have included the following:

**Holiday Party – December**

**End-of-Year Celebration – May**

## Services, Resources, & Referral Information

Campus ActivitiesRoom	51 UCU	(713) 743-5180
Cougar 1Card Office	Room 279 UC	(713) 743-2399
Cougar Byte	Arbor Level UC	(713) 743-5310
Dean of Students Office	Room 252 UC	(713) 743-5470
Jonorr's Hair, Nails & Body Salon	Arbor Level UC	(713) 743-5300
Postal Servies	First Floor UC (UH Bookstore)	
Student Information & Assistance Center	Room 125 UC	(713) 743-5060
Student Legal Services	Room 272 UC	(713) 743-5450
UH Bookstore	Room 126 UC	(713) 743-0923
UH Dining Services	Room 267 UC	(713) 743-3663
UH Wellness	Arbor Level UC	(713) 743-5455
University Copy Center	Room 52 UCU	(713) 743-5200
Veteran's Services Office	Room 268 UC	(713) 743-5490
Woodforest National Bank	Room 281 UC	(713) 743-1080

## University of Houston Child Care Center Holiday Schedule 2007

### **Martin Luther King, Jr. Day**

**January 15, 2007**

The UH Child Care Center will close at 6p.m. on Friday, January 13th and will reopen on Tuesday, January 16th at 7a.m.

### **Spring Break**

**March 16, 2007**

The UH Child Care Center will close at 6p.m. on Thursday, March 15th and will reopen on Monday, March 19th at 7a.m.

### **Memorial Day**

**May 28, 2007**

The UH Child Care Center will close at 6p.m. on Friday, May 25th and will reopen on Tuesday, May 29th at 7 a.m.

### **Independence Day**

**July 4, 2006**

The UH Child Care Center will close at 6p.m. on Tuesday, July 3rd and will reopen on Thursday, July 5th at 7 a.m.

### **Labor Day**

**September 3, 2007**

The UH Child Care Center will close at 6p.m. on Friday, August 31st and will reopen on Tuesday, September 4th at 7 a.m.

### **Thanksgiving Break**

**November 22, 2007**

The UH Child Care Center will close at 12p.m on Wednesday, November 21st and will reopen on Monday, November 26th at 7 a.m.

### **Holiday Break**

**December 21, 2007 – January 1, 2008**

The UH Child Care Center will close at 6p.m on Thursday, December 20th and will reopen on Wednesday, January 2, 2008 at 7a.m.

# *University of Houston Child Care Center Early Dismissal/Staff Development Dates*

- |                                |                            |
|--------------------------------|----------------------------|
| 🐾 Friday, August 10, 2007      | 🐾 Friday, January 12, 2007 |
| 🐾 Friday, September 14, 2007   | 🐾 Friday, February 9, 2007 |
| 🐾 Friday, October 19, 2007     | 🐾 Friday, March 9, 2007    |
| 🐾 Wednesday, November 21, 2007 | 🐾 Friday, April 6, 2007    |
| 🐾 Friday, December 14, 2007    | 🐾 Friday, May 18, 2007     |

## *Academic Calendar 2007*

### **First Day of Classes:**

Spring – 1/16/2007	Summer I/II – 5/29/2007
Summer IV – 7/5/2007	Fall – 8/20/2007

### **Official 12th/4th class day**

Spring – 1/29/2007	Summer I – 6/4/2007
Summer IV – 7/12/2007	Fall – 9/4/2007

### **Last Day to Apply for Graduation**

Spring – 2/9/2007	Summer I – 6/22/2007
Summer IV – 6/22/2007	Fall – 9/14/2007

### **Last Day to Drop Class W/O Grade**

Spring – 2/13/2007	Summer I – 6/13/2007
Summer II/III – 6/19/2007	Summer IV – 7/24/2007
Fall – 9/17/2007	

### **Last Day to Drop Class**

Spring – 4/3/2007	Summer I – 6/20/2007
Summer II – 6/27/2007	Summer III – 7/18/2007
Summer IV – 7/31/2007	Fall – 10/31/2007

### **Last Day of Classes**

Spring – 4/30/2007	Summer I – 6/28/2007
Summer II – 7/12/2007	Summer III – 8/8/2007
Summer IV – 8/8/2007	Fall – 12/1/2007

### **Reading Days**

Spring – May 1	Summer - None	Fall – December 3 – 4
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### **Final Exams**

Spring – May 2-10	Summer I – June 29-30
Summer II – July 13-14	Summer III – Aug 9-11
Summer IV – Aug 9-10	Fall – Dec 5 – 13

### **Official Closing**

Spring – 5/11/2007	Summer I – 6/30/2007
Summer II – 7/14/2007	Summer III – 8/11/2007
Summer IV – 8/11/2007	Fall – 12/14/2007

### **Commencement**

Spring 5/11/2007	(check with respective colleges for dates).
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**Student Employee Warning Notice**

Student Employee Information		
Employee Name:	Date	
Position Title:	Supervisor:	
Classroom:	Time:	
Type of Warning		
Verbal Warning (1st Offense)	Written Warning (2nd Offense)	Final Warning – Subject to Termination ** (3rd Offense)

**Description of Offense:\***

**Plan for Improvement:**

**Supervisor Comments:**

Acknowledgement of Receipt of Warning	
<i>By signing this form, you confirm that you understand the information in this warning. You also confirm that you and your supervisor have discussed the warning, reviewed all applicable policies, and discussed a plan for improvement. Signing this form does not necessarily indicate that you agree with this warning.</i>	
Student Employee Signature	Date/Time
Supervisor Signature	Date/Time

* E.g. tardiness, missing a shift, inappropriate dress (per student employee dress code & student employee handbook), insubordination, leaving early without permission.	Copy submitted to student employee personnel file _____ Check Here      Date: _____
** Immediate termination may occur under more serious conditions such as: theft, inappropriate language with intent to cause harm to children/co-workers or drug/alcohol use on the job.	Copy provided to Child Care Center Director (2nd or 3rd Offense) _____ Check Here      Date: _____

(items excerpted from the University of Houston Child Care Center Student Handbook, Discipline and Dismissal Section)

University of Houston Child Care Center  
Student Assistant Time-off Request

Name: \_\_\_\_\_

Date(s) requested off: \_\_\_\_\_

For (please check one):     Late Arrival     Early Leave     Absence

Total number of hours requested off: \_\_\_\_\_

Reason: \_\_\_\_\_

\_\_\_\_\_

Student Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Master Teacher Signature (or Director): \_\_\_\_\_

Date: \_\_\_\_\_

\*All forms must be signed by Master Teacher or Director to be considered approved.

Request to Work Extra Hours

Date(s): \_\_\_\_\_

Total number of extra hours to be worked: \_\_\_\_\_

Hours approved (please check one):     YES     NO

Student Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Management Signature: \_\_\_\_\_ Date: \_\_\_\_\_

University of Houston Child Care Center  
Student Employee Evaluation

Student Name: \_\_\_\_\_  
Date: Spring \_\_\_\_\_ Summer \_\_\_\_\_ Fall \_\_\_\_\_

Rank the employee's performance in the following areas using: 1 (not satisfactory), 2 (needs improvement), 3 (meet expectations), 4 (exceeds expectations), 5 (outstanding)

JOB KNOWLEDGE:
Participates in responsible playground supervision
Interacts at the child's level
Directs/Guides children's behavior
Redirects inappropriate behavior
Avoids power struggles
Gives children appropriate choices
Uses positive language
Maintains proper voice tone
Demonstrates consistency
Upholds Minimum Standards
Maintains confidentiality
Abides by UHCCC Policies
Understands/ works towards the mission
Comments:

WORK HABITS:
Attendance Punctuality
Ample notice for absences
Attends staff meetings
Supervises children at all times
Responsible Flexible/ Goes where needed
Appearance/ dress code
Manages children effectively
Maintains safe conditions
Maintains sanitary conditions
Writing (accident reports, meal counts)
Reading (parent board, newsletters, training materials, etc.)
Communicates effectively
Completes task efficiently (timely)
Completes task effectively (quality)
Comments:

WORK ATTITUDES:
co-workers
children
supervisors
parents
Willingness to learn
Participates/Seeks additional training
Attends mandatory trainings
Profits from evaluation
Enthusiastic
Demonstrates initiative
Positive about the Center/ Children
Maintaining work hours
Not abusing time off
Comments:

Average Score: \_\_\_\_\_

Teacher's Signature: \_\_\_\_\_

Student's Signature: \_\_\_\_\_

Additional Comments:

\_\_\_\_\_

\_\_\_\_\_

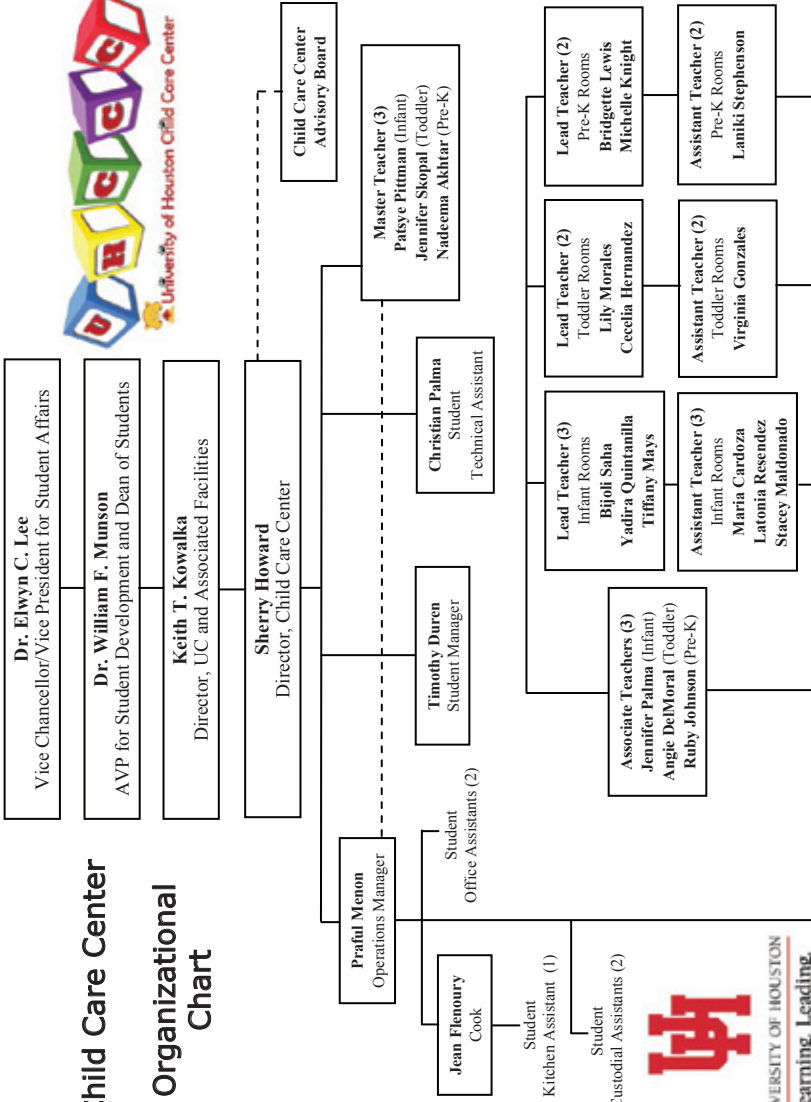
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# Child Care Center Organizational Chart



## **University of Houston Child Care Center Student Employee's Semester Self-Appraisal**

**Directions: On a separate piece of paper, put your name and date at the top of the page and then please answer in detail all of the questions listed below.**

1. How well did you meet last semester's goals/work plan (refer to your past appraisal if you had one)?
2. What do you consider your major/new accomplishments during this semester?
3. What do you consider to be your strengths that you bring to this job?
4. What do you consider to be your greatest contribution to the UH Child Care Center organization and mission? (Do you know the UH Child Care Center mission?)
5. What do you consider to be the most important attribute you offer children?
6. What do you consider to be your major disappointments or frustrations during the last semester?
7. What do you consider to be your areas needing the most development/improvement?  
What are your work goals to work towards for the coming semester?

## RESOLUTION WORKSHEET

University of Houston Child Care Center  
Solution & Resolution Worksheet for Staff & Parents

What is the issue?

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How does the issue affect/involve you?

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---

Who needs to be involved in solving/resolving the issue and the reason for their involvement?

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---

Schedule a meeting; list the date & time:

---

During the Meeting: Brainstorm, with everyone present, ideas for solving/resolving the issue:

---

---

---

---

Describe the plan to be implemented:

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---

---

List the action step(s) to be taken, the person responsible for the action step & the date set for the completion of the action step:

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---

List the date and time for a follow up meeting:

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# SIGN SHEET

I, \_\_\_\_\_,  
have received a copy of the University of Houston Child  
Care Center's Student Employee Handbook and I have thor-  
oughly familiarized myself with the contents of this manual.  
I further agree to abide by the contents herein and I will seek  
clarification on anything unclear to me from my supervisor.

Signature: \_\_\_\_\_

\_\_\_\_\_

Date: \_\_\_\_\_

Supervisor's Signature: \_\_\_\_\_

\_\_\_\_\_

Date: \_\_\_\_\_

**THIS FORM MUST BE COMPLETED AND SIGNED PRIOR TO EMPLOYMENT.**