



Child Care Center Student Staff Handbook





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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

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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 the UH Child Care Center.

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 opened in February 1975. In response to the increasing demands of the UH community for child care services the Center gradually grew. In 1989, the addition of four classrooms expanded the Center's capacity to 153 children, which is where we are at today.

Mission








Our mission at UHCCC is to provide exemplary early childhood education, 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 while building a foundation for future learning.

Philosophy

At UHCCC a primary goal is for children to feel safe and secure. Additionally, we believe that a learning environment which fosters respect for cultural diversity and 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, a safe and healthy learning environment, and continuity of care. Also, throughout the whole learning process we believe parents are their child's first teacher; 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 UHCCC 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.
-  Fostering an appreciation for and building a natural connection between the arts and learning.

Curriculum Goals

The early years in a child's life set the tone for future learning. Our goal at UHCCC 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. * Please refer to Assessments & Referrals in the Policies and Procedures Section

Consult with your child's teacher for specific objectives addressed in each classroom.

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. UHCCC aligns the program and curriculum with federal and state guidelines, is licensed by the Texas Department of Family and Protective Services, and accredited by the National Association for the Education of Young Children, NAEYC. For more information about program quality you can visit the following websites:










- Texas Department of Family and Protective Services (DFPS)**, www.tdprs.state.tx.us
- National Association for the Education of Young Children (NAEYC)**, www.naeyc.org
- NAEYC Accreditation, the Right Choice for Kids**, www.rightchoiceforkids.org
- Texas Education Agency – Pre-K Curriculum Guidelines (TEA)**, www.tea.state.tx.us/ed_init/pkguidelines/PKG_Final_100808.pdf
- Child Development Associate Council (CDA)**, www.cdacouncil.org

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 uses the following Statement of Commitment as a professional guide for interactions:

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.

Above all else, we strive to develop a caring community and maintain a harmonious environment for children, staff, families and university partners.

Confidentiality Statement




UH Child Care Center maintains confidentiality and respects the family's right to privacy, refraining from disclosure of confidential information and intrusion into family life. However, when we have reason to

believe that a child's welfare is at risk, we will share confidential information with agencies, as well as with individuals who have legal responsibility for intervening in the child's interest.

All adults (staff & volunteers) working at the Center sign a confidentiality agreement.

Ratios

UH Child Care Center maintains developmentally appropriate teaching staff-child ratios within each group size to facilitate adult-child interaction and constructive activity among children. These ratios are applicable both indoors and outdoors.

-  Minimum of 1 teacher to 4 children for infants
-  Minimum of 1 teacher to 5 children for toddlers
-  Minimum of 1 teacher to 10 children for preschoolers

Teaching staff provide ongoing personal contact, meaningful learning activities, supervision, and immediate care as needed to protect children's well-being. All staff members are responsible for knowing all children and should take appropriate action in response to any child's needs or behavior. In addition, staff should consistently account for every child in their group at every transition of the day. Use the classroom two-way radio to call for help or assistance if needed. Be sure to take the radio with you to the playground. Staff members may not leave children alone.

Staff-Child Interactions

We make every effort for all children to know and be known by all adults in our school environment so that they are comfortable interacting with and seeking assistance from any adult. Each child is assigned a primary classroom with a Teacher and an associate/ assistant Teacher. Student assistants are generally assigned to Program areas and make an effort to know all of the children in their area. Interactions in our open spaces i.e. multi-purpose room, courtyard and playgrounds encourage continuity of relationships between all staff and children, as well as among groups of children so that they are comfortable learning in any of our indoor or outdoor spaces. Because we strive to encourage diverse interactions and not gender stereotypes, we address children as frequently as possible by their individual names or we refer to groups of children as "friends".

Staff-Family Interactions

UH Child Care Center staff aims to communicate regularly and effectively with families so that their perspectives can be incorporated into our understanding of the child's development, our curriculum planning and our assessment process. In addition to a detailed Parent Handbook and easily navigable website, we have scheduled parent meetings/conferences, monthly newsletters, parent information boards and frequent face-to-face interactions. Teachers and managers are easily accessible by phone and/or email to answer questions, discuss changes or challenges and address any concerns. Some of our popular family events include Preschool Open House, Alumni Reunion Picnic, Family Holiday Musical, Little Cougar Homecoming Pep Rally and several holiday parades.

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, thus, 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 UHCCC 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 Subchapter L of Minimum Standards (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, Subchapters L, Discipline and Guidance

Child Abuse & Neglect

If we suspect a child has been abused or mistreated, we are required to report it within 48 hours to the Texas Department of Family and Protective Services and/or to a law enforcement agency.

*Child abuse and neglect are against the law in Texas, and so is failure to report it.

CHILD ABUSE HOTLINE 1-800-252-5400

A staff member who is accused of child abuse may be suspended, given leave without pay or be removed from the classroom and given a job that does not require interaction with children. However, no accusation or affirmation of guilt will be made until an investigation is completed by following all UH personnel procedures and collaborating with UH General Council. Staff members found guilty of child abuse will be dismissed in accordance with UH policies.

General Student Employment Information












Policy for Employment of Students

In order to qualify for a student staff position you must be enrolled as a student at the 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. **This form is available online at <http://uh.edu/ccc/files/Student%20Employee%20Time%20Availability%20Form.pdf>.**

Application Process




Application for student employment for the UH Child Care Center may be obtained at the Child Care Center office or online at http://uh.edu/ccc/pages/about_emp.php. It is important to fill out the application as completely as possible, including your signature on the Expectations of Student Employees page, and 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 within 2 weeks:






-  Criminal History Record Investigation
-  Personal Data Sheet
-  Foreign National Tax Form (*for International students*)
-  Important Employee Information
-  Health Form/TB Test Verification
-  Employment Eligibility Verification (with proper documentation)
-  Notarized Affidavit for Employment
-  Personnel Information Record
-  Employee Emergency Contact
-  Discipline & Guidance Policy
-  Confidentiality Statement

All UH Child Care Center employees must have electronic fingerprints on file. This is an additional fee to student employees.

New student employees must complete 8 hours of early childhood pre-service training, 3 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** 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 timesheet. 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 timesheets, use of a time clock, or other specialized automated systems.







Parking

UH Child Care Center parking is part of the University of Houston. **Student staff parking requires a UH parking permit along with a UHCCC student parking pass (this pass will be given to you upon employment. Both must be visibly displayed).** Visitor's spots and the circle drive are only for temporary use and you may be issued a UH ticket for an extended stay in these areas. UH parking tickets are expensive and the **UH Child Care Center can not "fix" parking tickets.**

The University of Houston parking and traffic program is administered by Parking and Transportation Services, Room 1, E. Cullen Building, (713-743-1097), and enforced by the UH Department of Public Safety, Parking Enforcement Division (713-743-5849).

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. **This form is available online at <http://uh.edu/ccc/files/Student%20Assistant%20Time-off%20Request.pdf>.** If you have

a conflict 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.

Holidays/ Emergency Closing

The Center is closed for University observed holidays (listed below), inclement weather and/or announcements from UH Administration. **The Center is closed when the University is closed.**

School Calendar

As part of the University of Houston we follow the University staff holiday schedule closing on the following days:

- New Year's Day
- Martin Luther King, Jr. Day
- (Spring Break, only when approved by the Board of Regents for a staff holiday)
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day and the following Friday
- Winter Vacation Days (as determined by the University annually and includes Christmas Day)

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).

Coaching/ 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 University of Houston is committed to fair, efficient, and equitable solutions to problems arising out of the employment relationship and to adherence to the requirements of state and federal laws. **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.



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.

Pay Day

Yes, your efforts are rewarded. You get paid every other Friday. Please see calendar for pay days. You may view your paycheck the Monday before pay day by logging into P.A.S.S.

Paychecks/ Payroll Procedures

All timesheets must be signed before 7:00 a.m. on the Wednesday, following a Friday payday (Please check the Academic Calendar available online at http://uh.edu/cc/pages/calendar_gg.php. If your timesheet is not signed it is subject to being held back, meaning your check would arrive late. **Your timesheet cannot be processed without your signature; refusal to sign your timesheet 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

Child Release Policy

UH Child Care Center cannot release any child to an unauthorized person; therefore, we must emphasize the importance of keeping contact information current and accurate.

Children are released only:

- To an authorized parent/guardian.
- To a person authorized by written permission from the parents.
- To an authorized person with a picture I.D. and/or other identification.
- To an authorized sibling 18 years of age or older.

State Licensing requires that any request for a new person to be added to your child’s pickup list must be in writing and delivered by the parent to the Center.

Visitor Policy

Any visitor to UH Child Care Center must:

- Sign in at the front desk & get a visitor’s badge.
- Provide identification.



- Have an approved purpose for a limited visit.
- Be courteous of the classroom schedule and activities.

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 entrance to any campus buildings).

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.

University of Houston Child Care Center Health & Safety Resource Information

At all times, health and safety are top priorities at UHCCC. Each individual staff members vigilance regarding health and safety issues contributes significantly to our effectiveness as a whole.

Accidents/ Emergencies/ First Aid

UH Child Care Center works hard to provide a safe environment for the children at all times. However, part of growing up can include bumps and bruises. Our Center is equipped with simple first aid supplies. If a child has a minor accident the staff will administer appropriate first aid to the child and provide a written report to the family.

If a child has a serious injury, a trained staff member will provide first aid and a parent/guardian will be contacted to pick up the child. If there is an emergency requiring immediate medical attention, 911 emergency personnel will be called and the parent and/or the child's physician will be notified. Each classroom has a hand held panic button to alert the front office and the UH police immediately in an emergency. If a child needs to be transported by an ambulance, a staff member will accompany the child if the parent is not available. When the parent is unavailable, alternate names in the child's file are contacted as well.

**For questions regarding UHCCC medical accident insurance refer to the UH Risk Management Department @ www.uh.edu*

Hygiene






Every effort is made by UH Child Care Center staff to prevent the spread of germs. We strive to maintain the highest standards of cleanliness, which includes required hand washing for children and teachers and instruction in hygiene to help minimize the spread of germs. With parental permission, teaching staff also provide an opportunity for tooth brushing with children older than one year and for an infant's teeth and gums to be wiped with a disposable tissue after each feeding.

Hand washing is the #1 preventive measure to avoid the spread of disease. Upon arrival at work, before and after eating or handling food, after using the restroom, changing a diaper, treating a child's injury or wiping a child's nose use the posted hand washing procedure and then turn off the faucet with your paper towel. Non-porous gloves are provided for use when diapering cleaning, etc and food handler's gloves are provided for serving food. **(See Hand Washing Guidelines in the Appendix Section of this handbook).**

Use only disposable diapers or pull-ups. When changing a child on the changing table, never leave the child unattended, always wear gloves, and be sure to sanitize the pad and wash your hands afterwards. Also, always leave the changing table free of objects and ready for the next use. **(See Diaper changing procedures in the Appendix Section of this handbook).**

Car Seats

Injuries suffered while riding in cars are the number one preventable cause of death in young children. Here are the guidelines to follow to keep a child safe in the car:

-  The rear seat is the best seat for children 12 years or younger.
-  All children must use a car seat, booster seat or seat belt.
-  Never hold a child in your arms or lap while traveling in the car.
-  Children should ride in a car seat made for their size and age.
-  The car seat should be buckled tightly in the car and not move more than one inch when pulled.

UHCCC staff members are not permitted to violate these regulations by buckling a child into an improper position or device.

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

Personal UH Student Resources

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 website: <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.

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.**

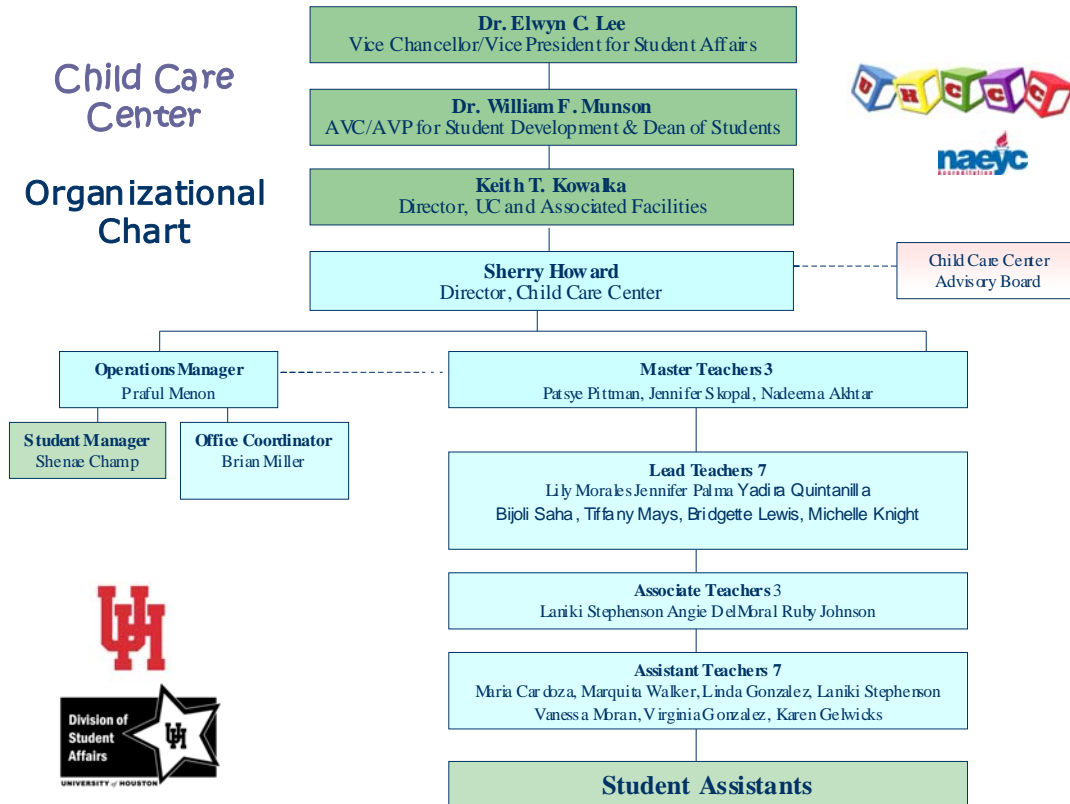
Services, Resources, & Referral Information

Campus Activities	Room 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 Services	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

APPENDIX



**Child Care Center
Organizational Chart**





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 classroom, 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, waterless 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).



UH Child Care Center
All Changing Table Procedures:

- *Before changing a child, make sure you have all items needed (diaper, cream, gloves, wipes, plastic bag, etc.)*
- *Place child on a clean, disinfected, dry changing table.*
- *Remember to keep a hand on child at all times.*
- *Put on a new pair of gloves for every child. Throw used gloves away after each use and **BEFORE** putting on a new diaper.*
- *Clean the child's bottom gently from front to back with a fresh disposable wipe.*
- *When applying diaper cream, use a small wipe and put on a **NEW** glove.*
- *Dirty diapers are placed in a small plastic bag along with used wipes and gloves.*
- *Remove soiled gloves.*
- *Diaper the child with a clean, dry diaper.*
- *Sanitize hands, remove child from changing table and wash child's hands under running water with soap and dry hands with a disposable towel*
OR
Wipe the child's hands with a disposable wipe at the changing table and then remove child from the table.
- *Tie bag with soiled items and discard in designated trash can.*
- *Clean diaper changing area and disinfect the table with labeled disinfectant solution after each use.*
- *When finished wash your hands with soap and warm water for at least 15 seconds.*
- *Mark daily reports after each changing.*
- *Remember to **NEVER** leave a child unattended.*





UH Child Care Center Standing Up Diaper Changing Procedures:

- Standing up changing procedures is used **for wet diapers only**, use changing table for soiled diapers.
- Have child stand on the floor in the bathroom.
- Encourage child to pull down shorts/pants with assistance.
- Un-Velcro the diaper for the child and have the child throw wet diaper in the designated trash can.
- Encourage child to sit on the toilet and attempt to use the potty.
- Replace diaper with a clean, dry one.
- Encourage child to pull up shorts/pants with assistance.
- Have child wash hands with soap and running water and dry hands with a disposable towel.
- Teacher must wash hands after each diaper change with soap and running water and dry hands with a disposable towel.
- **All accidents require gloves** when changing child and cleaning up the accident.





Student Employee Warning Notice

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





RESOLUTION WORKSHEET

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

What is the issue?

How does the issue affect/involve you?

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

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:

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:

List the date and time for a follow up meeting:
