



neighborhood house

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Preschool/Before and After School | Family Support Center | Adult Day Services



CHILDREN'S CENTER PARENT HANDBOOK



The mission of Neighborhood House is to enrich, empower, and educate children and adults through quality, affordable preschool programs, day care services, and comprehensive support services.

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Children's Center – Management Team

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Welcome

Welcome to Neighborhood House Children's Center. We've created a fun, safe and loving environment where children receive the educational and developmental opportunities needed for a healthy start in life. We look forward to partnering with you to meet the needs of your child and family. This handbook was designed to help you understand Neighborhood House's policies and general information. As you read through this parent handbook, please feel free to discuss any questions or concerns you have with your child's Teacher or with the Program Managers.

History of Neighborhood House

Neighborhood House was founded over 129 years ago, in 1894 by Emma J. McVicker. Together, with a dedicated board of trustees, they opened what was first known as the Free Kindergarten Association. Through the years many services were added, and changes were made to meet the needs of the community, thus becoming Neighborhood House.

We have a strong history of bringing individuals, families and communities together. From the very beginnings, we have embraced our neighbors, celebrated our many cultures, and connected families' to community resources. Throughout our rich history, one thing has always remained constant: providing quality care for families based on their ability to pay.

Purpose

Neighborhood House is a non-profit organization that holds Utah's longest tradition of quality, compassionate care. Our children's center is nationally accredited through the National Association for the Education of Young Children (NAEYC). Our programs and services are designed to meet the educational and developmental needs of young children in a safe and nurturing environment. Our programs support working parents and strive to meet the needs of the families by keeping our tuition rates affordable while maximizing community resources and support.

Programs

Early Education - Toddler Program:

The early years of life are a particularly exciting time in a child's development because of the many milestones a child will reach in such a short time and how impressionable they are. Our toddler program serves children between the ages of 15 – 36 months. Research is demonstrating that these early years have the largest brain growth of any other stage of development. The best foundations are built in this early stage through nurturing relationships, meaningful experiences, and safe and healthy environments.

Early Education - Preschool Program:

Our preschool program serves children between the ages of 3 – 5 years. At Neighborhood House, we can lay the foundation for a lifetime love of learning. We believe children learn best through exploration and play. Our play-based activities are designed to encourage children to explore the following interest areas in the classroom: blocks, dramatic play, toys and games, art, discovery (math and science), sand and water, music and movement, cooking, technology, and outdoors. By individualizing activities, we are able to provide the highest quality of care and least restrictive learning environment that best suits each child's needs.

School Age Program:

Our year round program for kindergarten through sixth grade includes before and after school care as well as non-school days and summer break. Our School Age Program provides wonderful opportunities for youth to expand their learning, develop friendships, get involved with the community, and acquire the tools they need to succeed. Neighborhood House partners with universities, community groups and other organizations to engage our youth in activities that encourage socialization, teamwork, and self-confidence. During the school year, time is set aside each day for students to work on homework. Individual reading tutoring is provided on an as-needed basis. Enrichment opportunities are designed around the interests of the students and include activities such as:

- STEM projects
- Healthy Lifestyles: cooking, nutrition, physical activity
- Life Skills development
- Outdoor recreation and sports
- Service learning activities
- Field trips

Sensory Room

The Sensory Room is a highly technical room where staff can control sensory input. This space is used to teach our clients self-regulation through sensory integration. Self-regulation is the ability to understand and manage your own behavior and reaction to outside stimulants. Sensory integration is the process by which we take in information through our senses, organize this information in our brains, and use that information to participate in everyday activities. We teach our clients how to manage their behavior by organizing the information they receive through their senses and meeting their own sensory needs.

Our clients have the opportunity to have sessions in the Sensory Room and work on individual goals to meet their sensory needs. These goals will be practiced both in the Sensory Room and outside of the Sensory Room to establish continuity of care.

The Sensory Room is unique to Neighborhood House. Sensory Rooms are typically seen in medical, counseling or rehabilitation centers—not in educational/childcare settings. To provide a space like this to our clients is an honor and a huge asset to the services Neighborhood House provides.

Project Connection

Neighborhood House and Project Connection are partnered in bringing therapy services to children at Neighborhood House. Project Connection is a local nonprofit mental health organization who serves in select Salt Lake County schools. This partnership allows for collaboration with Neighborhood House to the extent that it is approved by the parent/guardian. Project Connection's school-based therapists provide trauma-informed care and clinical interventions to support children here at Neighborhood House.

Referring a child to receive mental health services provided by Project Connection means a parent/guardian, has requested services, a teacher has concerns about specific behaviors of a child, or staff have other significant concerns, etc. Parent/Guardians must be notified before filling out the referral. Once parents/guardians are notified, and the information below is filled out, information will be passed along to the Project Connection team for an intake meeting. Representatives from Project Connection will contact Parent/Guardians for information pertaining to insurance, social security, etc. to ensure proper funding for services will be covered.

FAMILY SUPPORT

Neighborhood House is committed to connecting our clients with vital community resources. The Family Support Center provides community-based support to parents and caregivers of vulnerable children and adults. The Family Support Case Manager works directly with families in the Neighborhood House Children's and Adult Programs to support their overall success. The Center exists to connect with and assess the needs of families and coordinate support programs and services to meet their financial, employment, educational, social and emotional needs.

Enrollment

Neighborhood House has the capacity to serve 336 children age 15 months - 12 years old in a variety of programs. Enrollment is open to children regardless of race, ethnicity, religion, sexual orientation, or economic status, on a first-come, first-serve basis. Families with specific immediate crisis care needs may speak with the Admissions and Administrative Manager who will make decisions based on direction from the Early Ed and School Age Program manager.

Families interested in enrolling their child at Neighborhood House can obtain enrollment information from the front desk or on our website. Families are encouraged to request a tour and more information from the program. Neighborhood House maintains an active waiting list and families may find themselves on that list. Please know we work as quickly as possible to move families up the waitlist on a first come first serve basis. We encourage you to meet your child's teachers and become familiar with our policies and procedures prior to the child's first day of attendance. Enrollment forms are updated annually as required per licensing and will result in exclusion if failed to update within the time frame allowed. It is the account holder's responsibility to update the reception desk of any personal contact information.

Account holders must notify the reception desk of an absence lasting longer than 1 week to avoid your child being dropped from the program for nonattendance.

Returning families and families who are adding an additional child are encouraged to meet your child's new teachers and review our policies and procedures prior to the child's first day of attendance. Additionally, they must verify there are no outstanding balances, and must pay these fees in full, in addition to the regular enrollment fees, before their child can attend.

For the safety of your children, please keep your records with Neighborhood House current. Please notify the front desk staff immediately if your personal or work phone

number changes, your family moves, your email address changes, or you need to make a change in authorized adults. The front desk can provide a pickup authorization form that must be completed each time an emergency contact change is needed. If your phone gets lost or stops working, you are responsible for providing an alternative, approved method for us to reach you in case of emergency.

Legal Custody

A parent or legal guardian is required to sign all enrollment paperwork for the child. Legal custody should be established by providing a copy of the child's birth certificate or other documentation establishing legal custody.

Neighborhood House cannot refuse to release a child to their legal parent or guardian. Divorced or legally separated parents who have court ordered custody or visitation rights are required to provide a copy of the custody documentation outlining the parenting plan. Restraining orders or other court ordered documentation that limits a parent or guardian's right to pick up or visit with their child must also be provided.

Withdrawal Process

Families wishing to withdraw from Neighborhood House must fill out a withdraw form, located at the front desk, at least two weeks prior to their last day of attendance. After withdrawal, a family may request to be placed on the waiting list for future attendance and will not receive priority as a currently enrolled family and must pay the registration fee again upon entering. Any and all past due fees are due upon withdrawal or a payment plan must be put in place. All past due fees must be paid with a zero balance for any child in the family to return for care.

Hours & Closures

The Early Education program is closed an additional 8 days for Professional Development and Parent Teacher Conferences. These closures will generally be on the last Friday of each month. Please be advised that you must find care for your children on these days. Neighborhood House will not be responsible for providing care on Professional Development days.

Neighborhood House is open 6:30 a.m. to 5:30 p.m. Monday - Friday.
We are closed on the following 17 days:

New Year's Day
Martin Luther King Jr. Day
President's Day
Memorial Day
Independence Day
Juneteenth Day
Pioneer Day
4 Professional Development Days (See 2024/2025 Neighborhood House Calendar)
Labor Day
Thanksgiving Day and the following day
Christmas Eve Day
Christmas Day
New Year's Eve Day

Preschool and Toddler programs begins their educational day 8:30 a.m. with circle time each day. Every effort should be made to have your all Early Education and School Age children arrive at school by this time, but no later than 9:00 a.m. No child will be admitted into a classroom after 9:00 a.m. without prior approval from the Program Director or Program Manager. Prior approval is granted for routine doctor or dentist appointments, WIC appointments, and/or court appointments. We will make reasonable accommodations for children who regularly participate in another program where drop off times conflict with this schedule.

School Age children need to be clocked in, and in, their classroom by 7:20 a.m. on school days to receive transportation services to school, and by 7:00 a.m. to receive breakfast. School Age children may attend before and after school as well as full day on non-school days. If children are suspended from their elementary school or otherwise do not attend when school is in session, they may not attend Neighborhood House during school hours. We are open full day for School Age children during the summer and on many non-school days.

If we are NOT PICKING UP your child after school please send a message through Enrollsy no later than 12:00 pm to let us know not to pick up your child and follow up with a phone call to the front desk.

After school, our drivers have a 5-minute waiting period at each school before they will call the school and have the child paged, after 2 more minutes the driver will

leave and WILL NOT RETURN to pick up any child.

If there is a 2nd time in 5 business days that you do not inform us that we are not picking up your child, your child will be excluded from services the following day.

Inclement Weather/Emergency Closing

In the event of inclement weather or facility problems such as fire, flood, or loss of power, Neighborhood House may have to close or delay opening. During severe storms, please listen to the radio or news stations to monitor Salt Lake City School District closures. Neighborhood House will follow the lead of Salt Lake City School District so if they close schools, we will close the Children's Center. In the event of an early closure, Neighborhood House will send emails and/or text messages to all families, update our website and Facebook page, and call families of children who are currently in our care. If the center closes for any reason during the day, all parents must arrange to have their child picked up within one hour of the closure. Late fees will apply after the one-hour time limit.

Arrival and Departure

Children must be signed in and out by an authorized adult each day. Each adult will be issued a Neighborhood House door code, which should not be shared. Sharing your access codes is not an acceptable practice. Neighborhood House assumes responsibility for your child once they are brought to your child's classroom, signed in, and acknowledged by the classroom teacher. Please do not leave your child unattended in any area of the building. Please have your child wash their hands upon entering the classroom to reduce the risk of illness. Parents of toddler children should provide needed information to teachers before leaving the classroom.

When picking up your child, please meet them in their classroom or designated place and inform your child's teacher you are picking them up, then keep them with you and walk them safely to your vehicle or other means of transportation. Children must remain in the immediate care of their parents as they enter and exit the building. Please be aware that it is against the law to leave children in vehicles unattended.

During drop off or pick up, please do not leave children unattended in a vehicle for any reason.

An *authorized adult* is at least 18 years of age and listed on the enrollment form as a parent/guardian or emergency contact. Children will only be permitted to be picked up by *authorized adults*. Each *authorized adult* will be required to provide photo ID.

You may change your *authorized adults* at any time by putting a request in writing to the front desk staff.

If your child is being dropped off by someone who is not an *authorized adult*, they must check in with a front desk staff who will sign your child in for the day. If you would like your child to be released to someone who is not authorized on your enrollment form, the parent or guardian authorized to pick up must provide temporary authorization to the front desk staff. Adult persons must provide photo ID that matches the name you provided before a child can be released into their care. If identity cannot be confirmed, we cannot release the child.

To maintain the security and supervision of children, Neighborhood House will implement the following procedures should a parent/guardian authorize their school age child is able to sign themselves out:

1. A parent/guardian will request and complete the **Self-Checkout Authorization** form, which can be provided by the front desk or Program Manager.
2. Once the form is completed, the Program Manager will meet with the parent/guardian to review the policy and determine if self-checkout is in the best interest of the client and in accordance with Neighborhood House safety practices.
3. If the Program Manager has reviewed the procedures and signed the form, a copy will remain with the manager, and another will be given to the front desk for the child's file.
4. A child is only allowed to check themselves during the designated time frame documented on the authorization form.
5. Should a child need to leave before or after the designated time, the parent must notify the front desk and authorize the child to leave before or after the designated timeframe.
6. When a child is checking themselves out:
 - a. They must communicate with their teacher before leaving the classroom so the teacher can inform the front desk the student is leaving the classroom to check themselves out.
 - b. They must verbally communicate with the front desk so parents/guardians can be informed that their child is checking out.
 - c. They must provide their signature and the correct date and time they are leaving.
7. If, for any reason, Neighborhood House determines that the child is unsafe or unable to properly follow procedures, the parent/guardian will be notified, and the Program Manager will meet with them to determine the best course of action.

8. Neighborhood House can, at any time, make the determination that the child is no longer able to check themselves out.

Parking

Neighborhood House provides parking in front of the Children's Center. This parking is for a variety of guests. If you plan on staying on site for longer than a few minutes, please park in the further parking spaces and leave the closer to the building spaces for parents making quick drop-offs or pick-ups. Please be considerate of other families and limit your time when parked in this area. Double parking is not permitted. Parking along a red curb is never acceptable Only Authorized Vehicles i.e. Neighborhood House Vans, Busses, etc. will be permitted in the red curb area. Please use caution when traveling with children to and from your vehicle. We discourage any vehicle from idling (buses, families' automobiles) in our parking areas, except if the vehicle is needed to idle in extreme heat or cold to maintain interior or engine temperatures.

Fees

The parent or guardian who has enrolled the child is responsible for ensuring all fees have been paid in a timely manner. Neighborhood House will not reach out to the absent parent, childcare assistance, or other organizations arranged by the parent who may assist with childcare fees. All fees are due as explained below.

Registration Fee

A non-refundable registration fee of \$15 for the school year and \$15 for the summer is due prior to your child's first day of attendance. If your child withdraws from Neighborhood House and returns, you will be assessed this registration fee upon re-entering Neighborhood House. Childcare subsidy does not cover the cost of registration fees and must be paid for by the family upon enrollment.

If your family is considered low-income according to the Federal Poverty Guidelines, you may qualify for discounted tuition fees based on your household income. Upon registration, you will be asked to provide a copy of your most recent tax returns and we will determine if you qualify for a lower monthly payment. If your financial situation has changed dramatically since your tax returns or you are experiencing temporary hardships that you would like taken into consideration for your tuition fees you may request to meet with the Family Support Manager. We have a limited number of spots in each program. Your tuition fees cover the cost of your child's spot,

regardless of how many days per week or hours per day your child attends our program. Income verification forms must be completed annually or as changes to your family income occur.

The front desk staff can accept cash, check, money order, or online for your fees. Tuition fee must be paid in advance for each month and are due in full regardless of attendance or absenteeism due to illness, vacation, holidays, children's behavioral issues, inclement weather, or other reasons. The first month's tuition fees are due upon enrollment, pro-rated as necessary for the child's first month of attendance. Each month there-after, tuition fees are due by the 5th of the month. If you are unable to pay the full amount, you may make a partial payment by the 5th of the month and pay the remaining balance in full by the 20th of the month. Please notify the Admissions and Administrative Manager if you are unable to make your payment in full by this time. It is at the discretion of the Program Services Director to determine whether childcare services will be terminated due to outstanding balances. If you receive childcare assistance from DWS, work, or some other outside source, please be aware that this assistance may not cover the full cost of care. It is ultimately the responsibility of the person who has enrolled the child to ensure all payments are made in full by the timeline stated above.

Late Fee

Neighborhood House closes promptly at 5:30 p.m. If you are late picking up your child, a late fee of \$1.00 per child per minute is charged for every minute per child until you arrive per minute. The 2nd day of late fees is \$2.00 per child per minute. The 3rd day of late fees is \$3.00 per child per minute. After three days of late fees within the same week your child will be excluded from services the rest of the week. Late fees are due at the time you pick up your child or before returning your child for care the following day. Repeated late sign out is not permitted and child care privileges may be suspended or revoked. School age parents must submit late fee payment and email receipt copy to info@nhutah.org before noon the following business day for your child to be picked up from school. If late fee is unpaid your child will not be picked up by NH. If a parent or guardian has not picked up their child or notified Neighborhood House of extenuating circumstances within 30 minutes of closing, we are required to notify Child Protective Services and the Salt Lake City Police Department for child abandonment. Late fees are still charged even under extenuating circumstances.

Daily Schedule

The daily schedule in each classroom provides a balance of child directed and teacher directed play, as well as active and quiet play. There is time scheduled each day for large and small group play both indoors and outdoors. The toddler and preschool schedule incorporate center-based activities that focus on math, language, reading, writing, art, science, blocks, sensory exploration, music, dramatic play, and social emotional development. The school age schedule incorporates time for homework assistance, outdoor play, and daily enrichment activities. Individualized class schedules and lesson plans are available on the parent board in each classroom. Please refer to the parent board often for changes in schedules and lesson plans, menu's, events, and other updates.

Volunteers/Visitors

Neighborhood House works cooperatively with several volunteers who serve our children. Foster Grandparents are volunteers age 55 and older who provide mentoring, tutoring and emotional support to our preschool children. They can be identified by their Salt Lake County Aging and Adult Services name badge and are referred to as "grandma" or "grandpa" in the classroom.

Neighborhood House serves as a mentoring site for high school and college students who would like to gain experience working with children. Other regular volunteers provide their services by assisting in the classroom, providing tutoring or homework assistance, or helping with other needs around the center such as cleaning, office or kitchen help and other duties as requested. All volunteers must attend volunteer orientation and pass a background check to work with the children. Volunteers serve under the supervision of a program staff and are not permitted unsupervised access to the children.

Additionally, we work closely with many visitors to Neighborhood House. We partner with individuals and organizations who provide support and enrichment opportunities to our program such as observations, cleaning, landscaping and activities such as field days or cooking classes. We welcome community workers such as firefighters who talk with the children about fire safety. Visitors check in at the front desk and are accompanied by a program staff and are not permitted to have unsupervised access to the children.

We accommodate ancillary or allied professionals who have been approved to work independently with a child who has special needs such as a Speech-Language Pathologist or Developmental Specialist. In these instances, the professional has

been granted permission by the child's parent to work one-on-one unsupervised with a specific child.

Parents as Volunteers

Neighborhood House has an "open door" policy welcoming all parents and guardians, regardless of family structure, socioeconomic status, race, religion, cultural background, gender, abilities, or preferred language, to spend time observing and participating in your child's day. Check with your child's teacher to see how you can assist in the classroom such as reading to children, working on a project, helping with a class party, or assisting on a field trip. Parents can also assist by helping to wash and sanitize toys, decorate bulletin boards, create classroom signs, make copies, color or cut items to be used for teaching, and a variety of other things. Parents volunteer their time under the direct supervision of a teacher and are not permitted unsupervised access to children other than their own. Should behavior concerns arise, we ask that parents notify a teacher and allow the teacher to handle behavior concerns with children to ensure consistency in following our positive guidance techniques. Grandparents or other family members are welcome during special events. If they would like to volunteer in the classroom, they must complete the requirements of a volunteer, including passing a background check and completing an orientation.

Confidentiality

Families have the right to have information regarding their child and family kept confidential. Child records and personal information is kept in a locked and secured area and accessible to administrative staff and administrative assistants and protected against loss, tampering, or unauthorized use. Educational information including assessment results and goal setting for your child is accessible by your child's classroom teachers and administrative staff. Certain demographic information and assessment results may be compiled and shared with our board of directors, funders, and other community members, however, personally identifying information will never be shared.

Employees of Neighborhood House shall not disclose or knowingly permit the disclosure of any information concerning the child or his/her family, directly or indirectly, to any unauthorized person. When parents have questions or concerns regarding their own child, a staff member is happy to discuss this with you and provide a private location as requested, but we ask that you respect the

confidentiality of others and not ask staff to discuss information regarding other children or families in the center.

Curriculum

Our toddler and preschool classrooms utilize the Creative Curriculum approach to learning. This is a comprehensive, research-based curriculum that features exploration and discovery as a way of learning. Through project-based, hands-on, investigative studies, children build confidence, creativity and critical thinking skills and promote positive outcomes. Creative Curriculum identifies goals in the following areas of development:

- Social/emotional: to help children develop independence, self-confidence, and self-control, follow rules and routines, make friends, and learn what it means to be part of a group.
- Physical: to increase children's large muscle skills – balancing, running, jumping, throwing and catching – and use the small muscles in their hands to do tasks like buttoning, stringing beads, cutting, drawing, and writing.
- Cognitive: to acquire thinking skills such as the ability to solve problems, ask questions, and to think logically – sorting, classifying, comparing, counting, and making patterns – and to use materials and their imagination to show what they have learned.
- Language: to use words to communicate with others, listen to and participate in conversations with others.
- Literacy: understand the purpose of print, recognize letters and words, and begin writing for a purpose
- Mathematics
- English as a Second Language

Our school age curriculum for 1st – 6th grade students utilizes Project-Based Learning in which students actively explore real-world problems and challenges and acquire a deeper knowledge by working on their projects for an extended period of time. Students investigate and respond to engaging and complex questions, problems, or challenges that helps to develop learning competencies required for success in school, career, and civic life. Research has proven Project-Based Learning to be an effective and enjoyable way to learn. Additional support in literacy and math skills are reinforced through the use of IXL. IXL is a personalized learning experience that is proven to make a significant positive impact on academic achievement. IXL provides each student with a personalized pathway for growth. IXL brings learning to life on any device, your child can even log in at home.

Social and Emotional Development is an important piece of our curriculum. Our Toddler program participates in Baby Doll Circle Time to help toddlers learn to identify and express emotions. Our preschool and School Age program utilize the Second Steps curriculum which supports social and emotional development, and recognizes each child for their unique contribution to the classroom.

Adult/Child Ratios

Research shows that the quality of care for a child improves in smaller adult to child ratios. Utah’s Child Care Licensing rules regulate a set maximum number of children per each teaching staff member, however, there are national best practice child to adult ratios that are smaller than the Utah requirements. Both sets of adult to child ratios are listed below:

Age	Licensing Regulation	Best Practice
1-2 years’ old	1 adult to every 4 children	1 adult to every 4 children
2 year old	1 adult to every 7 children	1 adult to every 6 children
3 year old	1 adult to every 12 children	1 adult to every 10 children
4-5 years’ old	1 adult to every 14 children	1 adult to every 10 children
Kindergarten	1 adult to every 20 children	1 adult to every 12 children
1st-6th grade	1 adult to every 20 children	1 adult to every 15 children

Neighborhood House will always maintain the licensing regulations, but we strive to follow the best practice guidelines during the peak program hours of operation. We do this by providing two full time teachers and one support staff to our toddler rooms that have 8-10 children and three full time teachers to our toddler room with 12 children. We provide three full time teachers to our preschool rooms with 20 children. We provide two full time teachers to our kindergarten room with 24 children and 5 teachers to our 75 children who are 1st – 6th grade. Additionally, we welcome volunteers such as foster grandparents, family members, and additional community volunteers to help provide lower adult to child ratios in our classrooms.

Transitions

We understand that beginning a new child care program can be difficult for both children and parents. We want to help make this transition as smooth as possible. We recommend that all families plan ahead for this transition by attending orientation at the beginning of the school year, taking time to visit your child’s classroom and teachers, talking with your child about how excited and comfortable you are with this

new experience, and providing a family photo to post on the parent board in the classroom.

Each child and family situation is unique. If your child is having struggles with the separation, we encourage you to talk with your child's teachers for some ideas. Here are some tips that other families have found helpful in getting through this transition.

- On your child's first day, have them only come for a short amount of time and stay with them. When you leave, talk with your child about all the things you found exciting and explain how happy you are that they get to spend their day in such a fun place.
- Create a good-bye routine. Plan a few extra minutes each morning so you can engage with your child in helping them put their things away, wash their hands, and join the rest of the group. Some families have found it helpful to have special handshakes or hugs/kisses good-bye. Keep your routine consistent and special between you and your child.
- Always let your child know that you are leaving and when you will return, or who will be picking them up. Sneaking away when your child is not looking or pushing them in the door, promotes mistrust and anxiety and can make drop off time even harder. If your child is screaming, clinging onto you, or throwing a fit, try to keep calm and relaxed, let your child know when you will return and allow a teacher to help make the transition from parent to classroom.
- If your child has a special blanket or stuffed animal that helps during stressful times, they may bring this with them to help with the initial transition. When the time is right, these items will be placed in your child's cubby and may be taken out to be used during nap time. If you feel this will help your child, please discuss this with the teacher and leave additional toys and/or food items at home.

Neighborhood House strives to develop strong, trusting relationships, secure attachments, and long-lasting bonds with the children and their families. To foster these relationships, we prefer children to stay with the same teachers for two to three years, as staffing permits. When a Toddler begins our program, they will stay with the same teacher until September following their third birthday. When a preschooler begins our program, they will stay with the same teacher until they leave for kindergarten. This allows teachers, children, and family members to develop friendships and security that set the environment needed for fostering a sense of personal value and developing the prosocial skills that lead to a lifetime of learning. When children move from one classroom to another, Neighborhood House staff will work closely with the families and their children to make these transitions as smooth as possible. Any concerns about your child remaining in a classroom for this time

frame should be discussed with the Program Manager. For children in the school age program, they may work with a variety of teachers from kindergarten through their 6th grade year, however, we strive to make these relationships just as strong and meaningful and keep them with teachers they are familiar with as often as possible.

Family Communication

Effective two-way communication is an integral part of our program and important for building strong, trusting relationships with one another. Neighborhood House staff are dedicated to communicating with parents in a positive and supportive manner. Every effort will be made to communicate with you verbally on a daily basis when you drop off or pick up your child. Feel free to discuss any information you feel may be important for your child's teacher to know, such as if your child had a difficult night last night or if your family has experienced loss or grief that may affect your child throughout the day. If you have questions or concerns that may require a long discussion, you may schedule to meet with your child's teacher or the Program Manager at a time that is convenient for both parties. If you have an immediate concern or need, please have the front desk staff call the Program Manager or designated person available who can assist you at that time.

Our online child portfolios invite parents to stay up to date with their child's progress through the use of photos, comments, and developmental screening results. Parents may also view the calendar for their child's classroom as well as send and receive email messages with their child's teacher.

We strive to keep parents informed of what is happening at Neighborhood House and within our community. A community board is maintained in our front lobby with flyers and information about important happenings throughout the community. Parent boards are located outside of each classroom and contain the daily schedule, weekly lesson plans, menus, yearly calendar, announcements or upcoming events, and other important information. Evidence of classroom projects and children's work are displayed in the classroom and on the bulletin board outside of each classroom.

Parents can also stay up to date with upcoming events and holidays by following our Facebook page or viewing the calendar on our website at www.nhutah.org. Watch for monthly newsletters and flyers being sent home. Providing a current email address or authorizing text messages will allow us additional methods to keep you informed.

A parent orientation is held at the beginning of each new school year and a back to school night is held in the first month of the school year. Parent Teacher Conferences are provided mid-year and end of the year. We ask that parents make every effort to attend the conference

in order to create a strong partnership in your child's growth and to maximize your child's learning experience. Parent teacher conferences are a time to look over your child's portfolio, discuss assessments and developmental progress, and discuss any concerns regarding your child, highlight strengths and areas of growth, and set individualized goals with areas for concentrated focus. Your teacher will post times available for you to sign up for conferences. If you are not available during the posted times, please discuss with your child's teacher options for times that are more convenient for you. Please request a translator if you feel more comfortable speaking with your child's teacher in a language other than English. Every effort will be made to provide one for you.

Immunization Requirements

Every child's immunization record is required at the time of enrollment. Immunization requirements for children vary according to the age of the child and is regulated by the Utah Department of Health. Each child must be current on all vaccinations or have proof of receiving at least one dose of each required vaccine prior to enrollment with a written schedule from a health care provider to receive all subsequent required vaccinations. Parents/guardians are responsible for regularly updating their child's immunizations and health files as changes occur, and at a minimum of once per year. Parents may provide documentation of immunization exemption due to personal, medical, or religious reasons. If your child is exempt and there is a disease outbreak, your child may be temporarily excluded from attending for his/her protection.

Exclusion of Sick

All children must be well enough to participate in the entire program, including eating meals, participating in activities, and playing outdoor play. The Utah Department of Health and Child Care Licensing regulates the exclusion of children from day care if they are displaying one or more of the following symptoms:

1. FEVER of 100 degrees or higher while not on medication. Child may return to care when he/she has been fever free without medication for 24 hours.
2. DIARRHEA defined as an increase in number of stools compared to the child's normal amount, with increase and/or decreased stool water or is accompanied by other symptoms. Child may return to care when free of diarrhea.
3. VOMITTING with two or more episodes in a 24-hour period or is accompanied by other symptoms such as fever, behavioral change, abdominal pain, or diarrhea. Child may return to care after 24 hours of the last vomiting episode if they have no other symptoms.
4. MOUTH SORES associated with an inability of the child to control his/her saliva

5. RASH with fever or behavior change, or unusual spots or rashes causing irritation that interferes with typical routines.
6. INFECTED EYES/ PINK EYE redness or irritation of the eyes, swelling, or discharge. May return after 24 hours from the start of treatment or with a physician's note saying the child is not contagious.
7. LICE child must receive treatment and remove all lice and nits from hair before being able to return to care. Child must be checked by the Program Manager or coordinator upon returning to the center and before joining their class.
8. SCABIES are recognized as red, itchy areas in finer webbing, on the wrist or under the armpit and complains of itching. Child may return after treatment begins
9. PINWORM/RINGWORM pinworm displays as itching in the rectal area, especially at night, ringworm is a raised itchy spot resembling a hoop. Child may return after treatment begins or with a note from a physician indicating child is not contagious.
10. IMPETIGO usual symptoms include blisters or sores on the face, neck, hands, and diaper areas. Child may return 24 hours after beginning antibiotic treatment.
11. SORE THROAT/STREP THROAT red, swollen tonsils, trouble swallowing, tender and sore lymph nodes, sores or patches in the mouth. Child may return 24 hours after beginning antibiotic treatment or with a note from a physician indicating child is not contagious.
12. CHICKEN POX skin eruptions that are not yet scabbed over and possibly fever. Child may return one week after the onset of the rash or when all lesions have dried and crusted

To control the spread of illness, sick children must be removed from the center. Please do not try to hide the symptoms of illness by giving your child medication before bringing them to care. If your child is exhibiting any of the above symptoms, we may call the parent/guardian to pick up your child from care. If the parent/guardian cannot be reached, those listed as emergency contacts on the registration form will be called. The ill child will be isolated from the rest of the group as needed and must be picked up within one hour. If pickup does not occur within the allocated hour, the child will be excluded for an additional 24 hours. A doctor's release may be required in case of contagious disease, where symptoms persist for a lengthy period of time, or where special instructions are issued pertaining to a child's health and welfare. If your child has a special medical condition, please let the Program Manager or Admissions and Administrative Manager.

Medication Policy

If your child has a non-contagious medical condition that requires medication to be administered at Neighborhood House, a parent/guardian may take the following steps:

- Check in all medications at the front desk.

- Complete and Sign a medication release form by parent or guardian indicating the child's name, name of medication, exact dosage and instructions for administration. Neighborhood House will only administer medication in the recommended dosage or as prescribed by the physician
- Prescription Medications must be labeled with the first and last name of the child, name of physician, prescription number and date filled, name of medication and strength, dosage, frequency, and expiration date or period of use.
- Non-Prescription Medication must be in the original container and labeled with the child's name and instructions for administration including the amount to be given for the age of your child. OTC medication may only be administered according to the recommended dosage and ages listed.

Medication may only be administered by the front desk staff or administrative staff who have received training on the Five Right Practices of Medication Administration. Anytime medication is administered to children, it will be recorded on the medication release form by the person administering the medication. The original of this form must remain at the center and be kept for a minimum of six weeks, however, parents may request a copy any time. Refrigeration is available as needed.

Incident Policy

If your child has been involved in an incident or injury, parents will be notified through a written report which has been signed by both the teacher and the Program Manager or Director Designee and will be provided to the authorized adult who picks up your child. In the case of injuries with immediate concerns, administrative staff will contact the authorized adult regarding the injury and ask for that adult to take immediate action, such as picking up the child and taking them to the doctor.

Nutrition and Special Dietary Needs/Allergies

Children develop healthy eating habits when they are young. Neighborhood House has worked hard to establish high honors in our menus and nutrition through the Healthier Child and Adult Care Food Program. This means our center has been recognized for achieving a level of nutrition standards above basic requirements. This includes preparing and serving fresh fruits and vegetables, more whole grains, and less sugar, salt and processed foods. All meals are served family style in the classrooms where good table manners and pleasant conversations are practiced. Children are encouraged to try a little of everything served to offer them exposure to new and different foods.

Meal times are as follows: Breakfast 9:00am, Lunch 12:00pm, and Snack 3:00pm. School age children are offered breakfast at 7:00am on school days. Menus are posted on the parent board of each classroom and on the bulletin board near the kitchen. You may also request a copy of the menu to take home.

For Neighborhood House to continue to deliver high-quality food to our clients, food preference accommodations are not available. However, to accommodate our vegetarian and vegan clients, individuals can bring one substitute item for every meal and snack.

For example, my child is allergic to gluten but doesn't like beef. As a parent, I can provide chicken for today's lunch and Neighborhood House kitchen can provide the gluten-free allergy if it is a documented allergy/disability.

Please note that if a child brings more than one food substitute, they will be kindly asked to put the extra items away to ensure fairness and to accommodate all our clients as best as possible.

Please leave personal food, drinks, candy, and gum at home. Children may choose to bring a water bottle from home that is clearly labeled with their name, is washed and sanitized at home daily, and contains water only. Should parents wish for their child to eat foods brought from outside the center, parents may accompany their child in the front lobby or other areas as assigned by the front desk staff until he/she is finished eating. All arrangements for birthday parties, holidays, or other special occasions where families may want to provide a treat for everyone in class, can be made with your child's teacher. When approved, these items must be store purchased. All Early Education classrooms will provide each child with their own toothbrush that will be kept in good condition and stored separately, so that they do not touch each other, and it will be ensured that they are not shared. Toothpaste will be distributed without touching the bristles of the toothbrush to the toothbrushes. The classroom staff will guide the children in brushing their teeth after breakfast and before engaging in their regular daily activities. The staff will help teach the children appropriate toothbrushing techniques through demonstration and positive encouragement. All children will be given the opportunity to rinse their mouths of the toothpaste with water.

Child Abuse and Neglect

If there is reasonable cause to suspect a child is experiencing abuse or neglect, individuals working with children are required by the State of Utah (Code 62A-4a-403) to document and report these incidents. All staff making a report in good faith are protected under the Immunity for Legal Action. Failure to Report may result in a class B misdemeanor punishable by up to \$1000 fine and six months in jail. Your child's safety is our priority. Please understand that our responsibility is to make a report to the Department of Child and Family

Services any time there is reason to believe that a child is or has been subject to abuse, sexual abuse, sexual exploitation, neglect, maltreatment, and exploitation and not to prove that the abuse is occurring.

Behavior Management & Positive Guidance Policy

All children and staff have the right to personal safety while at Neighborhood House. Teachers strive to provide a successful classroom environment with structure that provides limits in a calm and consistent manner. This will help children behave in a respectful, caring way towards each other as they develop self-control and conflict resolution skills. Teachers also take the time to get to know the children, observe their behaviors, and recognize potential problems before they occur. Teachers use positive reinforcement, modeling of expected behaviors, reminders of class rules, redirection, and offer specific choices to help guide children's behavior.

We recognize that childhood is a time of learning self-control and managing emotions and that all children may experience times when their choices are less than desirable. Our goal is to teach children self-management skills and problem-solving skills necessary to solve their own disagreements in an appropriate manner. When children are disruptive during group activities, they will be given the choice to continue to participate without being disruptive or they are given an appropriate alternative activity that will not interfere with the group activity. Program staff will never use yelling, threatening, intimidating, derogatory or demeaning remarks, name calling, ridiculing, shaming, humiliating, frightening, rejection, or any other type of emotional abuse. Withholding food, rest, or toileting needs, or physical punishment of any kind will never be used as a form of discipline.

Should the behavior escalate and cannot be reasonably addressed within the classroom or the location of the class, the program manager or assistant managers will evaluate the situation on a case by case basis and determine the best course of action in the moment.

If these behaviors result in consistent incident reports (15 incident reports in 2 weeks) behavior incident report or a pink incident (causing or threatening life-threatening harm) report. Teachers will request a Behavior Plan Referral from the Behavior Support Team (BST). The BST will send the referral form to the teachers via Microsoft forms. The child may qualify for a behavior support plan. This will be monitored by the BST.

If, after implementing the above steps, the child's challenging behaviors are not demonstrating ongoing progress, the program may ask the parent/guardian to obtain alternative care for the child. Help may be found by calling or visiting the website for Care About Childcare at <https://careaboutchildcare.utah.gov> 1-855-531-2468. When reasonable,

Neighborhood House will provide families up to 2 weeks to make alternative care arrangements.

Field Trips & Transportation Expectations

Field trips throughout the community complement our curriculum and provide children the opportunity to explore and learn in a variety of settings. All field trips are coordinated between the classroom teachers and are approved through the Program Manager. All children will be provided with and must wear a Neighborhood House shirt with our contact information any time they leave the center. For your child's protection, their name will never be posted on them in a location that is visible to others. Adult to child ratios and proper supervision will be maintained during all excursions. All children will be accounted for before leaving, during transportation, while at off-site location, and again before returning to Neighborhood House.

Field trips require written parental permission before your child may participate. Sign-up sheets with information including the date, time, and destination will be posted on the parent board at least one week in advance. Volunteer requests will be posted at the same time. We will make reasonable efforts to accommodate transportation and entrance fees for parent volunteers.

Children are expected to conduct themselves in an appropriate and safe manner while being transported on Neighborhood House vans and abide by the following behavior expectations: always remain seated with their backs against the seat, wear their seat belts correctly, keep their hands inside, and keep their voice level to an acceptable volume inside the vehicle. Children 3-8 years old will be required to sit in a booster seat provided by Neighborhood House. Toddler children must provide their own appropriately sized car seats during field trips that require transportation in our vans. Food or snack items, drink, candy, and gum are not allowed in the vehicles. Children who are not able to properly conduct themselves while in the vehicles may not be allowed to attend field trips that require transportation or may require an adult chaperone provided by the family. If your child is unable to attend a field trip because they have lost transportation privileges, parents may be asked to find alternative care for their child during field trip times.

Toileting

Toileting readiness skills vary for each child. Parent and teachers work together to develop a supportive, positive approach to toileting to meet each child's individual needs. This process should be built on the child's interest and physical abilities to control his/her bodily functions. Children are encouraged to use the toilet several times per day, but are never forced to sit on the toilet. We view toileting accidents as developmentally appropriate and look at them to

promote higher level skills. Children will never be admonished, punished, or demeaned for toileting accidents. Parents are asked to provide adequate amounts of clothing during this process. If a child is having multiple accidents per day and is struggling using the toilet, we may ask that your child be put back in diapers/pull ups until they are showing stronger signs of toilet readiness. Any child enrolled in the Pre-Kindergarten classrooms on our second level must be fully potty trained to the point of not requiring assistance in the restroom on a regular basis from an adult.

Outdoor Play

Outdoor play is an integral part of our daily schedule. Outdoor time provides children with an outlet for their abundant energy, the ability to develop large motor skills through vigorous play, opportunities to use their imagination and to strengthen social skills. To remain in compliance with Utah's child care licensing rules, children participate in outdoor play when temperatures are above 20 degrees and below 96 degrees. Children do not participate in outdoor play on days when air quality is designated as "red". Caution is exercised on days when the air quality is designated as "orange". If, for any reason, the weather prevents children from being outside, outdoor time will occur in the gym.

Toddler and Preschool children receive 1 hour of play time twice per day of outdoor time.

School age children spend a minimum of 30 minutes outdoors after school and 45-60 minutes twice per day outdoors on non-school days. Outdoor time may be reduced during extreme cold/heat or for poor air-quality.

A physician's statement is required for those children needing to refrain from outdoor play for medical reasons. If your child has been ill, we ask that you keep your child away from the center until they are well enough to participate fully in all activities, including outdoor play. During the winter, your child needs a coat, hat and gloves. During the summer your child needs sunscreen with a SPF 15 or higher. If you need help getting any of these items, please discuss your needs with your child's teacher or the Program Manager.

Clothing Requirements

Children should be dressed in play clothes that are comfortable, washable, and suitable for all activities both indoors and outdoors. We ask that children be dressed appropriately for the weather including multiple layers to stay warm during the cold weather and light, breathable material during the hot weather. Clothing should be modest and portray logos, designs, and words that are appropriate. All children must bring an extra set of clothes to leave at the center should they need to change. If your child requires a change of clothes and you have not provided one, you may be called to pick up your child or provide a change of clothes.

Occasionally Neighborhood House may have clothes we can loan your child, we ask that you please wash and return them to the center as soon as possible. Children who are still working on potty training are asked to provide multiple changes of clean clothing. Many coats and other clothing look alike. We recommend parents label their child's clothing to better identify what items belong to them

Footwear must have a closed toe, a strap on the heel and be secure to their foot. Sneakers are the preferable footwear. You will be called to pick up your child or to bring appropriate shoes if your child comes in open-toed shoes. During summer water days, your child may be allowed to wear shoes or open toed sandals that can get wet during water play only.

Toys, Money, and Personal Belongings

Neighborhood House provides a variety of developmentally appropriate toys, games, and other materials for your child to use while they are participating in our program. We ask that toys or other personal items be left at home unless they have been pre-approved by the Program Manager. Pre-approval will be based on whether the item is used to enhance the learning of the child in the classroom. Any items brought from home are the sole responsibility of the child and parent. Electronics such as gaming systems, cell phones, music players, or any other electronics are not allowed at any time. Money is never allowed to be brought with the children. When field trips are taken, Neighborhood House will cover the cost of the field trip and we ask that participants leave all money at home. Neighborhood House staff members assume no responsibility for loss or damage to toys or other personal items brought from home.

Nap/Rest Time

Nap time is required by Utah childcare licensing rules for all children in our Toddler and Preschool program. Although not all children sleep, a quiet, restful period is essential to their well-being. Please do not request your child to be kept awake during this time. Nap time begins immediately following lunch around 12:45pm and lasts for approximately 2 hours. Children who have not fallen asleep after approximately 45-60 minutes of rest time will be provided with a variety of quiet activities to do independently. Neighborhood House teachers do not force children to sleep but we do encourage them to play quietly so as not to disrupt the other children.

All children are provided with a cot, a sheet and a blanket to sleep with. These items are laundered by Neighborhood House weekly. If your child has a special blanket or sleep toy they wish to bring from home to use at nap time, you may discuss this with your child's

teacher and items must be kept in their cubby, back pack, or teacher designated place. These items must be laundered at home weekly.

Photos & Publicity Policy

Neighborhood House captures pictures and videos of your children participating in our many activities. These photos are primarily used to display around the center and to add to your child's personal online portfolio accessed only by specific program staff and each child's individual parent or guardian.

Upon enrollment, parents may choose to allow their child's photos to be used for publicity purposes. If you marked yes to this question, photos and videos may also be used for advertising purposes which may include our website, social media, flyers, brochures, and other marketing material. If you are unsure if you gave permission for your child's photo to be used for publicity purposes or you would like to change your permissions, please speak with a front desk staff,

Problem-Solving Policy

Occasionally, problems will come up, which generally come from basic misunderstandings. However, if such a problem does come up, please start at the closest point of misunderstanding, generally the teacher. At any point, should you not see the results you feel appropriate, please feel free to make an appointment with the Program Manager. They will be happy to speak with you to help resolve your concerns. If after meeting the Program Manager there remains unresolved concerns, an appointment can be set up with the Associate Director of Children's Programs or Program Services Director for you to work through your concerns.

Dismissal Policy

Neighborhood House works cooperatively with families and community support agencies in an effort to meet the varying needs of the children and families we serve. If at any time the administrative team determines that the relationship between the center and the child/family is not mutually beneficial, Neighborhood House reserves the right to terminate enrollment of a child or family. We will make reasonable attempts to work with the family in order to prevent this from happening, and when possible, provide a two week written notice of termination of services. In extreme circumstances, such as situations that jeopardize the health and safety of children or staff, immediate removal may be necessary. Reasons for termination may include, but are not limited to:

- Needs of the child or parents cannot be adequately met by the center

- Nonpayment or habitual late payment of fees
- Failure to complete required forms or provide current proof of immunization
- Physical or verbal abuse or hostility or inappropriate behavior or language towards staff or children
- Habitual tardiness in picking up child
- Providing false information or documentation
- Failure to obtain or follow up on recommendations for professional intervention for child
- Child's persistent challenging behaviors have not adequately improved through the PBS process and continues to threaten the health and safety of themselves, other children or staff

Emergency Procedures

Fire drills are conducted randomly on a monthly basis. Our internal alarm system includes loud sounds and flashing lights. Children practice exiting the building and meeting outside of the building. Disaster drills are practiced quarterly and may include earthquake drills, power outages, flood, water failure, or intruder.

Should we need to evacuate the premises for any reason, we will walk to the Salvation Army located three blocks to the east at 438 S 900 W, Salt Lake City. We will remain at this location until it has been deemed safe to return to Neighborhood House. Parents or emergency contacts will be notified of where your child is located. Children will remain in groups according to their classroom. Emergency supplies such as first aid, food, water, and basic activities are provided for each classroom. Each Fall we practice walking to our evacuation building.