



COSTARS
EARLY CHILDHOOD SERVICES

COSTARS EARLY CHILDHOOD CENTER
MADISONVILLE

Parent Handbook
2025-2026

Contact Information

CoStars Early Education Center – Madisonville

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PROGRAM OVERVIEW

Mission

At CoStars we promise to collaborate with families, community resources and stakeholders to build a foundation of academic and life confidence in young children and the adults that care for them through collaborative education, early development and enrichment programs so that young children become the stars they are meant to be.

Program Information

CoStars Early Education Center – Madisonville serves children ages 6 weeks old to 5 years old. The program is rated as a Gold Awarded Step Up To Quality Program.

Program license capacity is determined by Ohio Department of Children and Youth and is posted on the license at the center.

Infant Group Size and Staff to Child Ratio

- Group Size = 10 / Ratio = 1:5

Toddler Group Size and Staff to Child Ratio

- Group Size = 14 | Ratio = 1:7

Preschool Group Size and Staff to Child Ratio

- Group Size = 24 | Ratio = 1:12

Program Hours

- The program operates year-round Monday – Friday from 7:00 am to 6:00 pm.
- The Growing Stars Classroom operates year-round Monday – Friday from 7:30 am – 5:00 pm.

Please note that we do not provide care in the evenings or on the weekends. The program is closed for most major holidays, and for staff and agency trainings. A list of closure dates for the current school year is posted on the program bulletin board and given to families annually.

Sample Daily Schedule

7:00 – 9:30	Arrival, Breakfast, Free Choice
10:00-10:30	Clean Up and Transition to Group Time/ Activity
10:45-11:30	Large Muscle/Gross Motor movement
11:30-11:45	Transition to Lunch
11:45-12:15	Lunch
12:15-1:00	Bathroom Break, Clean up, Nap Notes, Books
1:00-3:00	Rest Time
3:00-3:30	Snack
3:30 – 4:00	Stations & Group Time
4:00-5:30	Center Based Play/Free Choice/Outside Time
6:00	Dismissal Time

Please note that learning opportunities happen throughout a child's day. Teacher-directed activities include projects such as art, science, and/or other structured learning activities. Teacher and child directed activities include activities that allow children to have the choice to choose between the activities, projects, and centers available at that time. Children rotate throughout the learning areas and/or activities.

The Staff

CoStars Early Education Center staff is comprised of dedicated early childhood development professionals. We strongly believe in working with parents to provide the best learning environment for their child. All teachers have experience in childhood education and attend a minimum of 30 hours of professional development over a two-year period. Staff also receive a monthly consultation from a Resilient Children and Families Program (RCFP) Coach. The RCFP Coach supports the teachers in effectiveness of ensuring the social emotional development of children enrolled in the program.

Philosophy

We believe that relationships among young children and their primary caregivers are paramount to a child's future success. We designed an environment that fosters a sense of community and offers home like qualities that nourish a child's development and the parents and caregivers who influence their lives.

Cooperation with Regulatory Agencies

The newly developed Ohio Department of Children and Youth (DCY) licenses childcare centers in Ohio. As such CoStars Early Education Center is licensed by DCY and is required to meet or exceed state standards at all times. The license is displayed in the main entrance way. The licensing law and rules, licensing record, compliance reports, complaint investigation reports, and evaluations from building and fire inspections are available upon request.

In adherence to licensing standards, the administrators and all employees of the facility are required, under Section 2151.421 of the Ohio Revised Code (ORC) to report their suspicions of child abuse or child neglect to the local public children's services agency. The department's web site is <http://dfs.ohio.gov/cdc>.

Parents may call the Ohio Department of Children and Youth's toll-free number if they suspect the Program has violated licensing rules and regulation. The number is 1-844-234-5437. The phone number is also listed on our program license.

The Ohio Department of Children and Youth (DCY) has search capability to locate early care and education programs regulated by DCY at <http://childcaresearch.ohio.gov/>. Individuals can search based on county, city, zip code, program type, program name, license number, and/or Step Up to Quality (SUTQ) rating.

Childcare programs have the ability through the Ohio Child Licensing and Quality System (OCLQS) to add days/hours of operation and services provided such as before/after school care, evening or overnight care, meals and field trips. This information is displayed on the website.

Effective December 12, 2018 the DCY childcare search has enhanced functionality that allows individuals the option to receive program inspection updates via a Really Simple Syndication (RSS) feed. RSS is a way for websites to distribute information to subscribers automatically. Individuals can now receive notification when a new inspection is posted online. This notification is sent three days following the date the report is posted to the website. Programs receive a copy of the inspection report one day prior to the report being posted on the website.

To sign up for the RSS feed, go to <http://childcaresearch.ohio.gov/> and search for a program. Click on a program name, this takes you to the program detail page. Click on the button 'Interested in receiving updates about this program?' an instructional page displays with detailed instructions about how to subscribe.

If you have any questions, please contact the Child Care Policy Help Desk at 1-844-234-5437 or the following email address: info@childrenand youth.ohio.gov

Curriculum Structure

Learning occurs when trusting relationships have been established and when developmentally appropriate activities encourage mastery and offer challenges to young children. We believe children must be given choices, valued as learners, and respected as individuals. The best curriculum does not come from books, but from parents, teachers, and children. It considers far more than just skills to be taught but a way to approach learning.

CoStars Early Education Center uses Creative Curriculum in our toddler and preschool classrooms. The curriculum is designed to offer hands-on, developmentally appropriate activities organized into learning centers. Our child-centered approach includes opportunities for small and large group activities, block building, sand/water play, dramatic play, science, art, music and movement, math, and literacy development. All programming adapts to the changing needs, interests, and abilities of the children in our care. The curriculum is designed so that it can be individualized to best fit the needs of your child.

* CoStars Early Education **Center** does not use television, videos, or video games as part of the curriculum.

Activities

We believe that there is learning in all that we do. Our goal is to teach children both socially and academically through activities. Each activity is aligned with an Ohio Early Learning and Development Standards (early education) and a social learning skill. Formal assessments are conducted in our early education programs to determine if the child is developmentally on target.

Goals for Children

Socio-Emotional Development

To experience a sense of self-esteem; to exhibit a positive attitude toward life; to demonstrate pro-social behavior.

Cognitive Development

To acquire learning and problem-solving skills; to expand logical thinking skills; to acquire concepts and information leading to a fuller understanding of the immediate world; to demonstrate skills in make believe play; to expand verbal communication skills; to develop beginning reading and writing skills

Physical Development

To enhance all gross motor skills; to enhance and refine fine motor skills; to use all senses in learning

Kindergarten Readiness Program

Throughout their stay at CoStars, children are taught language, math, science, and social emotional skills needed for successful entry into kindergarten. Children 4 and 5-years of age who will enter kindergarten in the coming year will also participate in supplemental curriculum activities that allow children to practice specific skills they will need for being in a school setting. This includes walking in the hallway, using the cafeteria, completing classroom assignments, etc.

In addition, to assist children with successful transition to Kindergarten, CoStars Early Childhood Supervisor assists families in identifying a good school placement that meets each child's needs. Parents are provided a checklist of tasks to be completed to enroll children into kindergarten and invited to planning sessions hosted by CoStars. In addition, CoStars Early Childhood Supervisor assists parents in developing a transition plan to help children leave CoStars and move to their new school placement. When needed we are also available to meet with school personnel to share ideas regarding ways the school can address children's specific needs.

Early Education Screenings and Assessments

CoStars Early Education Centers assess children's development and school readiness through the use of several screening and assessment tools. Within 60 days of admission to the program, assessment tools are completed by parents and teachers to collect baseline information on each child's developmental progress. These tools provide critical information to use regarding whether a child is on track or whether there are any areas of delay or concern. These same tools are used 6 months later to review a child's progress while enrolled at CoStars. The assessment measures used include:

- **Ages and Stages 3 (ASQ)** is a screener for fine and gross motor, communication, personal-social and problem solving. The Early Childhood Support Specialist completes it 60 days after the child's first day, and parents can complete one as well upon request. Each child will then receive a screener annually and or 90 days following the initial if there was a concern.
- **DECA**, a social-emotional development assessment, is completed by the teacher 60 days after the child's first day, and bi-annually. The parent may complete as well.
- **TS Gold**, a developmental assessment tool, is completed quarter – bi-annually by the child's teacher. The TS Gold is used by the teachers to provide a more accurate depiction of a child's growth continuum. These are observation assessments.
- The program also uses informal assessment measures including but not limited to anecdotal notes.

Formal assessment data informs individualized goals and track children's progression.

The program does not report child level data to DCY pursuant to 5101:2-17-02 of the Administrative Code.

Conferences

Scheduled parent-teacher conferences are held at least twice a year. During the conference information regarding your child's progress from their screenings and assessments will be shared with you, along with screening and assessment tool information. Additional conferences are scheduled if concerns arise regarding a child's developmental needs. The teacher's welcome requests for conferences at any time.

Participation

We strive to encourage all children to participate in activities offered through the program. Many times, children are hesitant if an activity is new to them. Staff encourage children to try new things, but sometimes a little extra help is needed. Please encourage your child to participate in all activities, as part of our goal is to introduce them to new ideas and activities designed to enhance their academic and social development. If your child is unable to participate due to an illness or health condition, we request that you inform us in writing and such information must be stated in your registration packet.

If a child strongly refuses to participate in an activity, he/she will be allowed to sit out in the area as long as the staff can maintain supervision. If your child becomes ill or tired and needs to rest, a cot and a quiet space will be provided within direct supervision of staff.

ENROLLMENT

Registration

CoStars Early Education Center has an open, year-round registration. Space is limited as per licensing capacity; children are enrolled on a first come first serve basis. Parents interested in the program should contact the program main office or intake department. The program does not charge a registration fee.

The family's account must be in good financial standing to be eligible to register. Children will not be allowed to attend the program without all necessary paperwork, including the enrollment and health forms, being completed and processed.

Waiting List

Once the program has reached capacity, a wait list is maintained. An enrollment application must be on file in order for your child to be placed on the wait list. Parents interested in being part of the wait list should contact the program main office or intake department. Priority is given to siblings. Alternative options will be given to families that do not wish to be placed on the list.

Eligibility

Children ages 6 weeks to 5 years old are eligible for programming.

Due to safety concerns, we currently do not accept children whose families have not granted us permission to emergency transport their child in the event of a life-threatening emergency for treatment.

We do not discriminate against any race, color, religion, sex or national origin or disability in violation of the Americans with Disabilities Act of 1990, 104 Stat. 32, 42 U.S.C. 12101 et seq.

To be enrolled, a full enrollment application must be completed in its entirety, including the health and enrollment documents, immunizations, and medical form. Preschool children must be toilet trained.

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Ineligibility

Children currently engaged in intensive intervention services (e.g., Early Childhood Day Treatment, Day Treatment, Lower School, etc.) or removed from another childcare facility will be pre-assessed to determine appropriate fit. This will include a review of current treatment level, completion and early childhood assessments and development of support plans to be in place prior to enrollment. In addition, children who are not able to be successful in the ratio designated for their age group and/or who do not exhibit self-control will be considered for enrollment in our Growing Stars Classroom.

Children who demonstrate a pattern (3 or more) of behavior interventions resulting in removal from classroom will result in suspension of services until a parent meeting occurs and a behavior plan is in place. Recurring disruptive behavior may result in removal from program.

If found ineligible for programming, families will be contacted by program manager and a resource for alternate programs will be provided.

Special Needs

Children with special needs and/or disabilities are welcome to attend our program. Each case will be determined individually and determination of acceptance into the program will be made with the parent, the early childhood supervisor, and the program manager. Determination may also include counselors, mental health providers, and/or HCJFS case workers. Activities and space will be adapted as much as we are reasonably able to accommodate. However, if it is judged that the individual needs of a child cannot be met in group care, we reserve the right not to enroll the child and will assist the family in connecting with the appropriate resources. **Children with chronic health problems or disabilities requiring care must have a signed Medical/Physical Care Form on file.**

The Individual Family Transition Plan

The Individual Family Transition Plan is the time parents and children spend together with the teacher before the child is fully enrolled. The amount of time may vary. It is a requirement of our program that at least one parent, preferably the primary caregiver, participates in this plan.

The goal of The Individual Family Transition Plan is to provide children, parents, and teachers an opportunity to get to know each other as well as the classroom environment and routines. Whether this is your child's first experience being separated from his or her parents during the day or your child has been in childcare before, enrolling in *this* program is new to

everyone. We feel it is important for children and parents to spend time together in the classroom with the teacher during the enrollment process so they can feel as comfortable as possible with the transition to our care as possible.

Withdrawals

A parent's right to withdraw a child from the program is respected. **A two-week written notice is required.** Your account must be paid up to the last day of attendance once notice is given. If it is determined that the individual needs of a child cannot be met in group care, the manager reserves the right to withdraw the child. When a situation is identified that could lead to dis-enrollment, the Manager/Early Childhood Supervisor and teacher will work with parents to overcome the problem. Should dis-enrollment become necessary, a transition plan will be developed with the manager, teacher, and the family.

FINANCIAL POLICIES

Child Care Fees or Tuition

CoStars Early Education Center establishes tuition rates and reserves the right to adjust them to cover increases in the cost of operation. A method of payment for weekly fees is determined during the intake process and documented on a fee agreement. Parents will receive adequate notice, in writing of fee adjustments. **Program fees are not waived for illness.**

PFCC Voucher Policy

Parents must notify the program if the child is no longer eligible for child care vouchers through DCY and HCJFS. If this situation occurs, families will be responsible for their child's tuition and a new fee agreement will be reviewed with the parent. In some situations, temporary financial assistance may be available.

Childcare Choice Policy

CoStars accepts Childcare Choice through DCY and HCJFS. Families eligible for this tuition assistance must notify CoStars. As this assistance is available at the beginning of the month, should a child begin mid-month the family would be responsible for their child's tuition until the first of the next month. Parents must notify the program if the child is no longer eligible for Childcare Choice, if this situation occurs, families will be responsible for their child's tuition and a new fee agreement will be reviewed with the parent. In some situations, temporary financial assistance may be available.

Cincinnati Preschool Promise

The CoStars Early Education Center is a Cincinnati Preschool Promise provider. Families can apply for support, or tuition assistance, to utilize at our preschool program. Families who meet income qualifications and live within the boundary of the Cincinnati Public School District are eligible to apply. Applications are available at the front desk and our staff can support you with your application.

Funding is provided during the school year but does not currently include the summer. We will work with families to determine plans to ensure their child's care is not interrupted over the summer.

Self or Private Pay

Self or private pay families are responsible for paying their weekly fees a week in advance, self or private pay families will be given one vacation week to use per calendar year. A two-week notice must be given prior to the vacation to ensure the finance department is able to adjust the weekly fee before billing. A vacation week is defined as the child not attending for 5 consecutive days.

Weekly Tuition Rate

	Full Time	Part Time
Infant (6 weeks to 18 months)	\$370	Not accepted
Toddler (18 months to 3 years)	\$295	\$200
Preschool (3 years to 5 years)	\$275	\$190
Multi Child Discount	10% (self-pay families)	
Employee Rate	50% discount on first enrolled child, 25% discount on additional children	

Parents must use the TAP system to enter student's times daily. This is a condition of HCJFS' childcare coverage; failure to do so may result in HCJFS terminating childcare voucher coverage. (NOTE: no staff member can complete taps, per HCJFS' policy.)

A \$30.00 charge will be assessed for all returned checks.

The CoStars Early Education Center Tax ID number is included on all account statements and is available upon request.

Late Pick Up Fee

Failure to pick up a child by close of program will result in a late fee. This fee is assigned to the family. \$5.00 will be charged when arriving more than 5 minutes after the close of the program, and an additional \$5.00 will be charged for every 10 minutes thereafter. Repeated late pick up after our 6pm closing time, may result in suspension or termination from program.

PROGRAM POLICIES

Child Custody

Legal decisions regarding issues of child custody will be respected. In fairness to parents and children, documentation of the rights of each parent is required for restricted visitation where necessary.

Please Note: We are unable to refuse any parent the right to pick up their child without a copy of the **COURT ORDER** on file.

Child Abuse Reporting

By law, all program staff and administrators are required to report suspicion of child abuse and/or neglect to the Hamilton County Department of Job and Family Services.

Children's Clothing

Dress your child in clothing that is comfortable for a variety of active and messy activities. Each child must have a change of clothes that is left at the program to be used in emergencies. Parents must label all clothing. Program staff will make every effort to keep track of your child's clothing. However, the program is not responsible for unlabeled clothing. We will provide a Lost and Found box in the lobby.

If your child needs to borrow clothes from the program, please wash and return them so we can ensure we always have spare clothing available.

Personal Items

Parents are asked to see that children do not bring toys to the program. Children are asked to leave all cell phones, toys, radios, electronics etc. at home. Children are asked to store cell phone and other electronic items that must be brought into the program in the front office. Our staff is not responsible for lost, stolen or damaged items. Other items to bring include family photos, sunscreen, water bottle and topical ointments as needed.

Comfort items such as stuffed animals, dolls, and blankets are acceptable for nap time.

Children's Technology – Cell Phone, Tablet and Laptop Usage

Children are not permitted to use cell phones or tablets while in programming. If a child needs to contact a parent, the program phone will be used. Programs do not permit cell phone or tablet use for any reason and ask that, if they are brought to the program, they be stored in the main office. Laptops for school related work are permitted to be used during homework period and only for school related work.

Outdoor Policy

The outdoors is an extension of the classroom. Children will play outdoors daily throughout the year when the temperature and wind chill are above 25° and below 90° Fahrenheit. Parents can assure their comfort when outside by providing appropriate outdoor clothing, being careful not to over or under dress your child. The indoor recreation/Large Muscle Room is available to the children every day and can be used during inclement weather.

Due to staffing demands, children are not allowed to stay inside while their group is outside.

Weather Closings / Delays Update

Please check the local news stations (5, 9, 12, and 19) and our Facebook and Instagram page for closing and delay information. Closings and delays will be listed as **CoStars Early Education Center – Madisonville**. In addition, families will be notified via ProCare. Please be sure to watch for closings and make plans accordingly. Families or staff can also email the supervisor for clarification if needed. We apologize for any inconvenience this may cause.

Child Care Emergency Closing

In case of emergency closing, families will be notified via ProCare and by public radio and television announcements. If the emergency occurs during program hours, families will be contacted by phone if confirmation of notice has not been received within 60 minutes.

Holidays

Celebrations, rituals, and social activities are an important part of childhood and families. In an effort to include all families, we will have celebrations of the season instead of recognizing individual holidays. We will strive to support the unique needs of each child and family and ensure that all feel welcome members of our program, while supporting education values of health and safety, good nutrition, sound mental health, and multicultural inclusiveness.

Out of respect for family choice and the children's daily routines, commercialism is discouraged.

Visitors

Parents are welcome to visit our program at any time. In some situations, families may be asked to observe through our two-way windows if going into the classroom would cause disruption for their child. Your visits can be scheduled or unscheduled. Any other visitors to our program must be approved by the manager and/or your child's lead teacher. The only exception to this rule would be for licensing specialists or school representatives, who may stop by unannounced to make sure we are in compliance with codes and regulations. Scheduled visitors may include extended family members of children, consultants, supervisors for student teachers, volunteers, visitors providing enrichment activities, new parents, and CoStars facilities staff. It is our goal to keep you informed of the presence of our visitors, especially if they will be visiting in your child's classroom.

Non-Smoking Campus

All campus buildings have a strict no-smoking policy. Please refrain from smoking in the parking lots or outside the building as well.

Babysitting Policy

In order to maintain appropriate professional boundaries, it is the policy of the program that staff do not baby-sit for the children we serve in our programs.

Evening and Overnight Care

The program does not provide evening and overnight care. Information and resources for childcare can be made available upon request.

On-Site Nursing Space

Parents and or employees who need to pump breast milk or breastfeed their child can access a private space with the help of the receptionist. Additional accommodations can also be made with program management as needed to meet the needs of each individual child/family.

Infant Care

The staff members responsible for the care of the infants shall plan and implement a program of activities suitable to the age levels and abilities of the infants under care. Provisions for outdoor play shall be available according to the infants' stage of development. Staff members will be assigned to have primary responsibility for each group of infants in care during each staff's daily shift to assure continuity of care. Parents/Guardians will be kept informed of the primary caregivers assigned to their infants. The Center shall assure that any necessary information regarding an infant's care is exchanged between childcare staff members and between staff members and parents/guardians.

Each infant shall be allowed to safely and comfortably sit, crawl, toddle, walk, and play according to the infant's stage of development in a designated space apart from the sleeping area each day. Each infant shall be removed from the crib, swing, infant seat, or other equipment throughout the day for individual attention. Each infant shall be removed from his/her crib for all feedings and be held or fed sitting up for bottle feedings. Bottles are warmed via bottle warmers only.

Infants shall be cared for in a safe manner. Infants shall not be placed in the cribs with bibs or any items which could pose a strangulation or suffocation risk. Infants shall be placed in their cribs for sleeping and shall not be allowed to sleep in car seats, swings, or other equipment. If a medical condition exists where a child needs to sleep in equipment other than a crib, written permission shall be obtained from a licensed physician. Infants under twelve months old shall be placed on their backs to sleep unless the child's parent/guardian provides written authorization signed by the child's licensed physician on the "Sleep Position Waiver for Child Care" form. Infants who are able to roll from back to front and front to back shall be placed initially on their back for sleeping but allowed to remain in a position they prefer. No blankets shall be in the crib for infants under twelve months old. A one-piece sleeper or wearable blanket is permitted. Only children who are not yet able to roll over are permitted to be swaddled using a wearable swaddling blanket.

Parents/Guardians shall provide the staff with detailed information on feeding schedules and sleeping schedules for their infant. A daily information sheet is maintained for each infant so that parents/guardians can be kept informed of what is happening throughout the day with their infant. Parents/Guardians will have access to the ProCare app which will provide

details on their child's food intake, sleeping patterns, times and results of diaper changes, and information about daily activities.

Infants shall be served food in conformity with dated written instructions from the parent/guardian or physician. The instructions shall include amounts of food, type of food, and feeding times and be updated as needed based upon the child's needs and parent's/guardian's instructions. Should parents/guardians not provide instructions for the serving of food to their child, the infant shall be served formula and/or food in sufficient amounts to meet the meal pattern and quality of the USDA child and adult food program childcare component.

Parents/Guardians are responsible to provide the appropriate number of prepared formula bottles their child needs each day. The bottles must be labeled (bottle and cap) with the child's name and the date. The Center generally does not prepare formula. Parents/Guardians are also required to maintain a backup supply of powdered formula and bottles for use at the Center if formula is spilled and/or if not enough formula is provided to meet the infant's daily requirements. The backup supply of formula and bottle(s) should be labeled with your child's name and will be stored and used for your infant if and when it becomes necessary. Open containers of ready to feed and concentrated formula shall be covered, dated and refrigerated according to the manufacturer's instructions. Prepared formula and food shall be discarded or sent home daily if not used.

Glass bottles are not permitted to be used in the child care program.

If breast milk is provided by the parent/guardian, it shall be labeled with the child's name, date expressed, and the date of receipt. Centers shall follow the chart below in regard to storing breast milk:

If the breast milk is stored:	Then keep it as long as:
At room temperature (up to 78 degrees Fahrenheit)	6 to 8 hours
In the refrigerator (39 degrees Fahrenheit or lower)	Up to 5 days from the day breast milk was expressed
In a freezer compartment inside a refrigerator (5 degrees Fahrenheit)	2 weeks
In a freezer compartment of a refrigerator with separate doors (0 degrees Fahrenheit)	3 to 6 months
Chest or upright deep freezer (-4 degrees Fahrenheit)	6 to 12 months

Mothers who wish to breastfeed or pump breast milk at the center may use the on-site nursing space.

In the infant program, the children are on individual feeding and sleeping schedules as determined by the parent/guardian and teacher. Diapers are checked every two hours throughout the day and are changed immediately when wet or soiled. Activities such as stories, songs, large muscle play, etc. are planned to be done individually and in small groups. As the infants develop, they are gradually introduced to group activities so that by the time they are 18 months of age, they will be ready to be promoted to the toddler group.



PROGRAM PROCEDURES

Arrivals and Departures

Children typically experience a wide range of emotions and behaviors during drop-off and pick-up times. Parents also experience a wide range of emotions during these times. Whether it is your child's first day at the program or they have been enrolled for months, these separation and union times deserve special attention. It is important for staff members to be sensitive to the needs of you and your child during these times of transitions. In order for you and your child to feel as comfortable as possible, it is important for parents and teachers to communicate regularly about how this process is going.

Upon arrival to their classroom, the teacher will immediately record the child's attendance on the daily attendance sheet. Upon dismissal, the teacher will immediately note on the daily attendance sheet that the child has left for the day. All children will be supervised at all times.

Arrival

Children must arrive at the program by 9:30 am. This allows the child to acclimate to their new surroundings and be comfortable with their choice of breakfast or activity before the parent or guardian leaves for the day. Families are required to contact the program if the child will be later than 9:30am. In addition, families requiring a later drop off time on a regular basis are required to work with program manager to develop their child's schedule.

Young children typically do best when parents spend some time with them after their arrival to the center. When possible, parents can help the child get settled by reading a book or eating breakfast with the child as well as taking a moment to talk with the teacher. Each parent, child, and teacher can decide what seems to be the most comfortable. Establishing predictable routines for arrival help children manage this transition effectively.

Departure

Predictable routines can also be helpful upon departure from the center. Parents may find it helpful to allow extra time for this transition, so children have time to finish their activities and collect their belongings. This also allows parents and teachers a moment to talk at the end of the day.

Please Note: Vehicles must be turned off and keys removed from ignition when you or your escorts are dropping off or picking up your child. Please do not leave other children in the vehicle when dropping off and picking up from the program.

Late Pick Up

Students must be picked up no later than 6:00pm.

Failure to pick up a child by close of program will result in a late fee. This fee is assigned to the family. \$5.00 will be charged when arriving 5-10 minutes after the close of the program, and an additional \$5.00 will be charged for every 10 minutes thereafter. Repeated late pick up after our 6pm closing time, may result in suspension or termination from program.

If the staff has been unable to contact you or an emergency contact within 1 hour after closing, 241-Kids will be called for child abandonment.

Release Policies

Every effort is made to provide a safe and secure environment for children. Parents must pick up their children in the building. Children are released only to persons aged 16 and older that the parent/guardian have designated in writing or with an authorized phone call. If the adult picking up the child is unfamiliar to staff, the adult is required to show his/her driver's license for identification. Escorts must also sign the child in or out. Parents will be contacted to verify pick up by any escort arriving without prior notice from the parent/guardian. Parents will also be notified if a non-authorized adult arrives to pick up their child. CoStars Early Education Center staff reserves the right to refuse pick up to anyone who we cannot verify identity. Students are not allowed to leave their groups without permission and must always be in direct supervision of a staff member. For non-routine pickups a photo ID will need to be provided. A copy will be retained in child record and include pick up date.

Reporting Children's Attendance and Absences

Parents must sign their children in and out each day at the reception desk. This is an important tool because it is used to check attendance during emergency procedures. If others will be picking up or dropping off your child/ren, you must let them know to follow this procedure.

A consistent routine allows children to feel safe and develop a sense of mastery in their lives. We encourage all families to have their children attend daily in order to establish a routine that supports the child's transition to and from the program.

However, we understand that there will be times when children will be out due to illness, family situations, and vacations.

Since teachers plan their day's activities based on the number of children expected for the days and hours children usually arrive, we ask that parents notify us if their child is going to be absent, late, or if they plan to pick them up especially early or later than their usual pick-up time. We ask that families to notify us of the reason for their child's absence. Parents can report their child absent through the use of the ProCare app.

Children enrolled in Cincinnati Preschool Promise should not miss more than 5 days of program a month.

Children receiving publicly-funded childcare support may not exceed 20 absences per half year or they will be subject to over-absent day fees from the program.

If your child is arriving to the program via transportation from another program, we ask that you call and let us know if they will not be arriving. If a child is 15 minutes late being transported, the front desk will contact the program providing the transportation.

Field Trips

Young children tend to feel most comfortable in familiar places with predictable schedules and routines. This is especially true during times of separation from their parents. Because children tend to learn best when they feel comfortable, we do not take infant, toddler and preschool age children on field trips outside of the program and instead offer enrichment activities on our grounds. If you have any ideas for a special visit, please talk with your child's teacher.

Please note: The early childhood classrooms do not participate in swimming activities or water activities that contain more than 18 inches of water.

Birthday Parties

While not required, we welcome the parent's choice to plan a special celebration for their child's birthday at the center. We hope you'll feel welcome to brainstorm some good ideas with our staff as you plan. Birthday celebrations take place after naptime.

Consider these suggestions:

- Bring afternoon snacks such as muffins, soft pretzels, fruit, juice bars (homemade snacks/treats are not permitted, all food items must be store bought).
- Donate something to the classroom in your child's honor such as a book, audiotape, puzzle
- Eat breakfast, lunch, or snack with your child at the center

There are a small number of items we would like to ask you **not** to bring to the program because of their impact on the safety of the children:

- Candy, Marshmallows, Popcorn (potential choking hazards)
- Nuts (potential choking and allergy hazard)
- Latex Balloons (Mylar are permitted)

Goodie bags can be distributed to children at pick up.

Out of respect for family choice and the children's daily routines, commercialism is discouraged.

Napping and Resting

Infants nap based on individual schedules and routines. Each infant has their own individually assigned crib. Crib sheets are provided by the center and are individually assigned and laundered weekly, when soiled and/or prior to use by another child.

Toddler and preschool age children have the opportunity to nap daily. Nap times are noted on the daily schedule. Children who do not nap are provided with quiet activities. Each child will have their own cot. Please bring a blanket and pillow or other comfort item for naptime and take home each Friday to launder.

Parents are asked to see that children do not bring toys to the center. However, comfort items such as stuffed animals, dolls, and blankets are acceptable for nap time.

Therapy Sessions

Children must have a signed permission slip from parent or guardian stating the name of therapist, dates, time, and locations of each appointment and signature indicating families understand that children are not under the care of DCY licensed childcare during this time. Permission slips are on file with the program and can be obtained from the Front Desk. Therapeutic sessions may only occur as designated on the permission slip. Daily group schedule will be made available upon request and staff will help to determine best fit times for sessions.



GUIDANCE (DISCIPLINE) POLICIES

Parents and teachers are interested in promoting self-control and appropriate social behavior in children. The role of the adult is to assist the child in mastery of the environment as well as helping him with mastery of himself. This is accomplished through meaningful relationships and interactions between parent, teacher, and child.

Young children have difficulties with self-control for a variety of reasons. Often it occurs because children are still learning what they need to do and how they need to do it. They just need more practice! Young children tend to show us their worries and feelings through their behavior. It is important for teachers and parents to work together to try to understand what the child is trying to communicate so appropriate interventions can be planned.

Please note: If a child's behavior poses a serious safety risk to themselves or others, staff may immediately remove the child from the program space and a parent or emergency contact may be notified for immediate pick up. If this should occur, the parent or emergency contact must make arrangements to pick the child up in an appropriate amount of time. Recurring disruptive behavior may result in removal from program. Children who demonstrate a pattern (3 or more) of behavior interventions resulting in removal from classroom will result in suspension of services until a parent meeting occurs and a behavior plan is in place. This may include a recommendation for enrollment in our Therapeutic Child Care Classroom.

CoStars Therapeutic Child Care (TCC) classrooms integrate quality early care and education with Best Point's Early Childhood Mental Health expertise. Some children need additional support in developing ways to cope with feelings and form positive relationships. For these children, early intervention services provided in a classroom setting ensure they develop critical skills needed for future success in school and life. CoStars TCC classrooms are staffed with a therapist, lead, and assistant preschool teacher. Through observation and early childhood assessments (that includes a mental health diagnostic assessment), TCC staff collaborate with families to develop a plan of care outlining the child's needs, learning goals, frequency, and types of services. The TCC classrooms serve preschool children 2½ -5 years who may:

- be experiencing moderate levels of stress
- be unable to be safely maintained in least restrictive setting
- have a history of removal from another childcare or preschool program
- be successfully discharged from Early Childhood Day Treatment setting

To assist children in developing age appropriate self-control, staff is trained to use the following techniques:

Distracting the Child

The teacher will turn the child's attention from the unacceptable behavior to a more acceptable one without directly confronting the child.

Redirecting the Child

The teacher will verbalize with the child what he/she has done, how it affects the children in the classroom, and how it makes the child feel. Then, together, they find an appropriate way to amend the situation and/or find a more appropriate activity.

Ignoring the Behavior

The teacher will ignore the unacceptable behavior if it is not doing any harm to the child, other children, or the environment.

Time Apart from the Group

If the above methods are not effective, it may be necessary to separate the child from the group. The child may rejoin the group as soon as he/she is able to conduct themselves appropriately in the group or setting.

All employees and staff shall not:

- Abuse, endanger or neglect children, including shaking a baby
- Utilize cruel, harsh, unusual, or extreme techniques.
- Utilize any form of corporal punishment.
- Delegate a child or children to manage or discipline another child or children.
- Use physical restraints on a child
- Restrain a child by any means other than holding children for a short period of time, such as a protective hug, so that the children may gain control.
- Prone restraint of a child is prohibited. Prone restraint is defined as all items or measures used to limit or control the movement or normal functioning of any portion, or all, of a child's body while the child is in a face-down position.
- Prone restraint includes physical or manual restraint.
- Place children in a locked room or confine the children in any enclosed area.
- Confine children to equipment such as cribs or highchairs.

- Humiliate, threaten or frighten children.
- Subject children to profane language or verbal abuse.
- Make derogatory or sarcastic remarks about children or their families including but not limited to cultures, nationalities, race, religion, or beliefs.
- Punish children for failure to eat or sleep or for toileting accidents.
- Withhold any food (including snacks and treats), beverages or water, rest or restroom breaks.
- Punish an entire group of children due to the unacceptable behavior of one or a few.
- Isolate and restrict children from all activities for an extended period.

Our program does not permit, nor will it tolerate, the use of physical discipline or any abusive methods. Violation of this policy by staff or agency representatives will be grounds for immediate termination of employment. The discipline rule applies to all persons on the premises.

Discipline Procedures

Categories of Misbehavior	Consequences	Staff Response
Category 1		
• Disrespectful • Disruptive • Poor physical boundaries • Refusal to follow directions • Inappropriate communication • Misuse of electronic devices • Leaving group area without permission • Threatening	• Redirection • Staff / Student conference • Supervisor / Student conference • Removal of electronic device • Time away from the group • Parent contact • Early program pickup • Transportation write up	• Reframing Conflict Conversation • Increased monitoring • Redirection • Distracting • Call for support • Communication with supervisor • Transportation Write Up
Category 2		
• Fighting (verbal or physical) • Profanity • Damaging / Destruction of property • Physical harm to self or others • Stealing • Sexual misconduct / sexual harassment • Intimidation • Leaving group area without permission • Ongoing Category 1 behavior	• All of the above • Parent Conference • Suspension • Individualized Behavior / Intervention Plan • Student moving classrooms • Referral to other programs • Suspension of Transportation	• All of above • Track behavior • Individualized behavior / support plan • Document in Credible via IRF • Debrief with supervisor • Protective Hug
Category 3		
• Physical assault • Sexual assault • Chronic fighting • Running from programming or trying to leave building • Weapons on site • Serious harm to self / others • Illegal substances on site	• All of the above • Expulsion	• All of above • Reporting in OCLQS • Document in Credible • Debrief with supervisor / manager

THE FOOD PROGRAM

General Information

The food served meets the standards set by the United States Department of Agriculture (USDA), local and state health departments, and licensing guidelines. Children with special diets for medical reasons must have a physician's statement on file. Children with dietary restrictions due to religious reasons must have a written statement from parents stating the food products that are restricted.

Mealtime Procedures

Nutritious meals and snacks are an important part of your child's day. Breakfast, lunch, and an afternoon snack will be served to the children present. Menus will be posted in the lobby and sent electronically via ProCare. There is no charge for meals.

Food from Home

Parents/Guardians are asked to see that their children do not bring food to the classroom except for special occasions where it can be offered to all children. Parents may choose to eat with their child in the reception area.

Modified Diets

We understand that some children require modified diets, such as vegetarian options or other dietary preferences. Children on modified diets must still receive food from the dietary groups listed above while in our care. Due to limitations in what alternative foods the center can provide, it is primarily the parent's responsibility to supply suitable food for their child.

Some examples of alternative protein sources include:

- Veggie burgers
- Vegetarian (chicken) nuggets
- Vegetarian (sausage) links
- Vegetarian (lunch meat) slices

Frozen vegetarian items work especially well, as they can be stored for longer periods and used as needed. If you choose a modified diet for your child, please complete the "Modified Diet" form, which will be kept on file at the center.

The only exception to supplying an alternative food group is if a doctor provides a completed medical form stating that your child does not need any substitute from that group (for example, a child who does not need a protein alternative).

Food Allergies

If your child has a food allergy, this important information will be clearly posted in the kitchen, on the classroom cabinet, and on the classroom attendance sheet to ensure all staff are fully aware and prepared. Our Food Service team will collaborate closely with families and CoStars staff to determine suitable accommodations for children with food allergies.

Milk Substitutions

We offer a lactose-free milk option for children. Parents/guardians of children over the age of one may request a milk substitute by completing the "Request for Fluid Milk Substitution" form.

Families have the option to use the lactose-free milk provided by our center or to bring in their own milk substitute from home. If you choose to provide your child's own milk, please be aware that it must meet the following nutritional guidelines per cup (8 fl oz):

- Calcium: 276 mg
- Protein: 8 g
- Vitamin A: 150 mcg retinol activity equivalents (RAE)
- Vitamin D: 2.5 mcg
- Magnesium: 24 mg
- Phosphorus: 222 mg

- Potassium: 349 mg
- Riboflavin: 0.44 mg
- Vitamin B-12: 1.1 mcg

If your preferred milk substitute does not meet these guidelines, we ask that you provide a written statement from a recognized medical authority explaining the reason for your child's specific milk choice.

Nondiscrimination and Civil Rights

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at: http://www.ascr.usda.gov/complaint_filing_cust.html, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

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

This institution is an equal opportunity provider.

Health and Wellness Policy

CoStars Early Education Center is committed to promoting a culture of health and well-being by supporting healthy eating, physical activity and chronic disease management.

Families interested in receiving a copy of the full Health and Wellness policy, may request a copy.

PARENTS AS PARTNERS

Parent Participation and Roster

CoStars Early Education Center is committed to supporting parents and children. We feel strongly about communicating with parents about your child's experiences at the center. We feel that parents' participation in various classroom, program events, and program planning helps strengthen the relationships between parent, teacher, and child. Parents are encouraged to become highly involved in the center.

A roster of names and telephone numbers of parents/guardians of children attending the program will be available upon request. Only those parents and guardians who indicate on the Child Enrollment and Health Information form they want their information included will be included. The parent roster will only be given to parents or guardians of a child who attends the program and individuals associated with the center that requests it for center related business.

Open Door Policy for all Parents

Parents are welcome to visit the program at any time and are encouraged to do so.

Daily Communication

In order for us to provide for the individual needs of each child it is important for parents and teachers to communicate regularly. Upon enrollment, every parent will receive a code to sign up for the ProCare app. This enhances parent-teacher communication to include sharing of pictures and videos. In addition, teachers prepare monthly newsletters, detailing classroom and program activities, child development topics, and parent participation opportunities.

Parent/Program Staff Concerns

Just as teachers are encouraged to discuss concerns with parents, parents are encouraged to ask their child's teachers any questions they may have about their child's care in the classroom. It is important for parents and staff to clear up any questions or misunderstandings quickly. Nearly all concerns are best addressed at the classroom level, but if parents and teachers are not able to reach a mutually satisfactory resolution, parents and staff are encouraged to discuss their concerns with the manager. Good communication between staff and parents is vital to the smooth running of the program. General program issues may be discussed with the Lead Teachers.



HEALTH CARE POLICY & EMERGENCIES

Illness Policy

CoStars Early Education Center operates for well children and staff only. Children who are mildly ill (ex., minor cold) may attend the center with the program Manager's approval. Children should be fully able to participate in all activities, including outdoor play. Children with symptoms of communicable diseases can rest in the office until a parent arrives. A staff member will remain with the child until the parent or designated representative arrives for the child. Parents shall remove the child **within one hour** after notification. In the event we cannot reach the parent we will contact the emergency representatives designated by the parents. Despite our best efforts to isolate children with symptoms of communicable diseases, your child is in a group setting and will be exposed to many other children and adults. Because of this, it is important that parents establish a reliable, alternative plan for childcare.

Children exhibiting signs of illness listed below should remain at home. The following are indications of illness that will necessitate removal:

- Temperature of at least 101° Fahrenheit (100° degrees if taken axillary) when in combination with any other sign or symptom of illness. Temperature shall be taken by the axillary (armpit) method with a digital thermometer. The thermometer shall be sanitized after each use.
- Diarrhea (three or more abnormally, unexpectedly, or unexplained loose stools within a 24-hour period)
- Severe coughing, causing the child to become red or blue in the face or to make a whooping sound.
- Difficult or rapid breathing.
- Yellowish skin or eyes.
- Redness of the eye or eyelid, thick and purulent (pus) discharge, matted eyelashes, burning, itching or eye pain.
- Untreated infected skin patches, unusual spots, or rashes.
- Unusually dark urine and/or gray or white stool.
- Stiff neck with an elevated temperature.
- Evidence of untreated lice, scabies, or other parasitic infestations.
- Sore throat or difficulty in swallowing.
- Vomiting more than one time or when accompanied by any other sign or symptom of illness.
- COVID symptoms.

Children will be required to remain at home for 24 hours symptom free without medication if he/she is sent home from the center. For identified communicable disease the child must remain out in accordance with Ohio Department of Health's "Child Day Care Center Communicable Disease Chart." If the child was seen by a physician and is declared non-communicable, s/he may be readmitted with a physician's statement indicating that the child is free of communicable disease.

The Manager retains the right to continue to exclude the child despite a physician's statement if that statement contradicts the center's policies. Parents of every child enrolled in the exposed class will be notified when a communicable disease is introduced. Parents will be advised of symptoms and incubation periods, if appropriate. The Ohio Department of Health's "Child Day Care Center Communicable Disease Chart" is posted at the office. Children who are sent home with a communicable disease and are in the office and or used their blankets will follow these precautions to help prevent the spread of germs:

- Blankets will be sent home with the child to be washed. If the blanket belongs to the center it will be immediately washed.
- The cot and any other items the child had with them in the office will be washed and disinfected with bleach and water immediately following the release of the child.

Staff who exhibit signs of communicable disease will remain away from the children and/or center. It is a requirement that one staff member trained in communicable disease recognition provided by an appropriate agency be on site during all hours of operation. Staff is also trained in hand washing and disinfecting procedures by an administrator within 30 days of employment. These policies are also posted in each classroom.

COVID Close Contact and Positivity

In the event a child is deemed a close contact or receives a positive diagnosis for COVID the parent/guardian must notify the Early Care & Education Manager or Vice President, Early Childhood and School Age Services. As COVID guidelines and protocol are regularly changing each case is reviewed and based on current ODH and DCY guidelines and a determination including length of time out of program is provided to the family. Close contacts will be notified directly by program staff with next steps. A building notification will be posted at the front desk.

Children's Physical Examination

Young children enrolled in the CoStars Early Education Center (excluding school age children; grades K-6th) must present a physician's certificate of good health prior to time of admittance. A certificate of a physical exam and updated immunizations must be presented every year thereafter on the anniversary of the date of the previous exam. Because we risk the loss of our license, preschool children who do not receive their ongoing physical exams are subject to withdrawal. To maintain compliance with the preschool's regulating bodies, children need to receive complete screenings at their annual well child check, including vision, hearing, hematocrit, and lead screenings. If this information is not obtained or reported by the physician, children may need to return for a subsequent appointment. Our staff are available to assist with locating a medical provider and/or dentist as requested.

The Levine Family Health Center, located on our Madisonville campus, provides well checks, immunizations, and sick care. Paperwork is available at the front desk for you to register.

Immunization

Children must be immunized as required by the state department of health in order to attend the center. Children who have not been immunized will be accepted, and be "exempt" from immunization requirements, with the appropriate documentation:

- A physician noting that immunization against the disease is medically contraindicated or not medically appropriate for the child; or,
- a statement from the parent/guardian that they have declined immunizations for the reasons of conscience, including religious convictions.

Children who are not "exempt" from immunizations and not kept current are subject to withdrawal.

Health Screening and Referral Process

It is imperative that children receive health screenings as recommended by the Academy of Pediatrics. If the family needs assistance in securing a physician or dentist, a resource list is available to them, as well as a copy of the Levine Family Health Center enrollment packet, located on our Madisonville campus.

Families also complete a health and family history document annually. This document includes additional health information as well as cultural, family structure, family culture, and developmental information of the child and the family.

Administrator and Parent Resources:

- Cincinnati Health Department clinic locations and phone numbers
- Enrollment packet for the Levine Family Health Center
- CDC.gov
- KidsHealth.org

Chronic Medical Conditions

Children with pre-existing medical conditions will be evaluated for admission on an individual basis. After admission, documentation of regular medical follow-up will be required.

Medication Policy

Medication will only be given at the program if it cannot be given at home or by the parent. The medication will be given to the child by their teacher and will only be given for the time-period indicated by the type of medication/topical ointment, or by the physician. Depending on the type of medication, office staff will provide the appropriate form to be completed and signed by the parent/guardian and center staff before administering medication.

Prescription Medication

The Medication must be in its original container and have a complete pharmacy label on it that includes the child's name, dosage amount and time of dosage, as well as the length of administration. School age students are not permitted to carry prescription medications.

Non-Prescription Medication

Nonprescription medications, excluding topical/products, require that an Administration of Medication Form must be filled out and signed by the physician, and include instructions from the physician/dentist/APN/CPA. The medication must be in the container with the original label and must provide a dosage for the child's age and/or weight. Any medications not in the original container will not be administered.

Topical Ointments

Topical ointments that do not contain aspirin or codeine or exceed the instructed amounts may be administered without instruction from a physician, as long as the original container provides a dosage for the child's age and/or weight (if the bottle says if under 24 mo. of age consult a physician, the child's physician would need to complete the Administration of Medication form). Examples may include chap stick, lotion, and suntan lotion.

Medical Foods

Any child who requires any form of medical food while at the program will need to have an Administration of Medication Form filled out and signed by their parent/guardian. The Medical Food must be in its original container and have a complete pharmacy label on it that includes the child's name, dosage amount and time of dosage, as well as the length of administration or manufacturer instructions. Medical foods will be stored in compliance with manufacturer instructions.

Children with Disabilities

The program ensures compliance with the Americans with Disabilities Act (ADA) and administers medication to children with disabilities. Medications must follow procedures above in the medication policy.

Medication Storage

All medications are stored with program staff. Medications are accessible throughout the day and during field trips and transportation.

First Aid and CPR

Childcare staff are trained and current in First Aid and CPR Within their first 90-days of employment.

Incident Reports

An incident report will be completed by the staff member who is responsible for the child, when the following incidents occur:

- An illness, accident, or injury which requires first aid treatment
- A bump or blow to the head
- Emergency transportation
- An unusual or unexpected event which jeopardizes the safety of the children or staff
- Child is not picked up one hour after the center closing time and 241-KIDS is called

Police and Incident Reports will be filed with DCY.

Incident reports must be reviewed by the parent/guardian upon the child's departure for the day. If the parent/guardian is not picking the child up that day, the person picking up the child will be asked to sign the form. A signed copy of the report will be provided to parents and a copy will be retained at the center.

EMERGENCY PLAN

Emergency Situations

The program staff will do everything possible to keep your child safe. However, accidents can and do happen. In the event of an emergency, the staff will follow the Disaster Plan. Staff have access to working phones and/or walkie talkies in every area of the building. Monthly fire drills are conducted, as well as quarterly lockdown and severe weather drills.

In the event of a serious emergency and the program must be evacuated, the children and staff have a designated area to evacuate to which can be found on the disaster plan posted in the lobby. Please refer to the Disaster Plan for exact information staff will follow during emergency situations. These plans are available in the lobby on the parent board. You may request a copy at your convenience.

In case of a GENERAL EMERGENCY, defined as any threat to the safety of children due to environmental situation or threats of violence, natural disasters, and loss of power, heat, or water:

- **Earthquake:** Move all children into the hallway
- **Threats of violence:** Staff are to move children to a safe place and call 911. Do not argue, try to disarm, or bargain with the intruder
- **Loss of power, heat, or water:** We will remain open unless the loss is unable to be restored in a reasonable amount of time; management will make the call to close.
- **Environmental situation:** Staff are to close all windows and take children to a safe place, such as the fire door area. A manager will inform you of the next steps and to help move children to a safe area, according to the situation.

Emergency Transportation

If your child needs to be taken to the hospital by ambulance, a staff member or administrator will accompany your child to the hospital and stay with him/her until you or another approved caretaker arrives. Children will only be transported in an ambulance.

The program does not provide childcare services to children whose parents refuse to grant consent for transportation in the event of need for emergency treatment. Information and resources for childcare that does support refusal of emergency transport can be made available upon request.

CoStars Early Education Center will only transport a child via an ambulance in the instance of a life-threatening injury.

SAFETY

Safety Policy

The safety of the children in our program is our primary concern. The following guidelines are to ensure that we keep this commitment to the parents of the children in our care.

1. Each Teacher oversees and has the responsibility for the children assigned to his/her group. This also includes meeting the children's needs, supervising them, caring for them, and keeping them safe.
2. No child is to ever be left alone and unsupervised except as stated in the supervision policy.
3. No staff member will abuse, neglect, or otherwise cause harm to any child.
4. Staff members will follow the discipline procedures in the Discipline Policy.
5. Staff members will immediately consult with the supervisor concerning any suspected child abuse and/or neglect. The staff members will then immediately report suspected child abuse or neglect to Hamilton County Department of Job and Family Services. Parents will be notified.
6. Phones and/or walkie talkies are located in each classroom and administrative offices for emergency use.
7. Fire drills will be conducted monthly and records will be kept with the supervisor. Evacuation plans are posted in each room as well as Medical and Dental Emergency plans are posted on the licensing board.
8. Staff will call parents/guardians when a child is not in attendance for 2 days and a phone call from the parent/guardian was not previously received.

Supervision Guidelines

When the children are outside in the play area the staff member will be able to summon another adult without leaving the children alone.

Risk Management

Every effort is made to provide a safe and secure environment for children.

Front door is accessible to families during hours of operation. Program space remains locked to ensure the children and staff's safety.

The center has an intercom system and/or walkie talkies as well as a central fire alarm and sprinkler system. Evacuation routes are posted throughout the center. Parents are encouraged to identify and discuss with the Manager any perceived risks to a child's health and safety.

All visitors and staff may not bring any weapons or legal or illegal drugs into the program or on campus. Any prescription or over the counter medications should stay out of the program or out of the reach of children. Any visitor who will be in the program longer than to pick up or drop off a child will be asked to keep their personal belongings locked away in the staff office.

Safety Procedures

No child shall be left alone or unsupervised. There is immediate access to a working telephone and/or walkie talkies in each classroom and office space. Use of spray aerosols shall be prohibited when children are in attendance at the center. In non-life-threatening instances, the center staff will provide on-site first-aid. If a child requires medical attention, the child's parent will be contacted, informed of the injury, and asked to pick up the child. If an accident or injury is life threatening or requires immediate medical attention, staff will call 911.

CENTER PARENT INFORMATION

Appendix C to Rule 5101:2-12-07 DCY Child Care Center Rules

The center is licensed to operate legally by the Ohio Department of Job and Family Services (DCY). This license is posted in a noticeable place for review.

A toll-free telephone number is listed on the center's license and may be used to report a suspected violation of the licensing law or administrative rules. The licensing rules governing childcare are available for review at the center.

The administrator and each employee of the center is required, under Section 2151.421 of the Ohio Revised Code, to report their suspicions of child abuse or child neglect to the local public children's services agency.

Any parent of a child enrolled in the center shall be permitted unlimited access to the center during all hours of operation for the purpose of contacting their children, evaluating the care provided by the center or evaluating the premises. Upon entering the premises, the parent, or guardian shall notify the Administrator of his/her presence.

The administrator's hours of availability to meet with parents and child/staff ratios are posted in a noticeable place in the center for review.

The licensing record, including licensing inspection reports, complaint investigation reports, and evaluation forms from the building and fire departments, is available for review upon written request from the DCY. Inspections are also online at <http://childcaresearch.ohio.gov/>. Parents may search for a specific program and sign up to be notified when the program's latest inspection is posted online.

It is unlawful for the center to discriminate in the enrollment of children upon the basis of race, color, religion, sex, disability, or national origin in violation of the Americans with Disabilities Act of 1990, 104 Stat. 32, 42 U.S.C. 12101 et seq. To file a discrimination complaint, write or call Health and Human Services (HHS) or DCY. HHS and DCY are equal opportunity providers and employers.

Write or Call:
HHS
Region V, Office of Civil Rights
233 N. Michigan Ave, Ste. 240
Chicago, IL 60601
(312) 886-2359 (voice)
(312) 353-5693 (TSS)
(312) 886-1807

Write or Call:
DCY
Bureau of Civil Rights
30 E. Broad St., 37th Floor
Columbus, OH 43215-3414
(614) 644-2703 (voice)
1-866-277-6353 (toll free)
(614) 752-6381 (fax)
1-866-221-6700 (TTY) or (614) 995-9961

For more information about childcare licensing requirements as well as how to apply for child care assistance, Medicaid health screenings and early intervention services for your child, please visit <http://jfs.ohio.gov/cdc/families.stm>.