



# Green Hills Community™

*Enriching All Seasons of Life*

## Green Hills Child Center

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This handbook contains information regarding the childcare program. It is very important that you read this handbook and keep it in your possession for as long as your child is enrolled. This handbook will answer many of the questions you have about Green Hills Child Center's policies & procedures.

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## Philosophy

### Philosophy and Goals

Green Hills Child Center was established to provide quality child care while promoting self-worth, self-expression, and enrichment activities in a comfortable, safe, and stimulating environment. Children are encouraged to learn and explore through a variety of creative and intergenerational experiences. We are pleased that you chose to include us in the growth and development of your child(ren).

### Licensing

This facility is licensed to operate by the Ohio Department of Job and Family Services. This license is posted for review on the large bulletin board in the Infant/Toddler Playroom. For licensing information or complaints, the toll-free number is: 1.877.302.2347, option 4.

GHCC is currently licensed for 42 children, of which 26 children can be under the age of 2 ½.

Licensing inspection reports for the current licensing period are available for review on the large bulletin board in the Infant/Toddler Playroom.

Please take the time to read the **Center Parent Info** for more information about licensing and other valuable information located at the end of this handbook.

## Hours & Days of Operation

### Holidays

Green Hills Child Center will be in operation Monday through Friday from **6:00am to 6:00pm**. GHCC will be closed the following holidays:

New Year's Day  
Memorial Day  
Independence Day  
Labor Day  
Thanksgiving  
Christmas Day

If a holiday should fall on a Saturday, the Child Center will be closed the day *before* the holiday. If a holiday should fall on a Sunday, the Child Center will be closed the day *after* the holiday. **Your flat weekly rate remains in effect, regardless of if a holiday occurs during the week or not.**

### **WEEK BETWEEN CHRISTMAS & NEW YEAR'S DAY:**

Green Hills Child Center is open during this week with certain parameters put in place. The Child Center will now have a limit of **12 kids** during this week only. These spots will be filled on a first come, first served basis, with priority given to children of Green Hills Community staff. If a spot is **not** available for your child during this week, you will **not** be charged. However, if you receive publicly funded child care, you will still be charged your co-pay. If you claim one of the available spots, and your child doesn't attend, you **will** still be charged.

## Curriculum

### Curriculum

Teachers in each room plan daily lessons using **Creative Curriculum**. This nationally recognized curriculum includes creating goals and objectives for your child's learning in all areas of development: social, emotional, physical, cognitive, and language. Activities are also aligned with **Ohio's Early Learning & Development Standards** as well. Families can access these standards at <http://education.ohio.gov/Topics/Early-Learning/Early-Learning-Content-Standards>.

Parents can find weekly lesson plans posted in each room. They can also consult the Activity Calendar and/or song sheet that is provided for their child's specific classroom each month. A brief synopsis of each classroom's learning objectives will also be posted in Green Hills Child Center's Facebook group each month.

### Formal Assessments

When a child is in the Preschool room, a "Developmental Skills Checklist" will be used twice a year to determine a child's progress. While beneficial to the teachers in planning curriculum, and to the parents to see where a child might need some more encouragement, this is **not** a formal assessment, and the data is **not** reported to ODJFS.

### Transitioning

#### **PROGRAM ENTRY:**

The parents/guardians will receive a tour of Green Hills Child Center. An enrollment packet containing all necessary enrollment forms, a copy of the Green Hills Child Center Handbook, and contact information for the Director. The Director will go over each form, review GHCC's policies, and answer any questions at that time. Parents/guardians will be invited to ask additional questions at their convenience through email or a phone call.

#### **PROGRAM ADVANCEMENT:**

Transitions are decided on the following areas of development: physical, social, gross motor, fine motor, cognitive, language, self-help skills, as well as the age of the child. You will be notified when your child is ready to move up to the next classroom. As part of the procedure, parents/guardians of infants will be issued a **Toddler Transitioning Policy** at one year of age. GHCC staff will develop a transition plan, and the plan will be signed by the parent/guardian. This plan will include the beginning and end date of the transition period and include a transition schedule. Your child will visit his or her new classroom & teachers for an increasing amount of time each day during the transition period. Transitions are completed on a two-week basis for all infants & any part-time toddlers. Full-time toddlers will have one week of transition. We will be respectful and considerate of parents' needs and concerns during this period.

Parents may also request to have their child transitioned. These requests will be accommodated only if it is in the best interest of the child, in addition to space being available in the next room. The current teacher and the director make all final decisions for child transitioning.

#### **TRANSITIONING WHILE POTTY-TRAINING:**

If a child is transitioning to preschool and is **not** yet potty trained, and nothing developmentally or otherwise is limiting the child from advancing, you will be charged **the toddler rate** until the child is **completely** potty trained. The child **must** be showing progress towards being potty trained.

## Parent Participation

Throughout your time with us at Green Hills Child Center, ongoing parent and teacher communication is of the utmost importance. Teachers are available to discuss a child's progress or needs anytime. They will always make time for your concerns. However, due to Child Center staff responsibilities and schedules, we ask that you make an appointment with staff when it is necessary to engage in lengthy conversations. Teachers want to be able to focus on you and your child at these times.

If parents have any concerns or questions *at any time*, it is recommended that the following chain of command be used until an answer, or a solution, is found:

1. Child's teacher
2. Director
3. Administrator
4. Chief Executive Officer

Please feel free to bring up concerns when they occur. Often, they can be addressed when they are little problems, and before they grow into bigger ones. Our staff appreciate that you trust Green Hills Child Center with your children, and we value our relationship with you.

Parents are also encouraged to participate whenever possible in the activities at Green Hills Child Center. Parents have unlimited access to all areas of the building used for child care during the hours of operation for the purpose of contacting their child, evaluating the care provided by GHCC or evaluating the premises. You may wish to attend class parties, special luncheons, or simply stop in to join the daily fun. Notes & sign-up sheets will be provided in each classroom regarding special parties, items needed for activities, theme weeks, etc. These will also be posted in the Green Hills Child Center Facebook group.

## Our Staff

### Staff Credentials

All GHCC staff must be *at least* 18 years of age and must have *at least* a high school diploma or the equivalent. Each staff member meets the state requirements for working with young children. This includes being currently trained in First Aid, CPR/AED, Management of Communicable Diseases, and Child Abuse Recognition/Prevention. In addition, each staff member must complete *at least* six hours of professional development training each fiscal year.

### Staff/Child Ratios

Green Hills Child Center will **not** exceed the following state required ratios:

Age	Classroom	One Teacher	Two Teachers
6 weeks to 18 months	Infants	1:5	2:12
18 months to 3 years	Toddlers	1:7	2:14
3, 4, & 5 year olds	Preschool	1:12	2:24

Ratios for toddlers and preschoolers may be doubled for two hours at naptime, if all children are resting quietly on their cots. Enough staff must be in the building to meet the regular required staff/child ratio if there is an emergency. When groups are combined, the ratio for the *youngest* group will be observed.

## Daily Schedules

The children's daily schedule is flexible enough to provide adaptability, when necessary, but structured enough to provide predictability for the children. We want them to view their school as a safe and comforting place, where they know what to expect and when to expect it. A typical day for your child would include:

### INFANTS

6:00 – 7:00	Arrival
7:00 – 7:30	Breakfast
7:30 – 8:00	Clean Up From Breakfast/Exploration of Materials
8:00 – 9:15	Free Play
9:15 – 10:30	Large Playroom/Walk/Outside
10:35 – 11:00	Diaper Checks, Set up for Lunch
11:00 – 11:30	Lunch (individual schedules followed)
11:30 – 12:00	Clean up from Lunch, Diaper Checks
12:00 – 1:30	Naptime
1:30 – 2:00	Snack
2:00 – 2:15	Clean up from Snack, Diaper Checks
2:15 – 3:15	Large Playroom/Walk/Outside
3:15 – 6:00	Free Play/Individual Activities Until Departure

Bottles/Food are given as needed throughout the day.  
Younger infants' nap schedules are as needed.

### TODDLERS

6:00 – 7:00	Arrival
7:00 – 7:30	Breakfast
7:30 – 7:45	Potty & Diapers
7:45 – 8:15	Quiet Time/Books/Puzzles
8:15 – 8:45	Free Play/Buckets
8:45 – 9:15	Activity
9:15 – 9:30	Circle Time
9:30 – 9:45	Potty & Diapers
9:45 – 10:50	Walk/Playground/Large Playroom (Weather Dependent)
10:50 – 11:00	Lunch Prep/Wash Hands
11:00 – 11:30	Lunch
11:30 – 11:45	Potty & Diapers
11:30 – 1:30	Nap Time
1:45 – 2:00	Wake Up/Potty & Diapers
2:00 – 2:10	Story Time
2:10 – 2:30	Snack
2:30 – 2:45	Clean Up/Buckets
2:45 – 6:00	Playground/Large Playroom (Weather Dependent)

Toddlers will participate in an intergenerational activity with Life Enrichment once a month.

### PRESCHOOL

6:00 – 7:00	Arrival
7:00 – 7:30	Breakfast
7:30 – 8:00	Free Play/Bathroom

8:00 – 8:20	Circle Time
8:20 – 8:30	Clean Up/Bathroom
8:30 – 9:30	Choice Time
9:30 – 9:45	Clean Up/Bathroom
9:45 – 10:00	Small Group Activity
10:00 – 10:45	Indoor Gross Motor Room/Outdoor Play (Weather Dependent)
10:45 – 11:00	Reading Time/Clean Up For Lunch/Bathroom
11:00 – 11:30	Lunch/Clean Up/Bathroom
11:30 – 1:30	Naptime
1:30 – 2:00	Quiet Time
2:00 – 2:15	Mighty Minute
2:15 – 2:30	Small Group Activity
2:30 – 2:45	Snack
2:45 – 3:00	Large Group Round Up
3:00 – 3:15	Clean Up/Bathroom
3:15 – 6:00	Free Play Until Departure

Preschool will participate in an intergenerational activity with Life Enrichment once a month.

## Enrichment & Experimental Learning

### Intergenerational Activities

Intergenerational activities are social engagements that bring together younger & older generations for a common purpose. These interactions build on the strengths that each generation has to offer. To nurture understanding & mutual respect of each other, the Toddler classroom will visit with Green Hills Community Center residents one Tuesday morning each month. The Preschool classroom will visit with Green Hills Community Assisted Living residents one Wednesday afternoon each month.

### Outdoor Play

Research has shown that children stay healthier when they have daily outdoor play. Green Hills Child Center is fortunate to have an expansive campus for outdoor play & routine walks. Staff frequently spend time outside for picnic snack time, outdoor exploration, and water play. Based on this information, as well as state requirements, *at least* 15 minutes of outdoor play will be included in our programming daily. If you feel your child is not well enough to participate, please do **not** bring him/her to the center that day. We do not have enough staff to stay indoors with children.

We will limit the amount of time outside when temperatures are very warm or very cold. Children will not be taken outside when the feels-like temperature drops below 25°F or rises above 90°F (wind chill and heat index **are** factored in). If the situation requires it, we will also adjust outdoor time due to rain, threatening weather, air quality alerts, etc. On days that outdoor play is **not** provided due to these conditions, we will include a time for indoor gross motor activities. Please send your child with the proper clothing so that he/she may be comfortable and safe whenever we are outside.

### Water Play

In warm weather, children may go swimming in a wading pool or play in a sprinkler. If a wading pool is used, the water will be less than eighteen inches in depth. The pool will be emptied and disinfected after each use. The required ratio of adults to children will be maintained always.

Parents will need to provide a swimsuit. If a child is not potty-trained, a parent will need to provide swim diapers as well. It is recommended to keep these items in your child's cubby in case a scheduled water play day is changed due to weather or staff absence. Parents must give written permission for a child to participate. This permission is updated annually.

## Infant Information

### Infant Care

Our Infant Program is for any child 6 weeks to 18 months of age. GHCC provides a secure, nurturing environment where children can grow and learn. As part of the enrollment packet, you will need to fill out the **Basic Information for Child Care**. Your written instructions on this form should include amounts of food, type of food, and feeding times in order to fulfill your desired nutritional requirements for each day. This form will be updated periodically as your infant's needs change.

- **What To Bring**

- Diapers
- Wipes
- Bottles & Caps (each labeled with first and last name & date)
- Breastmilk/Formula (labeled with first and last name & date)  
*Breastmilk must also include the date it was pumped.*
- Baby Cereal/Baby Food (labeled with name)
- Complete Change of Clothes (weather appropriate)
- Jacket/Coat (weather appropriate)
- Swaddling Blanket (if they are not able to roll over)
- Sleep Sack (if under the age of 12 months)
- Blanket (may only be used if infant is 12 months old and older)
- Pacifier (if necessary)

*The pacifier cannot be attached to a stuffed animal, and any cords will be removed prior to naptime.*

- Teething Gel (if necessary)

*Teething gel must be benzocaine free if under two years of age.*

- **Mealtime**

Young infants will be fed according to their own schedule. Infants not yet eating table food will be served cereals and jarred foods. If old enough to eat table food, GHCC will provide the lunches and snacks, as well as whole milk. Older infants will be sitting at a small table in a chair for mealtimes.

- **Bottles**

Parents/guardians of bottle-fed babies will need to provide a clean bottle for **each** feeding, as well as the nipples and lids. **These bottles will need to be labeled with the child's first & last name and date.** Bottles will not be heated in the microwave, as this can produce "hot spots" in the formula or breast milk. They will be warmed in the center's bottle warmer. Contents remaining in any bottle must be discarded within one hour.

- **Sleeping**

Infants nap according to their own schedules. Infants are encouraged to sleep in a crib while at GHCC. As your child grows and matures, he/she will progress from a porta-crib to a full-size crib, and eventually cot sleeping will be encouraged. This will assist in the transition from the Infant room to the Toddler room. Infants will be placed on their backs to sleep. All infants at Green Hills Child Center are provided with a firm, tight-fitting mattress in a crib that meets current safety standards. There will be no pillows, quilts, bumpers, comforters, stuffed toys, etc. in the crib. Parents are welcome to bring in a blanket for use at nap

time, provided the child is **12 months old or older**. All sheets, sleep sacks and blankets are laundered weekly or when soiled.

- **Diapering**

It is the policy of GHCC to check diapers **every 2 hours**, before and after nap times, and as needed when soiled. If you would like a different procedure followed, please make sure your child’s teacher knows and indicate how often you would like your child’s diaper checked on the **Child Enrollment & Health Information for Child Care** form. You will also be asked to sign the **Infant Diaper Policy Agreement** located in the Infant room, to indicate if your child is a wake-to-change infant. Any topical ointments and/or creams will need a **Request for Administration of Medication** form filled out, as written parental permission is required.

- **Communication**

Each infant is assigned a mail pouch in the Infant room. Here, you can find notes from your child’s teacher, and general information from Green Hills Child Center. In addition, your child will receive an **Infant Daily Report**, where all feedings, naps, and diaper changes, etc. for the day are indicated. As items become low, they also will be included on this sheet and on the dry erase board by the Infant room door.

## Breastfeeding Policy

Green Hills Child Center is committed to providing a breastfeeding friendly environment for our enrolled children. GHCC subscribes to the following policy:

- **Breastfeeding mothers shall be provided a place to breastfeed or express their milk.**  
Breastfeeding mothers shall be provided a private and sanitary place (other than a bathroom) to breastfeed their babies or express milk. This area has an electric outlet, a comfortable rocking chair, and nearby access to running water. If more privacy is required, they have the option of going into our walk-in closet. A sign is provided for outside the door so that others do not disturb them while doing so.
- **A refrigerator will be made available for storage of expressed breast milk.**  
Breastfeeding mothers may store their expressed milk in the center refrigerator. The expressed milk may also be stored in the center freezer. All breastmilk needs to be clearly labeled with the infant name, the date pumped, and the date the bottle was prepared.
- **Sensitivity will be shown to breastfeeding mothers and their babies.**  
GHCC is committed to providing ongoing support to a breastfeeding mother, including providing an opportunity to breastfeed her baby in the morning and evening, and holding off giving a bottle, if possible, when mom is due to arrive. Infant formula and solid foods will not be provided unless requested by the mother.
- **Staff shall be trained in handling breast milk.**  
All GHCC staff will be trained in proper storage and handling of breast milk, as well as way to support breastfeeding mothers. The center will follow human milk storage guidelines outlined in ODJFS rule 5101:2-12-23, Appendix A.

<b>If Breast Milk Is Stored:</b>	<b>Then Keep It As Long As:</b>
At Room Temperature (up to 78°F)	6 to 8 Hours
In Refrigerator (39°F or lower)	Up To 5 Days Counted From Day Pumped
Freezer Compartment Inside Refrigerator (5°F)	2 Weeks
Freezer Compartment In Fridge w/ Separate Doors (0°F)	3 to 6 Months
Chest or Upright Deep Freezer (-4°F)	6 to 12 Months

- **Breastfeeding information will be made available.**  
The center will provide information on breastfeeding, including the names of area resources, should questions or problems arise.



## Diaper Bags

Parents are permitted to transport infant items in diaper bags each day. Bags cannot be left in the classroom overnight. Please do **not** keep any medications or diaper creams/ointments in the diaper bag. If staff find any items in your bag, the item will be moved to the Director's office for you to collect at the end of the day.

## Car Seats

We are required to have a direct, clear path to all resting children, and this can be difficult with numerous car seats to store. We ask that you leave a car seat behind only if the person picking up is different than the person dropping off.

## Toddler & Preschool Information

### Meals & Snacks

Green Hills Child Center will provide up to two meals & a snack, depending on your child's drop-off & pick-up times. Families will be provided with a rotating, five-week menu. This menu will also be posted in each classroom. Any changes to the menu will be communicated to families in the Green Hills Child Center Facebook group.

- **Breakfast**

Breakfast will be served from 7:00am to 7:30am for all children who are scheduled and arrive at the center between 6:00am and 7:30am. Breakfast will stop being served at 7:30am, as all supplies will be put away by 7:35am.

- **Lunch**

Lunch will be served by 11am. If coming in late, your child needs to arrive by 11:15am to be provided this meal. Lunch time ends at 11:30am, as teachers are cleaning up & getting children down for naptime.

- **Snack**

An afternoon snack will be provided between 1:30pm and 2:45pm, depending on your child's classroom schedule. All snacks will include *at least* two of the required food groups.

Breakfast, lunch, and snack will meet ODJFS licensing nutritional requirements. Please let us know ahead of time if your child is **not** permitted to have any type of foods due to allergies or religious beliefs.

### Food Supplements or Modified Diets

If your child requires a food supplement or modified diet, you **must** secure written information from your physician. Please speak with the director for more details regarding food supplements or modified diets, as well as any paperwork that is involved.

### Outside Food

**Please make sure any candy, gum, or food/drink that your child enjoys on the way here is consumed and/or spit out before he or she enters the classroom.** Not only do these rarely meet our nutrition guidelines, but it's not fair for the other kids to see your child enjoy these things—especially if it's outside our mealtimes.

## Classroom Parties, Special Events & Birthdays

Please let the staff know if you would like to bring in treats for your child's birthday. They will be able to tell you how many to plan for, as well as to what allergies you may need to consider.

## Potty Training

Keep in mind that each child is unique & may start showing interest at different ages. It is the parent's responsibility to initiate training at home. When your child has **consistent** success at home first, we will be happy to work with you & your toddler when they are ready to potty train. Parents/guardians will be given a **Potty-Training Policy** to look over, and a plan will be agreed upon with your child's caregiver.

When starting the potty-training process, we ask that the child be dressed in easy to remove pants/shorts, skirts, or dresses. If the child cannot pull down his/her pants, the clothing is not conducive to potty training. Please provide several sets of extra clothes during the potty-training process. We also recommend pull-ups with Velcro sides be sent in for use. Please inform your child's teacher before sending your child in underwear.

Every effort will be made to be consistent so there are no problems for the child or the caregiver. Please discuss any progress, techniques, questions, or concerns regarding your child's potty training. We are happy to help you & your child through the process and greater communication between parents and staff will ensure greater success during this time in your child's development.

## Napping/Quiet Time

Naptime is from 11:30am – 1:30pm every afternoon. Children do not have to sleep, but they **must** rest quietly. If a child has rested for *30 minutes* and has not fallen asleep, a book or other quiet activity will be provided to him/her.

## Attendance

Routines are critical to early childhood development. For this reason, we recommend that your child attend all days he or she is registered for. In the event of a delayed arrival or an absence for any reason, a phone call **must** be made to the Child Center, or an email **must** be sent to the Director.

## Appropriate Clothing

Please dress your child in clothes that are appropriate for the weather, considering not only the changing seasons, but the weather changes that happen each day. Make sure your child has a hat, a coat, mittens/gloves, snow suits, boots, etc. in the winter. In the warmer months, we discourage children wearing sandals due to the running, climbing, jumping, etc. that takes place in the Child Center. Closed-toe shoes, especially tennis shoes, are preferred for everyday play activities. Also, shorts or leggings should be worn under skirts or dresses.

Please see to it that your child **always** has *at least one* extra complete, weather-appropriate, change of clothes in his/her cubby or locker, including socks & underwear. This is very helpful to the staff should the child get wet during water play, spill paint, have an accident, etc.

Finally, remember that your child needs to be dressed in "user friendly" clothing as much as possible—especially during potty training. The best items are shorts and pants with elastic waists. Try to avoid tight

clothing, shirts that snap in the crotch, pants with snaps and zippers, and overalls as often as you can. Your child will want to help pull his or her pants up and down, plus one-piece outfits & clothing with too many buttons or snaps makes it harder to get the child on the potty in time.

### Items Provided By Parents

<u>ITEM</u>	<u>INFANTS</u>	<u>TODDLERS</u>	<u>PRESCHOOL</u>
<b>Diapers</b> (disposable only)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
<b>Pull-Ups</b> (Velcro side tabs only)		<input checked="" type="checkbox"/>	
<b>Wipes</b>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Bottles/Sippy Cups</b> (labeled w/ full name & date)	<input checked="" type="checkbox"/>		
<b>Breastmilk/Formula</b> (labeled w/ full name & date)	<input checked="" type="checkbox"/>		
<b>Baby Cereal/Baby Food</b> (labeled w/ full name)	<input checked="" type="checkbox"/>		
<b>Change of Clothes</b> (complete set)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Jacket/Coat</b> (weather appropriate)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Blanket</b> (12 months old & older only)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Extra diapers and wipes may be stored under your child’s bed, in a cubby, or in their locker.

Blankets are washed every week, whether in our facilities or at home.

Toddler families will rotate every month on donating wipes.

Please check the newsletter to see when it is your turn.

Preschool will appreciate any wipe donations.

### Personal Belongings

Your child’s garments, blankets, books, etc. should be clearly marked with your child’s full name. Staff will monitor belongings, but neither staff nor Green Hills Child Center will be held responsible for lost or damaged items.

### Toys From Home

We discourage bringing toys, videos, books, etc. from home to school. The exception will only be on “Show & Tell” days. You will be notified when these special days will be. On that day, your child may bring **one** item from home. **No guns or other toys of violence, please.** We will, however, allow children to bring a *small* stuffed animal to sleep with, as well as books from home that follow the theme. Green Hills Child Center is not responsible for any lost, stolen, or broken items.

## Building Security

Parents must provide expected drop off & pick up times as part of the enrollment process. If you know your child's schedule will differ on any given day, please let staff or the Director know **at least 24 hours in advance**. Permanent changes will require **at least a two-week notice**. This allows us to properly schedule staff, maintain ratios in our classrooms, and ensures your child has the best care possible. Parents are responsible for the supervision of their child before being signed in and after being signed out on the attendance sheets located on the clipboards in each classroom of Green Hills Child Center.

### Arrival

All children will be dropped off through their specific classroom's outer door. Any special messages, medications, special pick-up notes, etc. are to be given to the teacher upon arrival. **Children may not be dropped off at the entrance of the building or be sent inside alone.** Staff must be made aware of each child's presence before the parent departs. Children must wash their hands upon arrival.

### Departure

Due to our typical combining time, anyone picking up a child **3pm or later** will enter & leave through the Child Center's main doors. In addition, those picking up are responsible for gathering their child's belongings and/or important items. At the time of pick-up, parents are asked to make eye contact with their child's supervising staff member to ensure that staff are aware that the child is being picked up. Children must wash their hands prior to departure.

### Release of a Child

Staff will release children only to persons listed on the enrollment form as parents/guardians or as emergency contacts on the **Child Release Form** provided by the parent. By placing someone on this list, you are granting permission for that individual to pick up your child at any time. If an emergency arises, the parent must provide a written, signed note giving the person permission to pick-up his/her child. At the very least, a phone call is required. All individuals permitted to pick-up a child will be on file with appropriate authorization. If at any time you need to add or remove someone from your pick up list, contact the Director. **Staff will check ID's of anyone they do not recognize.** Please let people know about this ahead of time so they come prepared with a picture ID.

Staff will **not** release children to anyone, including parents, who appear to be under the influence of drugs or alcohol. Emergency contacts will be called to transport the child home. Police will be notified if necessary.

### Custody Agreements

If there are custody issues involving your child, you must provide Green Hills Child Center with court papers indicating who has permission to pick up the child. The center may **not** deny a parent access to his/her child without proper legal documentation.

### Management of Communicable Diseases

Green Hills Child Center will provide children with a clean and healthy environment. However, we realize that children will become ill from time to time. If this is your child's first childcare experience, it is possible that he/she may experience more illnesses when first starting before his/her immune system becomes more active. **We ask that you do not bring a sick child to Green Hills Child Center. They will be sent home!** Please also have a back-up care plan in place if you are not able to take time off work/school. If your child is ill and will **not** be attending, please notify the Director or your child's classroom as early as possible.

A child with **any** of the following symptoms will be *immediately isolated and discharged to the parent or emergency contact*:

- Temperature of **100°F** (if taken axillary) when in combination with **any** other signs of illness
- Diarrhea (**three or more** abnormally, unexpectedly or unexplained loose stools *within a 24-hr period*)
- Severe coughing, causing the child to become red or blue in the face or make a whooping sound
- Difficult or rapid breathing
- Yellowish skin or eyes
- Redness of the eye or eyelid, thick and pus eye 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 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 of illness*

Any child demonstrating signs of illness will be isolated and carefully observed for symptoms. Staff will fill out a ***Child Center Observation Form*** for which & when symptoms were observed. If a child does not feel well enough to participate in activities, the child will be kept within sight and sound of a staff member. The parent **will** be notified, especially if it is necessary for the child to go home. Any items the child used or made contact with will be washed and disinfected before being used again.

If a child is sent home due to an elevated temperature, the child may **not** be readmitted to Green Hills Child Center until he/she has been fever-free for *at least 24 hours without* the use of fever reducing medication. If the child did **not** need to see a physician, the child may **not** return until they are *no longer exhibiting symptoms of the disease*, i.e. vomiting, fever, rash, etc. **If they are not symptom free, a doctor's note will be required stating that the child is not contagious.**

If your child is diagnosed with a communicable disease, please let staff or the Director know as soon as possible. We will follow the ***Communicable Disease Chart*** for proper management of suspected illnesses, including cleaning any item used by the child such as toys, blankets, etc. This chart is in the Infant/Toddler Playroom by the Toddler room door. Parents will also be notified if children have been exposed to a communicable disease with a sign posted on each classroom entrance to Green Hills Child Center.

At times, it may be necessary to adjust the illness policy due to an outbreak, widespread symptoms, etc. This will be communicated by postings on classroom doors and/or in the Green Hills Child Center Facebook group.

## Medications

Green Hills Child Center will **not** administer any medications to a child unless *the parent completes a **Request for Medication*** form. These forms are valid for up to twelve months. All proper sections **must** be completed. Medications will be stored in a designated area inaccessible to children. **Medications may not be stored in a child's cubby or locker, in diaper bags or book bags.** Unless the medication is used in emergencies, your child **must** also have *at least* one dose of any medication or topical product at home prior to GHCC staff administering the medication or topical product.

### **PRESCRIPTION MEDICATIONS:**

Prescription medicines **must** be in their original container with the prescription label attached, and administered in accordance to label instructions. If the prescription label is not attached, or if the medication is intended to be given in a dosage other than specified, a physician **must** provide *written* instructions on the **Request for Medication** form. These prescription medication requirements will also be applied to:

- A child that does not meet the age OR weight requirements as listed on the label instructions of the medication
- Any medication where the intended use differs from the manufacturer's instructions or use

### **NON-PRESCRIPTION MEDICATIONS:**

Over-the-counter medications **must** be in their original container, and **must** be administered in accordance with label instructions. The child's full name must be on the medication. Green Hills Child Center will administer medications that do **not** contain codeine or aspirin *without* physician's instructions as long as *dosages are printed on the container for the age level of the child needing medication.* A physician's *written* instructions on the **Request for Medication** form will be required for:

- Over-the counter medications that contain aspirin or codeine
- Over-the counter medications that do not give dosages for all age levels (i.e. infant dosages)
- Over-the counter medications that require a physician's instruction
- Over-the-counter medication that is to be given longer than three consecutive days in a fourteen-day period
- A child that does not meet the age OR weight requirements as listed on the label instructions of the over-the-counter medication
- Any medication where the intended use differs from the manufacturer's instructions or use

### **TOPICAL PRODUCTS:**

When items such as diaper cream, sunscreen, rash ointments, etc. are being administered for preventative purposes, *written* permission from the parent will be required & valid for twelve months. Written parental permission is **not** required for any child 24 months old or older to use lip balm or hand sanitizer. However, if the use of these creams, lotions, etc. exceeds or does not match the manufacturer's instructions, they **cannot** be administered for more than fourteen days. Children may not carry these items on their person; all items must be given to staff.

## Accidents/Emergencies

Green Hills Child Center has devised several procedures to follow if an emergency would occur while your child is in our care. In the event of a fire or tornado, staff follow the written instructions posted in each classroom. These instructions describe emergency evacuation routes and the procedures to be followed to assure that children have arrived at the designated spot. To prepare the children for the need to evacuate, the center conducts monthly fire drills, as well as periodic tornado drills. In the event we need to evacuate due to a fire, the children will go out to the play yard 200 feet from the building. **No child will ever be left alone or unsupervised.**

In the event there would be an environmental threat or a threat of violence, the staff will secure the children in the safest location possible, contact and follow directions given by the proper authorities, and contact parents as soon as the situation allows. An **Incident/Injury Report** will also be provided to the parents in this circumstance as well. Emergency drills are conducted quarterly.

There is always one staff member present that has received training in First Aid, Management of Communicable Diseases, CPR/AED and Child Abuse Recognition/Prevention. In the case of a minor accident/injury, staff will administer basic first aid and TLC. If the injury is serious, first aid would be administered, and the parents would be contacted immediately to assist in deciding an appropriate course of action. If the injury is life-threatening, the EMS will be contacted, parents will be notified, and a staff member will accompany the child to the hospital with all available health records. An **Incident/Injury Report** will be completed and given to the person picking up the child on the day of the incident if any of the following occur:

- An unusual or unexpected event occurs which jeopardizes the safety of the child
- Accident or injury which requires first aid (cuts, bites, bumps to the head, etc.)
- The child has to be transported by emergency squad

### *Transporting To The Source Of Emergency Treatment*

GHCC must have permission to transport children via emergency services (ambulance). Parents' consent to emergency transport by signing the specified section of the **Child Enrollment & Health Information for Child Care** form. If a parent/guardian refuses to grant consent for emergency transportation in the event of an injury or illness that requires it, the parent/guardian **must** provide instruction on what Green Hills Child Center is to do, should a situation arise. Staff may **not** transport children in their vehicles. Only parents or EMS will transport an injured or sick child.

### *Child Abuse Reporting*

All staff members are mandated reporters of child abuse. If any staff have suspicions that a child is being abused or neglected, they **must** make a report to the local children's services agency. The safety of the children is always our first concern.

## Discipline

### *Discipline Policy*

Green Hills Child Center staff believes that helping the child to learn self-control is very important. Our hope is that each child will learn self-discipline through careful guidance. Your child will be treated with love and respect. If children are treated with respect, they, in turn, learn to respect the teachers and their friends. Our expectations will be kept within the child's capabilities, and the child will be made aware of these expectations. Positive reinforcement and positive redirection will be used. A child may be asked to sit for a short period of time to give the child a chance to regain control if they are having a difficult time. Time outs will be age appropriate in length and done within the classroom. Staff will **not** impose punishments for failure to eat, sleep, or toileting accidents. Our discipline policy will be the only form of discipline enforced by all persons present at the center.

If after a two-week period the current teacher and the Director feel as though a child is not adjusting to center routines, rules, etc., it may become necessary to disenroll the child. Such a determination would be made following a problem-solving procedure. This process would begin with the identification of a concern by teachers and/or the Director. Immediate plans for resolving the concern would be made and put into effect. If



the plan was not effective, the child's parents would be asked to confer with the staff. The parents would be informed of the concern and of any action taken thus far. The parents would be asked for any insight, suggestions, and/or any other help they might have. With the parents' involvement, a new plan would be made, put into effect, and evaluated. This new plan might include referrals to helping agencies, counseling, or other professionals. After completing this procedure, if either the director or the parents are not satisfied with the results of our efforts to alleviate the concern, the child will be withdrawn on the grounds that Green Hills Child Center is unable to appropriately serve the child.

If a child demonstrates behavior that requires frequent "extra attention" from a staff member, we may choose to develop and implement a behavior management plan. This plan would be developed in consultation with the parents, as well as be consistent with the requirements of Rule 5101:2-12-22 OAC.

## *Biting*

When biting becomes an ongoing problem, our policy is to develop a plan to address it, based on observation of the children and our program. We will **always** put the children's safety first. We will provide appropriate first aid, as well as comfort and support, to any child that is bitten. We will communicate with you as to what specific steps we are taking to address the biting and explain the reasoning behind those steps. Your questions, concerns and suggestions will always be taken seriously, and addressed with understanding and respect. If necessary, we will schedule conferences with you and your child's caregiver at a time when everyone can attend. Identities will always be kept confidential to avoid labeling and/or confrontations.

## Miscellaneous Information

### *Facebook Group*

GHCC has a Facebook group! We hope it enhances communication between parents/guardians, staff, and the Director. Unfortunately, the Director can't invite you due to the privacy settings for this group. However, you can request to join the group.

The name of the group is **Green Hills Child Center**. Once you are a member, if you are Facebook friends with **CURRENT** Child Center employees and/or parents/guardians of children **CURRENTLY** enrolled, please invite them.

### *Inclement Weather*

During a Level III snow emergency, it may be necessary to close Green Hills Child Center. Occasionally, a closure might occur during a Level II. We will make every effort to open our doors at the normal time. Parents/Guardians are advised to listen to the local radio station (WPKO 98.3 FM) for closing information or go to [www.peakofohio.com](http://www.peakofohio.com). Parents/Guardians can also look for updates posted in the Green Hills Child Center's Facebook group.

If the Child Center is closed all day, **no tuition** will be charged. If the Child Center is only closed ½ day, **full tuition** will be charged.

### *Photographs/Videos*

Photographs and/or videos of children participating in Green Hills Child Center programming may be taken from time to time, and may appear in newspapers, brochures, other publicity materials, or the closed Green



Hills Child Center Facebook group. Signing the **Permission for Photo Release & Consent** form is part of this agreement and gives us permission to use your child's photograph or video without compensation.

If you do not want your child's photograph or videos used in this way, please indicate on this form what, if any, permission GHCC does have. Some examples include:

- GHCC use only
- No name listed with photo
- No faces shown

## Video Viewing Policy

Videos will **not** be shown in any of the classrooms *unless they are theme-oriented*, and no more than 20 minutes in length. No more than two per month will be shown in any classroom.

Occasionally, a theme might require additional video supplementation. These videos will be included during activity time and will be shorter in length.

## Terms of Completed Agreement

Policies set by the Ohio Department of Job & Family Services require parents/guardians to sign and agree to their child care center policies each year. Your completion of this agreement serves as a contract with our center, acknowledges your understanding of our policies, and provides permissions for your child to participate in GHCC's activities.

## Absences

In the event that your child is absent but *scheduled* to be at GHCC, a phone call is **required** so that we know the whereabouts of your child.

## Late Pick-Ups

If a parent realizes that circumstances beyond his/her control are going to delay pick-up, a phone call is requested. This is important as many children fear they have been forgotten when parents do not arrive at their usual time.

## Discounts

### **MULTICCHILD DISCOUNT:**

A 10% multi-child discount is given to all families who have two or more children enrolled. This discount is only applied to the *oldest* child's weekly tuition rate. Green Hills Community employees are **not** eligible for this discount.

### **EMPLOYEE DISCOUNT:**

Green Hills Community employees are eligible for discounts. Any discount will be based on employment status. The employment status will be verified with the Director of Human Resources.

## Billings

Billings are issued at the beginning of each month. These billings will show all charges and payments for the prior month and current month. This billing is current as of the date it was prepared, however it might not reflect any payments made since the date listed at the top.

If you see “**Credit From...**” or “**Balance From...**” on your billing, it either means you’ve paid in excess, or you haven’t paid enough. Your “**Total Balance Due**” is inclusive of these amounts, as these amounts are automatically added to either your payment history or into your balance due for the current month. **There is no need to make any adjustments on your own.**

Payment is still required and expected each week—regardless of if billings have been printed or not.

## Scheduled Times

You **will** be billed according to your *scheduled* time and should follow this closely so you do not encounter additional fees. **Part-time** rates are applied to those children scheduled for *3 days or less per week*. **Full-time** rates are applied to those children scheduled for *4 or more days per week*. There is a two day minimum.

Tuition and billing will be based upon the predetermined schedule made between the Director of Child Care and the parents. **Tuition will be paid according to this schedule whether or not the child is in attendance.**

Pricing may change as your child transitions into new classrooms. You will be notified during the transition process for your change in rate.

## Summer Schedule

Occasionally, parents want to decrease the number of days their child(ren) attend, especially over the summer. While it is your right to do so, keep in mind that if you drop days, you will **not** be guaranteed to be able to pick your previous days back up in the fall. The **only** way to ensure your days in the fall is to continue paying for those same days throughout the summer.

## Tuition/Fees and Payment Policies

Payment is expected on a weekly basis and is due on Friday the week *before* attending. If payment is **not** made by the following Wednesday, a late fee will be charged. If payment is **not** made by the following Friday, enrollment **will** be terminated.

### **CASH PAYMENTS:**

All cash payments must be placed in an envelope. The envelope includes the following information:

- Date
- Parent’s Name
- Child’s Name
- Amount Included – please also write “**Cash**” on the envelope

### **CHECK PAYMENTS:**

All checks are to be made payable to **Green Hills Child Center**, in either **blue** or **black** ink. Tuition should be given directly to the Director or placed in the locked payment box outside the Director’s office.

## Ohio Department of Job & Family Services Publicly Funded Child Care

Green Hills Child Center is an authorized provider for the Ohio Department of Job & Family Services Publicly Funded Child Care Program (PFCC). Any family with weekly copays will be charged weekly to ensure accounts do not accrue a balance. Children must be signed in and out each day using the KinderSmart Ohio smartphone app, or the tablet provided by GHCC to ensure payment for your child's attendance.

### Additional Fees

#### **REGISTRATION FEE:**

A non-refundable registration fee is due at the time of registration. The fee is **\$25** per child, per enrollment.

#### **LATE PICK-UP CHARGE:**

Green Hills Child Center closes at 6:00pm. There is no grace period given at closing time. All children must be picked up from Green Hills Child Center by 6:00pm. A late fee of **\$1.00** per minute, per child will be charged for any child still at GHCC after 6:00pm.

#### **OVERTIME CHARGE:**

If your child is here for *over* 10 hours, a fee of **\$4** will be charged per family.

If your child is here for *over* 11 hours, a fee of **\$8** will be charged per family.

If your child is here for *over* 12 hours, a fee of **\$12** will be charged per family.

#### **LATE PAYMENT FEE:**

If not paid on Friday, a late fee of **\$10** will be assessed if payment is not received by the following Wednesday.

#### **RETURNED CHECK FEE:**

A **\$25** fee will be charged for any returned checks due to insufficient funds or closed accounts. **The parents will be required to pay in cash until all account balances are settled.** Delinquent accounts may be turned over to the court system after several attempts at collection are made.

### Infant Spot Holding

In order to be fair to the public and offer some degree of security to parents desiring child care after their infants are born, there will be a partial rate for holding infant spots when the waiting list for this room is excessive.

You will be charged one-half of a week's tuition in advance for each week that Green Hills Child Center holds the spot for your child. One-half of this money will then be credited to your child care billing each week after the infant enrolls and attends. Money is non-refundable if parents decide not to bring their baby. In the event of a miscarriage or loss of baby, all money will be refunded.

### Removal From the Program

Green Hills Child Center reserves the right to suspend and/or terminate child care services with no notice upon the occurrence of the following conditions:

- Failure to abide by any of the terms of enrollment or to fulfill any of the responsibilities or conditions included herein.
- Failure of parent to treat staff, other children, or parents respectfully. This includes, but is not limited to, abusive/threatening language/behavior or failure to follow the policies of the program.
- Failure of parent to pay weekly tuition and/or monthly fees in a timely manner.
- Failure of a parent to submit all required paperwork as necessary.
- Severe behavior by the child.

When a child's continual inappropriate behavior takes energy & attention away from the needs, safety, and well-being of other children, or causes disruption of the program's objective, suspension and/or expulsion will be carefully considered. This extraordinary, non-discriminatory action is an important & difficult one to take and can only be made at the discretion of the Director. If a child is expelled from Green Hills Child Center due to a behavioral reason, the expulsion will be reported in the Ohio child licensing and quality system (OCLQS) in accordance with rule 5101:2-12-16 of the Administrative Code.

## Withdrawals

Parents wishing to withdraw their children may do so at any time. **A two-week notice, in writing, is required.** Otherwise, you **will** be charged for two weeks before being considered disenrolled.

## Registration Procedures

Registration for Green Hills Child Center is open to everyone. Any change in the information provided must be communicated to staff and/or the Director in writing so that current information is always on file. A child is considered enrolled in GHCC only after a family has completed an enrollment packet, provided all applicable documents, and paid the registration fee. These forms can be picked up at the Child Center, requested to be emailed, or found on Green Hills Child Center's website.

### **DUE PRIOR TO ATTENDANCE:**

- **Child Enrollment & Health Information** – JFS 01234
- **Child Release**
- **Emergency Card**
- **Green Hills Child Center Waiver & Release**
- **Photo Release & Consent**
- **Routine Trip Permission for Child Care** – JFS 01225
- **Parent Child Interview**
- **Registration Fee**

These forms & the registration fee must be turned in to Green Hills Child Center *no later than* the Thursday before your desired start date. Otherwise, the start date will be pushed back a week, and will continue to be pushed back, until the forms & fee have been completed & submitted in their entirety.

### **DUE WITHIN 30 DAYS OF ATTENDANCE:**

- **Child Medical Statement for Child Care** – JFS 01305
  - This form must be signed by a physician & have shot records attached.

### **IF APPLICABLE:**

- **Basic Information for Child Care** – JFS 01218
- **Request for Administration of Medication for Child Care** – 01217
  - This form is to be completed for each prescription & non-prescription medication that a child needs to receive while in care.
- **Child Medical/Physical Care Plan for Child Care** – 01236
  - This form is to be completed for any medication required by a health care plan (i.e. EpiPen or inhaler), or if staff is to monitor a child for symptoms.

## Admissions

Priority will be given to employees of Green Hills Community. A child is considered to be enrolled at Green Hills Child Center only after a one-time registration fee of **\$25.00** has been received, as well as the enrollment

packet completed. All requirements must be met **prior** to admission, including basic enrollment and health information. Any change to this information must be communicated to the director *immediately* so that current information is always on file. This is for the safety of your child. **These forms must be updated every year.**

A medical form signed by a physician or certified nurse practitioner, as well as a copy of shot records, is required to be submitted within **30 days of admission**. **This medical form must be updated every year.**

### *Annual Updates Expectations*

The following forms need updated for your child every 12 months:

- **Child Enrollment & Health Information** – JFS 01234
- **Child Release**
- **Photo Release & Consent**
- **Routine Trip Permission for Child Care** – JFS 01225
- **Child Medical Statement for Child Care** – JFS 01305
- **Request for Administration of Medication for Child Care** – 01217 (if applicable)
- **Child Medical/Physical Care Plan for Child Care** – 01236 (if applicable)

Parents will be given a packet with any forms that are due to be updated as documents approach expiration, along with a deadline to have current documentation in place. These notices will also be posted in classrooms and/or in the Green Hills Child Center Facebook group. A child is **not** able to attend Green Hills Child Center unless all documents are up to date.

### *Children With Special Needs*

It is unlawful for the center to discriminate in the enrollment of children upon the basis of race, color, religion, sex, national origin, or disability in violation of the Americans with Disabilities Act of 1990, 104 Stat. 32, 42 U.S.C. 12101 et seq. Recognizing limitations due to a child's special need is important. Green Hills Child Center will make every effort to adapt activities, staffing, and facilities through reasonable accommodation, unless the accommodation imposes hardship on the center. Please discuss with the director if your child requires an accommodation.

### *Enrollment of Children Without Immunizations*

Green Hills Child Center requires a medical statement and a copy of shot records for each child enrolled in our care. In the event that a child is not immunized, GHCC requests that the "Child Medical Statement for Childcare" form still be filled out by a doctor. An explanation must be given in the "Exceptions to Immunization Requirements" section, and the form needs to be signed off on. This information will **not** be shared with parents of other children enrolled, as this is a HIPAA violation.

### *Waiting List & Place Holding Priority*

Any inquiries for enrolling a child in Green Hills Child Center are put on a waiting list. These inquiries will be given the following priority:

- Green Hills Community staff with child(ren) currently enrolled
- Families currently enrolled
- Green Hills Community staff
- General public

## Closing Note

A child's education is most impactful when families are involved. It is Green Hills Child Center's goal to be available for anything you need to provide the best experience for your child.

For general questions regarding billing or enrollment, please contact the Director. More specific questions regarding your child's education, development, or curriculum should be directed to your child's teacher. GHCC staff can be found throughout the Child Center and will be happy to assist you in any way possible. Please do not hesitate to reach out with any questions or concerns.

## Center Parent Information

### Center Parent Information

The center is licensed to operate legally by the Ohio Department of Job and Family Services (ODJFS). 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 child care 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 ODJFS. 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, 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 file a discrimination complaint, write or call Health and Human Services (HHS) or ODJFS. HHS and ODJFS 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 (TDD)

(312) 886-1807 (fax)

Write or Call:

ODJFS

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 child care 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>.