

PARENT HANDBOOK

Northwest Center Child Development Program

Parent Handbook

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Parents/guardians are welcome at any time of the day during operational hours.

Program Background

Founded over 40 years ago, the Northwest Center Child Development Program (CDP) is a licensed provider of childcare for infants and children from 6 weeks through 12 years of age as well as a State contracted provider of Birth to Three Early Intervention Services. We are a division of Northwest Center Industries, a not for profit 501©3 corporation.

The Child Development Program is an inclusive model. We provide child development for children with and without developmental disabilities. Families are supported through programs of education, advocacy, therapy and financial assistance. We honor and celebrate families with diverse backgrounds and cultural values. The Child Development Program believes that all children are entitled to high quality childcare in a nurturing environment. We believe play, independent thinking, problem solving and self-initiated learning experiences are keys to healthy development.

Our Mission

To provide an inclusive environment in which all families receive individualized programs of education, advocacy, therapy, and family support that nurtures the development of children with and without disabilities.

Environment

The Child Development Program's home is in the old North Queen Anne Elementary building, built in 1909. This charming building provides large accessible classrooms and play areas, including an outdoor playground, indoor motor room, and two outside covered play areas.

Inclusion, Diversity and Cultural Competency



Inclusion means attending to the needs of all children in the same program and valuing each child and adult as unique individuals within the group. At the CDP we honor diversity of all kinds including developmental disabilities, physical disabilities, race, ethnic background, gender, sexual orientation, marital status and age. We strive to be culturally sensitive to all families, respecting their values and attitudes and sharing the diverse population we serve.

In keeping with our mission to serve children with developmental delays and disabilities, children with and without disabilities learn and play side by side, learning valuable lessons from each other. An inclusive setting creates a natural environment where children are encouraged to share their unique gifts with others. We believe that through inclusive environments, children are given opportunities to reach their highest potential, while developing positive attitudes toward all types of people.



The Staff

The **Program Director**, Jane Dobrovolny, oversees all programs and aspects at the CDP.

All teachers report to the **Program Supervisors**, Kellie Nketiah and Kristin Stout. The Program Supervisors assure our teachers have the support and training needed to maximize the quality of education offered to each child. They assist the classrooms developing curriculum and individual programs for each child. Kristin supervises our infant/waddler and toddler classes, and Kellie supervises our preschool and pre-kindergarten classes.

The **Program Director and Supervisors** are all on- site to supervise the teachers and to meet with families in response to any questions, concerns, needs and suggestions.

Our classroom **Teachers** are professionals who are trained to work in early childhood and school aged environments. At least one teacher in each classroom has a Degree in Early Childhood Education or related field or a Child Development Associate certification. All teachers are qualified through the Washington State STARS registration.

The **Early Intervention Team provides** assessments, early intervention services and support to children birth to three years old and their families. This program is headed by Rosie de la Harpe our Therapy Manager. The team consists of Family Resources Coordinators, Special Educators, Occupational therapists, and Speech/Language Pathologists. Children with developmental delays and disabilities may qualify for this program. These services are provided in our classrooms, in the child's home or childcare, or in other community settings where the child typically spends time.

Our **Office Manager** is often the first contact a person may have with the CDP either over the phone or in our office. This is the center of our communication chain. Please feel free to call at any time. Our voice mail system will take a message during non-business hours.

Our **Cook** provides a nutritional breakfast, lunch and two afternoon snacks based on a menu that meets USDA nutritional requirements, is appealing to children, and is considerate of special diets

and allergies. We serve a vegetarian menu. All kitchen personnel maintain a current Food Handler's Permit. Parents with specific dietary concerns should speak with their child's teacher.

The **Facility Maintenance** person maintains our building and grounds in a safe and sanitary condition.

Together, the staff is continually working to meet each child's individual goals. All staff are trained in First Aid and CPR.

A current staff list is attached.

Our classrooms are supported by our **Aides** who are assisted in their job performance by Northwest Center's Individual Employment program for adults with developmental disabilities. They perform many housekeeping duties which allow the teachers to spend more time with the children. They interact positively with the children and add a very important part of our inclusive environment. They also assist in the kitchen.



PROGRAMS AND CURRICULUM

Our classrooms are organized by chronological and developmental ages. We use the Creative Curriculum, which is a child directed, hands on learning method. Each of the classrooms has a written curriculum that outlines the developmental goals for that age. The model encourages the child in four major ways:

1. Increase problem solving and thinking skills;
2. Increase independence;
3. Promote communication skills;
4. Increase the likelihood of appropriate socialization skills.

In each classroom, the physical room arrangement is divided into interest areas. The educator is viewed as the "facilitator" and "nurturer" of the child's learning, and is always encouraging independent movement and behaviors. Children transition into the next classroom based on developmental stages, parent and teacher recommendations, and space availability. General transition time occurs in September. Parents are consulted regarding the transition plan for their child.



Infant Program – Rooms 3 and 6

Ages: 6 weeks to 12 months Staff/Child Ratio 1:4

Maximum number of children: 8

Our infant program offers a warm, nurturing environment where babies can develop at their individual pace on their own schedule. We contract with Seattle & King County Public Health to provide a consulting nurse for our program. The nurse visits monthly to monitor our program and answer questions. She is available for consultation whenever we call. The name and phone number of the nurse is posted in the classroom.

Waddler Room – Room 4

Ages: 12 months to around 22 months Staff/Child Ratio 1:5

Maximum number of children 10

Our Waddler room is a transitional program allowing infants who are 1 year to master walking and adapt to a larger social group. Language development, sensory exploration, and motor skills are emphasized in a warm, nurturing environment.

Toddler Rooms – Rooms 5 and 8

Ages: around 22 months to 2 ½ years Staff/Child Ratio 1:6

Maximum number of children: 12

Young Preschool Room – Room 2

Ages: 2 ½ to 3 ½ years Staff/Child Ratio 1:6

Maximum number of children: 12

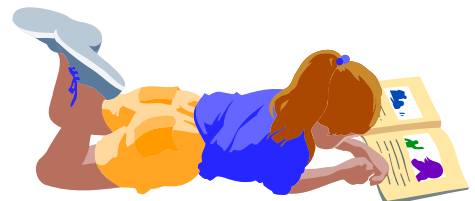
In our toddler and young preschool rooms, children are supported in experimenting and practicing their new social, language and motor skills in a stimulating and safe environment.

Pre-Kindergarten Program – Rooms 7, 9 and 10

Ages: 3 ½ - 6 Staff/Child Ratio 1:7 or 1:10

Maximum number of children Rooms 9, 7: 14

Room 10: 20



This curriculum stresses the importance of independence through choices and self-guided learning. Teachers provide opportunities for children to explore and learn, while meeting developmental language and cognitive milestones that will prepare them for kindergarten.

School age program – Room 11

Ages: Kindergarten – 12 years Staff/Child Ratio 1:8

Maximum number of children: 15

Our school age program consists of before and after school care for children attending Elementary School. Teachers work closely with families and school teachers to follow Individualized Education Plans (IEP), and to help each child maximize their potential. During times when schools are closed, our school age program offers full day camps where children will continue to learn and explore. We often take field trips in our community during full days.

Our school age program also offers a **summer camp** program where children develop social experience through self-guided play and teacher guided opportunities.



EARLY INTERVENTION

We provide early intervention and support in the areas of family resource coordination, special education, occupational therapy, and speech therapy to children birth to three years old who have a developmental disability or a 25% delay in one of the following areas: fine motor, gross motor, vision, hearing, cognition (Thinking skills), communication, social/emotional, or adaptive (self-help skills). The program is of no cost to parents. Northwest Center contracts with the Division of Developmental Disabilities for funding and the remainder of the cost is covered by Northwest Center Industries. Parental Health Insurance may be billed. Parental consent to participate in the program is required.

Services will be provided Monday through Friday according to the parent's and childcare provider's convenience. The following services are offered: initial evaluation, assessment/progress reports, and an Individualized Family Service Plan (IFSP), which involves one on one or group developmental intervention. Family Resource coordination, including transition services with the public schools, and assistance in creating a network to access other needed services is also provided. All services are based on the needs and goals of the child's family or caregiver, and allow for the opportunity of individual conferences to address and discuss program strategies, needs or concerns.

The staff of the Northwest Center Therapy Team are listed on the Staff list provided at enrollment.

FAMILY INVOLVEMENT



Parent meetings

Parent meetings are scheduled quarterly. Check the yearly calendar for dates and programs. Childcare is provided for children whose parents are attending meetings. All parents and families are encouraged to attend, participate, and set agendas.

Classroom communication

Families are encouraged to stop by and visit whenever they wish. You are welcome to explore all the areas of our school where your child plays.

Classroom teachers will communicate with parents through a system of notebooks and mailboxes where parents and teachers will exchange information on their child's daily progress, education and health. Parents of infants and toddlers will receive detailed information on feedings and diaper changing, as well as important information about what your child enjoyed each day. Also posted in each classroom are weekly plans, and monthly newsletters outlining classroom themes and other news. Older children will have a spiral notebook for comments between teachers and parents.

Comments, questions and suggestions are always welcomed. Please call the office to keep us apprised of children's schedules, including absences or lateness.

Teachers, therapists, and the director are always happy to spend time with parents. If we are not immediately available, please let the office manager know you would like to set up a visit.

Families are always encouraged to volunteer in classrooms and on field trips.

Family Resources

Our Center has resource information available to parents. Some is located in the hall outside the office and much more is available through our Early Intervention office and our program coordinators. Please check with any staff who can assist you in finding information.

ENROLLMENT AND ADMISSION



Enrollment

Enrollment is based on availability of space in the age appropriate classroom and is filled on a first come, first served basis. Children funded through DSHS, the City of Seattle and Child Care Resources are welcome.

Enrollment Forms

Parents complete our registration materials including:

- Client Information Form
- Emergency contacts and authorized persons for pick up
- Consent to medical care and treatment
- Consent for release of information
- Release consent form
- Field Trip Permission
- Health History
- Immunization Record
- Membership form

It is the responsibility of the family to keep us advised of personal changes such as address, phone number, authorized persons to pick up. Annually we will ask you to update your information form.

Tuition

Our current tuition sheet is included with this handbook.

Tuitions are generally set for a one-year period, with increases taking effect at the beginning of the calendar year. We reserve the right to adjust tuitions at any time. Families are notified one month in advance of a tuition increase.

Funding Subsidies

In order to provide childcare to all families Northwest Center Child Development Program is pleased to accept funding from DSHS, the City of Seattle and Child Care Resources when families qualify. DSHS funding does not cover the cost of providing childcare so Northwest Center provides a scholarship to cover the difference. If a child funded through DSHS is absent more than 5 days a month in 2 months of a quarter, we may not be able to hold the classroom spot for that child. Families receiving funding subsidies are responsible for maintaining the subsidy. In the event the subsidy ends and the child is still enrolled, the family is responsible for the full tuition.

Payments

Childcare fees are payable in advance. Payments are due the first of the month and are delinquent on the 10th. A late payment fee or 10% of the balance or \$50.00 will be assessed after the 10th. If payment is not received by the 20th of the month children will not be allowed to attend. Monthly invoices will appear in your child's classroom folder. Please deposit payments in the drop box in the office or mail payments to:

Northwest Center

P.O. Box 80827

Seattle, WA 98108

Credit card payments can be made by calling the Northwest Center accounting office at (206) 285-9140

Vacations

We do not decrease tuition for vacation or illness. Our expenses remain the same whether or not your child is here. If you withdraw your child for a vacation month we are unable to guarantee that your space will be available to you, should you wish to return.



Those families who return to Northwest Center Child Development Program after an absence of one month or more will be subject to the same policies as new families, including the \$50.00 registration fee.

Reducing days attended

If you wish to reduce the number of days your child attends we will offer a part time space when one becomes available. We require a minimum of one-month notice for this change. You will be billed at the higher rate for one month beyond the date notice is given.

Withdrawal

We require a written notice of withdrawal a minimum of one month prior to your child's last day. You will be billed for one month beyond the date that notice is given, whether or not your child attends Northwest Center for the full period. Your account must be paid in full no later than your child's last day. If no payment has been received within 15 days of termination your account will be turned over to a collection agency.

Late pick up charges

Northwest Center closes promptly at 6:00 p.m. everyday. There is a late pick-up charge of \$15.00 for the first 15 minutes after the official closing time, with an additional charge of \$5.00 for every 5 minutes after 6:15 p.m.

Please call the center in the event of an emergency that will prevent you from picking up your child on time. If we haven't heard from a parent/guardian or been able to reach an emergency contact by 7:00 p.m., your child will be referred to Child Protective Services, as required for abandoned children.

FAMILY RESPONSIBILITIES AND INFORMATION

Diapering and Toilet Training

Infants and children not toilet trained will have their diapers checked regularly throughout the day. Cloth diapers are supplied by the CDP if the family wishes at no additional cost. Parents need to provide diaper covers or plastic pants and a disposable diaper for going home. If a family prefers to use disposable diapers, they must provide them. Sanitary precautions are used by the staff including the use of gloves and disinfectant as prescribed by the health department. Toilet training is a process that involves the efforts of all parties. Teachers and families will discuss toilet training issues as they arise. On-going communication, verbal reinforcement and the child's readiness and desire to be toilet trained are all considerations in making this decision.

Infant Feeding

Parents are responsible for sending formula or breast milk already prepared in bottles for their infant. Please also provide an extra bottle and a container of formula. When transitioning to solid foods, the CDP will provide rice cereal. Other foods may be brought from home or the cook will puree food from our menu in the kitchen. Infant room teachers and parents will communicate regarding schedules and feeding. All infants will eat and nap on their own schedules.

Release of children from school

It is the policy of the Child Development Program to release a child only to parents or guardians. Parents can authorize other people to pick up their child for a specified date or period of time not to exceed one month. Forms are available in the office for this purpose. Under no circumstances will a child be released to someone not specifically designated by the parent/guardian. We will not release a child to anyone under the age of 16. If the person picking up a child is unknown to our staff, we will require picture ID.

Sign in/out policy

All custodial parents and/or guardians will be assigned a pin number for signing their child(ren) in and out of the center. This is a legal signature. Please do not give your number to anyone else picking up or dropping off your child. Non-custodial adults dropping off or picking up a child will sign in and out in the office.

Things to Bring From Home

All children should have a complete change of clothing that can be left in their cubby. Label everything with your child's name including coats and hats. If your child has a special comfort item, he/she is welcome to bring that to school. When children bring toys from home, parents should discuss with them the possibility of the toy getting lost or broken. Teachers cannot be responsible for taking care of toys from home.

Hours and Closures

Our normal hours of operation are Monday through Friday, 7:00 AM until 6:00 PM. A schedule of closures for the current year is attached.

Holidays

Northwest Center Child Development Program is closed New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and the Friday following.

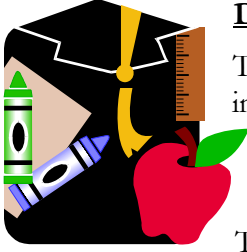


Winter Break: During winter break the center will be closed December 24th through January 1st.

Staff In-service Training: Northwest Center Child Development Program closes four times each year for teachers to attend training or workshops, clean the classrooms and meet together. Please refer to CDP yearly calendar for in-service days.

Staff meetings: We will close once each month at 5:00PM for an all-staff meeting except months when we are closed for In-Service training. Late pick-up charges will apply after 5:00 PM on these days. Please see CDP yearly calendar for dates.

Snow/ weather: Generally, Northwest Center Child Development Program will close for severe weather whenever the Seattle Public Schools close however the CDP closure will be at the discretion of the Director or Northwest Center CEO. We also reserve the right to close at any time due to severe weather conditions, or for other emergencies or natural disasters. No refunds or credits are given for closures due to severe weather. Our voice message will tell you if we are closed.



Daily Schedule

The following is a typical schedule for a classroom. Please check individual classroom schedules which are posted in each classroom.

7:00- 8:15 Children enter their classroom for free choice time. Teachers have placed out activities that spur the children's interest. Children are free to choose from any activities in the room.

8:15- 8:45 Breakfast is brought to the classrooms. Family style dining with staff role modeling takes place at this and all meal/snack times. Table setting, self-serving and clean up are the children's responsibilities, as they are developmentally able to accept them.

8:45 – 11:30 During this time classrooms schedule Circle Time, Small group activities, outside time and free choice time. Children are encouraged to participate in a variety of activities, which are focused on the theme for the month and/or day. These include stories, songs, finger plays, dancing, art, manipulatives, puzzles, fine and gross motor activities and social interactions.

9:30AM All children need to arrive by 9:30 in order for classrooms to meet the needs of all the children. Children and parents coming into the classroom disrupt attention of the other children. Infants and Waddlers are not included in this policy. If there is a special exception, such as a doctor's appointment, please notify the office in advance so the teachers can plan for a late arrival.

11:30-12:30 Family style dining is not to be rushed. Children are included in this event through helping to prepare the room, themselves, and setting the table. Serving themselves, manners and conversation are again reinforced at this time.

12:30-2:30 At this time many children will sleep. Children up to age 5 are encouraged to relax and quietly rest. Sleeping at the CDP is an option. Parents can opt whether or not they want their child to sleep. Children who are not asleep after 20 minutes will join others who are not sleeping, and be engaged in quiet activities. Rest time varies in each classroom.

2:30- 3:00 Children are given time to wake up and join friends in play

3:00 – 3:30 Family Style afternoon snack

3:30 – 6:00 Teacher and child initiated activities including circle, board games, outside time, and crafts.

5:00 A second snack is provided to the children. Children have the choice to sit and eat or continue to play. This snack is available for children when they feel ready, and is not necessarily a family style meal.

Transportation

Parents are responsible to transport children to and from the center during hours of operation. Those receiving services or attending school through the Seattle school district may be provided with bus transportation. Generally children receiving special education services can be dropped off directly at Northwest Center CDP, while typically developing children must have arrangements for a bus to drop them at a nearby bus stop, where CDP teachers may agree to meet them and walk them up to the center. Parents are responsible for making all bus arrangements and notifying the CDP of all bus pick up and drop off procedures in writing. Parents can pick up a transportation form from the office to detail specific bus arrangements. CDP does not transport children to or from school.

Field Trips



Parents may sign a blanket authorization form allowing children to participate on field trips. Classroom teachers will provide three days notice to parents about trips they are planning and will ask for specific permission for the trip. Field trip transportation will include either walking (stroller and front/back packs for infants/waddlers), METRO buses or our mini van. Children will not be transported in private cars. Neighborhood walks to nearby tennis courts, soccer fields, and Rodger's park, may be taken without three days notice or specific permission slips at any time, and notification will be left on the classroom door and in the office.



HEALTH AND SAFETY

Your child's health is a matter of importance to all of us. Your family can contribute to the health of your child at school in the following ways:

Immunizations

Immunizations must be kept current. A certificate of immunization, complete with your signature, is a state requirement for admission to any children's facility. You are responsible for informing us in writing when your child receives additional immunizations. Our program follows the King County Health Department recommendations for immunization schedules. We have information about immunization schedules in the office.

Illness policy

The CDP follows the Seattle King County Department of Public Health recommendations. If all parents keep sick children at home, everybody's children will stay healthier.

Please keep you child home, if he/she has any of the following symptoms:

- **Fever** (temperature of 100 degrees F, taken under the arm) **AND** sore throat, rash, vomiting, diarrhea, earache, irritability or confusion
- **Diarrhea** – 3 or more watery stools (BM, poop) in a 24 hour period
- **Vomiting** – 2 or more times within the past 24 hours
- **Rash** – body rash, especially with fever or itching
- **Sore Throat** – with fever and swollen glands
- **Eye Discharge** – thick mucus or pus draining from the eye, or pink eye;
- **Not Feeling Good** – unusually tired, pale, lack of appetite, confused or irritable.

Please let the office know about any illness your child has. We will notify other parents if children have been exposed.

We will follow the guidelines above when determining when a child needs to be picked up from the CDP. A child who is ill will be separated from other children either in a separate area of the classroom or in the office. Parents/guardians will be contacted and asked to pick up their child as soon as possible.

MEDICATION MANAGEMENT

Parent/Guardian Consent

1. Medication will only be given with prior written consent of the child's parent/legal guardian. The Medication Authorization Form will include the child's name, the name of the medication, reason for the medication, dosage, duration and any side effects, (use package insert or pharmacist's written information).
2. A parent/legal guardian will be the sole consent to medication being given, without the consent of a health care provider, if and only if the medication meets all of the following criteria:
 - The medication is over-the-counter and is one of the following types of Parent-Consent Medications:
 - Antihistamine
 - Non-aspirin fever reducer/pain reliever
 - Non-narcotic cough suppressant
 - Decongestant
 - Ointments or lotions intended specifically to relieve itching
 - Diaper ointments or powders intended for use with "diaper rash"
 - Sunscreen for children over 6 months of age
 - The medication is in the original container and labeled with the child's name; *and*
 - The medication has instructions and dosage recommendations for the child's weight and age; *and*
 - The medication is not expired; *and*
 - The medication duration, dosage and amount to be given does not exceed label-specific recommendations for how often or how long to be given.

Health Care Provider Consent

1. A health care provider's consent, along with parent/guardian consent, will be required for prescription medications and over-the-counter medications that do not meet the above criteria.
2. A health care provider's consent may be given in 3 different ways:
 - The provider's name is on the original pharmacist's label (along with the child's name, name of the medication, dosage, duration and expiration date); *or*
 - The provider signs a note or prescription that includes the information required on the pharmacist's label; *or*
 - The provider signs a completed Medication Authorization Form.
3. Medications for chronic conditions such as: Asthma or Allergies can be given when the above requirements are met and:
 - Symptoms that would require the medication are documented; *and*
 - The length of time the medication is to be given (ex. 1 week) is documented; *and*
 - The maximum amount of medication that can be given in a 24-hour period is documented.

Emergency Procedures

Emergencies will be handled according to the procedures, which are posted in each classroom and office. Necessary and immediate steps will be taken and you will be informed of the situation as soon as possible. If you cannot be reached, a call to the emergency contact person listed on the emergency card will be made. **It is critical that you keep current the emergency numbers on the card in the office. Inform the office immediately of any changes.**

Fire drills

Monthly fire drills are held at unspecified and unannounced times and conducted by the director. A log is maintained and scrutinized by the local and state fire marshal during their annual inspection of the building.

Earthquake preparedness

In the event of an earthquake or other disaster, our staff will do what the Red Cross has recommended. We will stay on site until notified that it is safe to leave, and/or all children are picked up. We are fully equipped with earthquake disaster kits, food and water for more than 72 hours. First Aid kits are on site, and periodic earthquake drills are done at the center.

Poisoning

We will immediately call Poison Control and follow their recommendations. The parent will be contacted and informed of the incident, actions and recommended procedures. In the school, all potentially hazardous and dangerous materials are kept in locked cupboards and on inaccessible shelves.

Accidents

Sometimes accidents occur in the school environment. The staff makes every attempt to keep the areas where children play free from dangers. All staff are trained in Cardiopulmonary Resuscitation (CPR) and First Aid. It is the program practice to have a person who witnessed an accident/incident complete an injury form. A copy of the report is given to the parent and kept in the child's file. In a case where outside medical attention is needed, emergency procedures will be followed and parents will be contacted as soon as possible. If we cannot contact parents, we will call the person listed on your emergency form in the office.





Nutrition

We serve a vegetarian menu that meets USDA food requirements and is appealing to children. Our cook will also prepare puree or variations to accommodate allergies or other diet considerations. Special diets require written authorization from the parent and in certain cases from a health care provider. Please talk with the director or program coordinator regarding special diets. Suspected food allergies must be documented by a note from the physician and accompanied by suggestions for substitute foods in the diet of the child.

We serve our meals family style, and children are given age appropriate responsibilities such as serving themselves, setting the table and clean up. These meals are a time for conversation and focus on manners and social interactions. Because our meals are nutritious, children are given the opportunity to choose which foods they wish to eat. Food is never used as a reward or punishment.

Please do not send food from home. Special occasions may be celebrated with food prepared in a licensed kitchen. **In most cases, this means treats must be store bought.**

Meal schedules are as follows:

Breakfast: 8:15
Lunch: 11:15 in Rooms 3, 4, 6
11:30 in rooms 2, 5, 7, 8, 9, 10
Snack: 2:45 in Room 3, 4, 6
3:00 in Rooms 2, 5, 7, 8, 9, 10
Late snack: available at 5:00PM

Discipline policy

At Northwest Center CDP, the practices regarding discipline and behavior management are based on accepted early childhood theories and principles, namely, that the child learns and copes best when motivation and behaviors are internal and self-imposed, rather than external and imposed by adults. By principle, it is understood that self-discipline is not innate, and the role of the adult is to assist the child in learning self-control. Some common practices would be that of a positive approach redirection of the activity and diversion of a child from a less accepted activity to a more acceptable activity.

No physical punishment (for example: spanking, hitting, shaking, slapping hands, biting or pinching back) is ever allowed under any circumstances. No verbal or emotional punishment is ever allowed. Each need for behavior management is handled individually and according to the child's developmental level, behavior, skills and cognitive/emotional level. Individual behavior plans may be developed with the assistance of the Program Coordinator when teacher's feel special assistance is required. The plan will be shared with parents.

Physical restraint of a child would only be used in an extreme situation where a child is in danger of seriously hurting him/herself or others and then only by a staff member trained in the appropriate use of the basket hold. At any time a restraint was required, the parent/guardian would receive written documentation.

Non-discrimination policy

No person shall be the subject of discrimination on the basis of race, color, national origin, gender, disability status, sexual orientation, marital status, age, or HIV/AIDS status.

Religion and Holidays

Northwest Center Child Development does not prescribe to any specific religious or holiday practices. Customs and beliefs are taught in all classes as a way of teaching children about all cultures and respect for all. Families are encouraged to share activities, food, songs, and stories from their cultures.

Child Abuse Reporting Requirements

All Northwest Center Child Development Program employees and volunteers are mandated by law to report suspected abuse, neglect or exploitation of children and vulnerable adults. Any employee or volunteer having reasonable cause to believe that a child has suffered abuse or neglect shall report the incident to Child Protective Services and to Law Enforcement when appropriate as soon as possible but no later than within 48 hours of the suspected violation. We will cooperate with instructions of confidentiality from DSHS and law enforcement.

Confidentiality of records and files

Your child's files are private, confidential and protected from unnecessary scrutiny from any unwarranted party. Information will be released ONLY after our program staff have a signed and dated "release of information" provided by the parent or guardian.

Security system

For purposes of safety of the children during the day, a security system is installed on the front door. All parents and staff use only the front doors for entrance and exiting. The security code is given only to parents who have children enrolled. Please ask the office manager or other appropriate staff for the entrance code. Please do not share the code with others. Office staff will open the door for visitors who are not parents/guardians.

Grievance Procedures



Families have the right and responsibility to help ensure a safe, fun and nurturing environment for their children. If at any time a family member has a question or concern about a program or child we recommend it first be addressed to the child's teacher. If the concern persists or is not addressed in a way that meets your needs the family and/or the teacher should include the Program Director in the resolution.

All concerns in regard to schedules, financial responsibilities and health should be addressed directly to the Program Director.

Pesticides Application

No chemical application will be applied without written notification to parents 48 hours prior to any intended application of pesticides. Written notification will include details about the chemicals to be used and application procedures. A complete Pesticide policy is available in the office.