

Dear New CCSC Community Member,

Welcome to the Children's Center of the Stanford Community! CCSC is the oldest childcare facility at Stanford and has a long tradition of partnering with parents in the care of children. We are so excited that you have chosen our program for your family's childcare needs.

An important part of our responsibility to staff and families of the CCSC community is to create a stable, enriching environment and ensure long-term viability of the Center by establishing and following responsible fiscal and operational policies. Please keep this copy of our handbook (which supersedes any previous policies or handbooks) for your easy reference to Center policies and procedures. This is also a great tool to refer to when you need to know whom to go to for what. Please read the information and policies carefully.

If the information given here seems overwhelming, please feel free to drop by the office at any time and ask questions.

Supplements to the CCSC handbook include the Co-op Handbook, the Snack handbook and our Programatic Guidelines for Working with Children. In addition to these documents, ask your classroom teachers for a copy of the classroom handbook.

CCSC is not just a childcare center, we are a community. With every new family enrolled, our opportunity to reach our potential increases! We hope you will participate in the offerings of our community to it's fullest.

We look forward to working with you, caring for and playing with your children, sharing and growing as parents, teachers and community members.

Sincerely yours,

Karen Myers
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**CCSC Parent Handbook
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I. Center Overview

CCSC Mission Statement

The Children's Center of the Stanford Community is a cooperative effort by Stanford families and Center staff to raise happy, healthy, compassionate and socially confident children who are prepared for challenges beyond the security of the Center.

CCSC Values Statement

The Children's Center of the Stanford Community (CCSC) brings together families and staff with a wide range of backgrounds, perspectives, and philosophies. At the core of this enterprise is an important relationship with Stanford University, which provides CCSC support and goodwill. The Center adheres to a set of values that influence decision-making at all levels, from governance to operational management to everyday classroom activities. This statement reflects our commitment to these values and provides a set of principles to guide CCSC.

Community: We build relationships among parents, teachers, staff, and children by working together, sharing our experiences, and communicating effectively.

Child-Centered Learning: Our play-based curriculum allows learning to emerge naturally by encouraging the children's sense of wonder to guide their interaction with their environment, their peers, and their caregivers.

Emotions: We provide a nurturing environment in which children and the adults around them express their emotions appropriately and empathize with others.

Creativity: We encourage creative thinking at all levels, from artistic expression and creative problem-solving in the classroom to innovation in Center administration and governance.

Security: Through the dedication and commitment of our staff and parents, along with the support of Stanford University, we create a safe place for children to explore their world, their emotions, and their relationships.

Respect: Children, staff, and parents are treated with respect and tolerance as we strive to understand and celebrate our differences as well as our similarities.

Growth: We provide opportunities for developmental, professional, and personal growth through risk-taking, communication, and breadth of experience.

Responsibility: We create a stable environment for families and staff and ensure the long-term viability of the Center by establishing and following responsible fiscal and operational policies.

History

The Children's Center of the Stanford Community (CCSC) was founded in 1969 by a group of Stanford undergraduate women who wanted to offer childcare for children 2 to 5 years of age. One year later another childcare service at Stanford, Little Kids' Place, was founded as a drop-in center for children 9 months to 3 years of age.

By 1973, both centers had grown to their maximum enrollment of about 50 children each. Eventually, both centers joined under one name to form what is presently known as CCSC, providing care through Little Kids' Place (LKP) for children 9 months to 3 years, and Big Kids' Place (BKP) for children ages 3 to 5 years. In 1974, CCSC moved from its location at Stanford Elementary School at 591 Mayfield Avenue to its present location at 685 Pampas Lane.

In 1979, the Craig Infant Program (CIP) opened in an apartment at Escondido Village responding to the growing demand for infant care. This program served infants from one month to twelve months of age. In the spring of 1982, the parents of CCSC and CIP voted to merge, with CIP becoming the third program of CCSC. CIP was then incorporated under CCSC's Articles of Incorporation.

As the demand for childcare on campus continued to grow during the 1970s, the waiting lists for the Center programs grew to over 400 families. The university recognized this demand and through the efforts of the Child Care Consultants and the Office of the Dean of Student Affairs, funds were made available for a new building on Pampas Lane.

The "new building" (South building), which was completed in April 1984, housed the administrative offices, three CIP classrooms, one BKP classroom, and the Teeny Kids Place (TKP) room established in 1989 as a transition program to meet the needs of toddlers between 15 months and 2 years of age. In the fall of 1999 we expanded our TKP program to 2 classrooms and lowered the ages served in our 2 infant classrooms to under 18 months. Our newest buildings (located on the original CCSC site) have two LKP rooms and two BKP rooms. The Center is licensed to care for 144 children at any one time and generally has over 185 children enrolled, given the full and part time schedule offerings. As a parent cooperative, CCSC has been accredited by the National Association for the Education of Young Children (NAEYC) since 1988.

Center's Relationship with Stanford University

CCSC is an independent, non-profit corporation founded for the sole purpose of providing high quality childcare for Stanford University students, staff and faculty. CCSC has an Operating Agreement with the University, which is renewed every three years. The Operations Agreement is administered through the WorkLife Office and overseen by the WorkLife Office Director.

The University provides CCSC with its rent-free space, grounds and building maintenance, as well as the consulting services of the Child Care and Parenting Coordinator at the WorkLife Office. A representative from the WorkLife Office is invited to attend our monthly Board of Directors' meetings.

Curriculum and Philosophy

The Children's Center of the Stanford Community (CCSC) is grounded in the belief that children are competent, curious, resourceful learners. Our inspiration comes from the RIE approach, the schools of Reggio Emilia, Italy and Socio-Constructivism to name a few.

Children's interests and explorations provide the framework for curriculum and investigation. Our thoughtful and intentionally designed environment fosters children's experiences, relationships and opportunities for cooperative work. Materials are selected that are interesting and provoke creativity and wonder.

Our work with children hinges on respectful, collaborative relationships between staff, families and the community. The active participation of our parents is an essential element in the life of our school.

Staff Qualifications and Team Teaching

All CCSC teachers have a background in early childhood education. All regular staff members must have a minimum of 12 semester units in Early Childhood Education or Child Development, but many have obtained their AA, BA or MA in the field. The Center provides opportunities and encouragement for staff to pursue further training. Each staff member receives an Education Fund as part of their benefits package. Staff members participate in childcare conferences and workshops regularly.

Each teaching team at CCSC consists of a teaching team of four. We utilize a team teaching approach, which means that all teachers have equal responsibility and authority; *there are no head teachers at CCSC*. A few of our classrooms have a teacher assistant, who is usually a person working towards completion of Early Childhood Education units or degree. Our teacher assistants support the teachers in implementing the program.

The professional teaching team works as a team with "participating parents", who collectively make up a quarter of CCSC staffing coverage. Participating parents (coopers) support the classroom to create a nurturing environment for children and implement classroom routines. Class meetings, social events, and conferences help to enhance relationships between teachers and parents.

Our teaching teams are guided by a Program Coordinator. In a supervisory role, our program coordinator is active in maintaining the quality of our program, mentoring staff members and supporting parent needs and concerns.

II. Community Membership

By enrolling at CCSC you become a member of our cooperative community. In doing so, each CCSC parent assumes an active role in promoting and fostering the well being of our community. The quality of our organization depends on the combined efforts of all CCSC adults, both in the classroom and in our administrative and governing bodies.

CCSC is a parent cooperative, partnering with parents in their children's care on a regular basis. By working in the classrooms, family members contribute their special skills to the community, opening a whole new range of expertise to the children. In return, parents also learn from the teachers, expanding their understanding of their own children's development. There are many benefits associated with membership at CCSC. The cooperative nature of CCSC creates a supportive community that sees families through the inevitable crises of daily life and joins with them in celebrating its joys. The community shares the rewards and challenges of parenting through parent education workshops, parent teacher conferences, potlucks and center-wide events. Class meetings, social events, and conferences enhance relationships between teachers and parents.

With parents and staff serving in so many capacities, the lines of responsibility and authority within our cooperative may be confusing at first. Here is an overview of the Center's main spheres of operation, an explanation of whom has oversight responsibility for each, and how your membership contributes to the whole.

Classroom Programs

Who is Responsible: Classroom operations are the teachers' responsibility. The curriculum, supporting services, equipment, and day-to-day operations in each program are the responsibility of the teaching staff, who work in close collaboration with the program coordinator to define classroom policies and procedures.

How You Participate: In addition to the time spent partnering with teachers in the classroom, parents are encouraged to enhance classroom quality by participating fully in all parent meetings. Each classroom also needs a Room Coordinator, a parent volunteer who orients new families, helps parents with questions, organizes classroom social events and contributes to the center newsletter "CCSC News & Views".

Center Management and Administration

Who Is Responsible: All guidelines and procedures for staff and families that affect the quality, professionalism, and smooth operation of the Center are set by the Executive Director in consultation with the administrative team. Updates on administrative policies will come to you regularly in center memos and newsletters. The Executive Director is also responsible for staff hiring, performance, and evaluation.

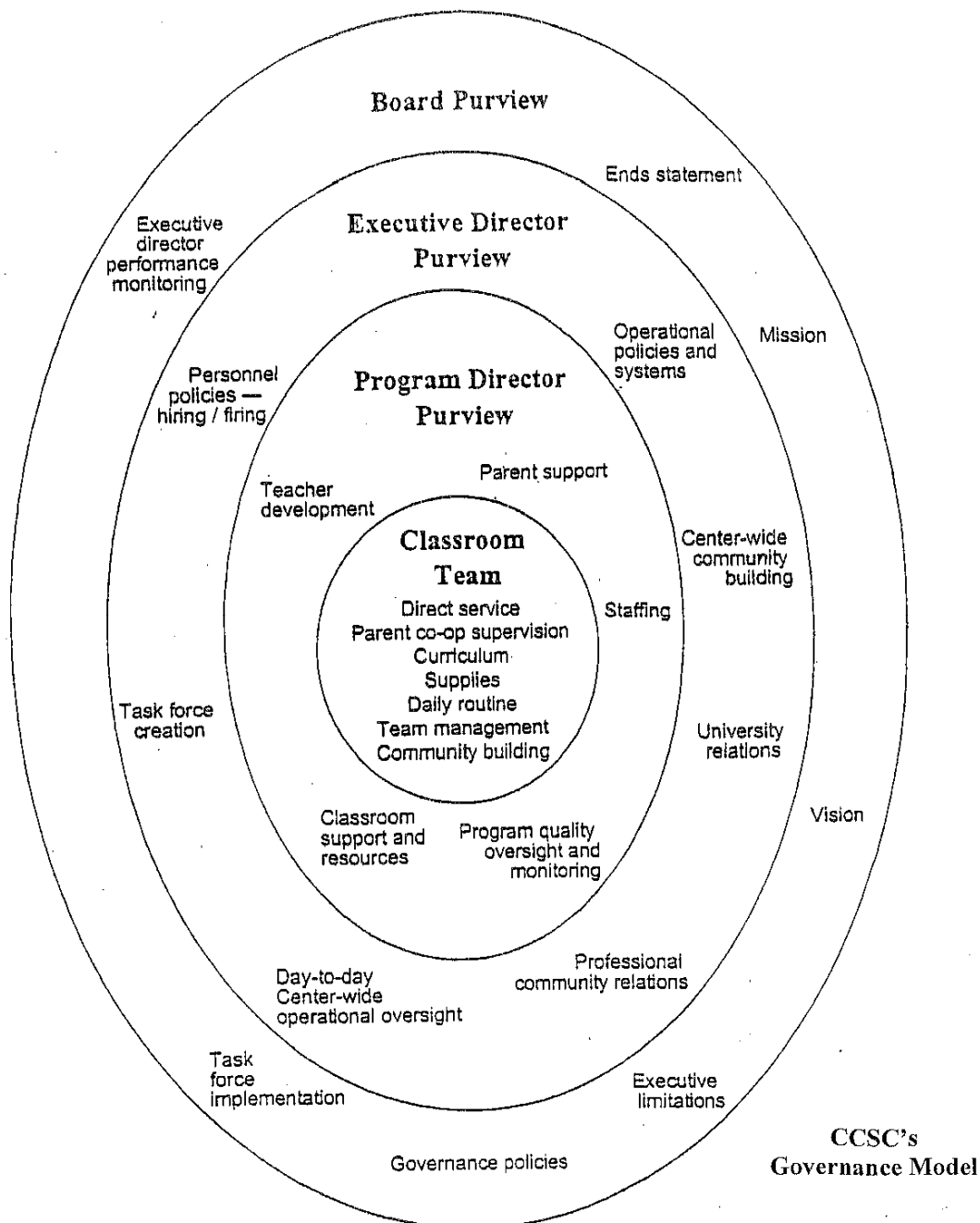
A Board of Directors composed of elected parent members, staff representatives, and the Executive Director (with the possible inclusion of non-affiliated community members) governs CCSC. A representative from the WorkLife Office is invited to attend our monthly Board of Directors' meetings. The full Board meets regularly in open meetings under the leadership of an elected Executive Committee.

How You Participate: You are encouraged to engage in center administration by contributing ideas at meetings, staying up-to-date on our policies, completing surveys and communicating with the Executive Director through "in person", phone, or e-mail communications.

Center Governance

Who Is Responsible: The Board is confined to establishing top-most policies, leaving implementation and subsidiary policy development to the Executive Director. Its focus is chiefly on vision and mission and long-term impacts, not on the administrative or programmatic means of attaining those effects. The Board leads the organization toward the desired performance and assures that it occurs. The Board leadership is solely through the highest-level policy and monitoring relationship with the Executive Directors.

How You Participate: You are encouraged to enhance center governance by Participating in Board meetings and voting on all measures put forward to the general membership (such as the annual budget). You may also wish to play a larger role in center governance by serving as a Board member or Task Force participant. Parents participating at this level are able to fulfill workday participation requirements.



Multi-Cultural Opportunities

Open to Stanford University students, faculty, and staff, CCSC draws a wide range of families. People of varying racial, ethnic, national, and religious backgrounds come together at the Center in the shared experience of child rearing. In addressing how the Center acknowledges, respects and accepts diversity, it was very important for us to acknowledge that there are varying definitions of the term “diversity”.

For the purpose of establishing CCSC’s philosophy and practice regarding diversity we have chosen to use a definition taken from California Tomorrow’s book, Looking In and Looking Out: Redefining Child Care and Early Education in a Diverse Society:

‘In the early childhood field, “diversity” is typically used to refer to a wide range of dimensions, around which people differ. These dimensions include race, language, culture, class, age, gender, sexual orientation, and physical or mental ability/disability. Our definition encompasses people of all races, languages and cultures including white English speaking Americans of European ancestry.’

In keeping with the basic components of CCSC’s developmental philosophy, such as acknowledgment, continuity between home and center, appreciation for diversity, acceptance, and validation, CCSC classrooms acknowledge cultural diversity by researching a multitude of holidays throughout the year within and outside of our classroom culture. It is difficult for children to learn to value and respect diversity without exposure to a variety of family traditions, cultures and celebrations. We cannot fully acknowledge children’s home environment unless they are able to share it within the classroom.

To appropriately respond to the need for cultural understanding among children and their families we need to open up the discussion and direct the experiences in the classroom towards understanding why some families celebrate different holidays and why some do not. If we deny the opportunity to discuss Christmas, Hanukkah and Kwanzaa, Chinese New Year, Boy’s Day, Girl’s Day, Diwali, Passover, and various New Year’s Celebrations, we are not allowing for children to see that families believe different things. Furthermore, if we do not acknowledge holidays (through hands-on activities such as stories, recipes, art experiences and games) we may inadvertently encourage children to think that other holidays or customs are strange. Celebrations, be they birthdays, New Year’s or religious events, are an important part of every child’s life and their family culture. It is important that we acknowledge this through age appropriate activities and recognition.

We have a wonderful opportunity at CCSC to have families and teaching staff share their cultures in our classrooms and curriculum. This will help the children at CCSC to establish a respect for differences and similarities early in their lives. As a staff and community, CCSC will also promote diversity and respect for cultural differences through workshops, parent education and curriculum development.

We hope you will find ways to bring your unique family culture into classroom curriculum through creative snack and/or seasonal activities. Teachers welcome your ideas for sharing your culture with the classroom.

Center Communication

CCSC prides itself on the level of communication we have developed in recent years. The Center has established four major modes (besides interpersonal contact) of information dissemination. These modes of communication are this Parent Handbook, the Center newsletter, bulletin boards/postings, and e-mail. In addition, parents are responsible for reading all pertinent memos and letters disseminated through the classroom parent mailboxes.

The Center Newsletter--CCSC News and Views

The CCSC newsletter is distributed every other month. The newsletter includes a letter from the Executive Director, an update or letter from the Board President, various articles on childhood education or development, information on upcoming events and fund raisers, parent work day opportunities, and classroom updates. The Center administration encourages all staff and parents to read this bi-monthly communication to stay informed on Center policies and events.

Classroom e-mail Lists

The CCSC e-mail lists were created to enable parents, staff, and the administrative team to extend casual communication. It can be used to remind people about potlucks, swap cooping times, and letting others know about great family activities or child-oriented opportunities. The administrative team also uses the e-mail lists for important reminders. It is the responsibility of individual e-mailers to post necessary classroom level information in the classroom for those parents without e-mail access or choosing not to subscribe. Many classroom teachers also do not have e-mail access so please include them as necessary to promote appropriate communication.

The 'vision' for the CCSC classroom e-mail lists is to keep it ongoing for many years and as parents and children come and go from the room, they subscribe and unsubscribe. We have set up 9 lists (one for each of the 9 CCSC classrooms) so when your child "graduates" to another room, you can unsubscribe from that list and subscribe to your new room's list. Please make sure to unsubscribe when changing your e-mail address or leaving Stanford, it is difficult to unsubscribe through links.

1. To subscribe to the list, send the following one line message (using your classroom) to majordomo@lists.Stanford.edu: **subscribe ccsc-cip1@lists.stanford.edu**
2. To remove yourself, send to majordomo@lists.Stanford.edu (using your classroom) **unsubscribe ccsc-cip1**
3. To get a list of e-mail accounts on the list send to majordomo@lists.Stanford.edu **who ccsc-cip1**
4. To send a message to the whole group, use the e-mail address:
ccsc-yourclassroom@lists.stanford.edu (for example: ccsc-cip1@lists.stanford.edu)

Front Door Trilogy Lock Code

When you enroll your child at CCSC, you will be given the code for the trilogy locks. These coded locks are for security of the center. Please do not give this code to visitors. If you let them in, be sure to find a member of the admin team to assist them. Do not let strangers enter the gate at the 683 Pampas location. All visitors should register at the the main office, it is important that administration is aware of visitors on campus.

Conflict Resolution Procedure

At CCSC, we believe that an effective communication system among all members of our community -- parents, staff and children -- is essential to the success of our program. One part of this process is the communication that occurs between parents and classroom teachers in our Center. Most of the time this interaction is informal and is a positive sharing of information that is welcomed by all. Sometimes, however, problems develop and communication can become difficult. In such situations there is a process that should be followed to resolve a problem or conflict.

CCSC values peaceful, direct and timely dialogue between parties as a means of addressing concerns or settling disagreements. In all circumstances we believe that parents' concerns are resolved most effectively when they communicate directly and constructively with the staff member involved as soon as the problem develops.

As in any organization, we recognize that this procedure will not result in every problem being resolved to every parent's satisfaction. However, CCSC values the contributions of both parents and staff and encourages parents to feel free to raise issues of concern. On those few occasions in which talking to the staff member does not resolve the concern and you are still troubled, please follow the procedure outlined below.

Informal Conflict Resolution Approach

All problems, conflicts and complaints must first be brought to the attention of the CCSC staff member involved, who will attempt to resolve the situation. All conversations you have with the staff member will be held in strictest confidence. If you have a concern about your child's care, or experience a problem with a CCSC staff member you should:

Step 1. Open the lines of communication with the staff member involved. Within a week of the problem, initiate a discussion and/or arrange for a personal conference. Give the solution(s) a chance to succeed. Check back with the individual to evaluate the relative success or failure of the solution(s). Repeat the process if necessary.

Step 2. If you have followed the procedure outlined in step 1 and feel that the problem has not been satisfactorily resolved, you may refer the matter to the Program Coordinator, who will confer with the Executive Director, if necessary. The Program Coordinator may facilitate additional communication with other staff or provide alternative resolution.

Formal Conflict Resolution Procedure

Step 1. If you have attempted in good faith to resolve a grievance through the informal resolution approach as described above, and have done so without satisfaction, you must notify the Executive Director with the formal conflict resolution procedure. This request must be made in writing, outlining the steps you have already taken towards resolution. The Executive Director will review the written grievance, meet with appropriate staff members and notify you of the decision. Efforts will be made to resolve the conflict within a reasonable period of time.

Step 2. If you have followed step 1 under "Formal Conflict Resolution Procedure", and have done so without satisfaction, you may appeal the Executive Directors' decision in writing to the Oversight Committee of the Governing Board of the Executive Directors' written response. The Oversight Committee will address your concern and attempt to respond within a reasonable period of time. (The Oversight committee meets prior to regular board meetings monthly.)

III. Enrollment Policies

Affiliation Policy

The service of childcare at CCSC is offered for the children of regular staff employees, faculty, academic staff, matriculated students with full-time status at Stanford and, regular and relief employees at Stanford University Health Services. When a family's Stanford affiliation ends, they must notify the Enrollment Coordinator immediately. The following shall be reviewed and the child(ren)'s enrollment end date will then be determined:

- If Stanford affiliation ends for any reason, currently enrolled child(ren) may remain at CCSC for ninety (90) days; *no new siblings may be enrolled during that time.*

If the family chooses to leave CCSC before the end of the "remaining enrollment period", the usual thirty (30) day exit notice applies. The status of affiliation will be checked annually at re-enrollment time.

Session Schedules

The scheduling for all programs is done by the session:

Morning sessions*	7:30am-12:30pm
Afternoon sessions*	1:00pm-6:00pm
Full days	7:30am-6:00pm

***Morning and Afternoon sessions are only offered out to families in the infant program.**

A child may be enrolled for 5 full days, 4 full days, 3 full days, 5 mornings, or 5 afternoons. Only the session options described above will be offered to families requesting schedule changes.

Morning and Afternoon sessions are only offered out to families in the infant program. Once completed with the infant program, families should change to a 3,4 or 5 day schedule. If the family that complements their schedule wants to continue with their complementary schedule, they may stay in the program for ½ day sessions. If the complementary family leaves CCSC or changes to a full day program, the other family will have until September 1 to make their schedule change to the full day program.

Additional Hours

If you need additional care on a particular day, please give your child's teachers a *Request for Extra Hour's* form in advance of the time needed. Their approval will depend on many classroom factors, including the ratio of adults to children in the room and planned attendance during those additional hours. If your request is approved, extra hour fees will appear on your next month's bill.

Please note: Your tuition is due for the schedule your child is enrolled into, whether or not your child attends on the days for which he/she is scheduled. You must pay for any additional hours you use outside of your child's schedule. For example, if you are a 6 session family you may not "trade" one of your afternoons for a morning; if there is room for your child to attend on a given morning, you must sign up for those additional hours with an extra hours form and get classroom teacher approval.

Schedule Changes

If you wish to change your child's schedule, you must fill out a Schedule Change Request Form (located in main office or on our website). Schedule changes are at the discretion of the Enrollment Coordinator; it may not be possible to honor all requests.

If you are requesting to drop sessions from your current schedule you must submit a Schedule Change Request form to the Enrollment Coordinator. The effective date of the requested change will depend on the enrollment configuration in your child's classroom. If it is not possible to honor your request, the request will be reviewed monthly until the change is possible. If it is possible to honor your request, changes take place on either the 1st or 16th of the following month.

Frequent session schedule changes are not permitted.

Please note: If you change your schedule from full time to part time during the summer months, you are not guaranteed a full time schedule once fall begins. The only way to guarantee the schedule you want is to be enrolled in, and paying for, that schedule.

Vacation, Absence due to Illness and Extended Leave Policy

Because CCSC is a full time facility our operating costs remain constant year round. Families pay for an enrollment space on a monthly basis. Parents are required to pay full fees during vacations and during their child's absences.

CCSC recognizes the financial hardship that can be presented by paying for a child care space that you are not using, however, CCSC's operational costs remain constant whether your child is in attendance or not. Please recognize that the CCSC waiting list is quite long and that there are families waiting to start at any time with any schedule, so the only way to guarantee your child's space upon return from an extended leave is to pay for that space during your absence. Below are the options you may consider when taking an extended leave.

- CCSC will transfer enrollment to the lower (next age grouping) tuition rate if your child will move into the next program when they return to the program.
- During summer months, when enrollment numbers allow, CCSC will allow families to pay the lower, co-oping, tuition rate if they are out of the program for at least 1 calendar month (even though they will not be in attendance and therefore not co-oping).

The need for childcare within the CCSC community and the ability for CCSC to keep fees competitive make us unable to hold spaces without full payment during absences.

Classroom Transitions

In regard to a child's transition to the next program, the Enrollment Coordinator will confer with classroom teachers and Program Coordinators regarding developmental readiness and peer groups as spaces become available. We work with parents as best we can within the constraints of classroom composition, licensing regulations and the need to keep enrollment full.

Thus, all transitions are at the discretion of the Enrollment Coordinator, in consultation with your child's teachers and Program Coordinators. Parents are notified of the child's transition 2 weeks to a month prior to the transition date. There are many ways in which we support families during these transitions:

- a. Parents make 3 (mandatory) transition visits with their child in the new classroom.
- b. Current teachers bring the child to visit their new classroom.
- c. Teachers from the new classroom visit the child in their current classroom.
- d. Cross-program meetings are held to discuss transitions for children.
- e. Parents and teachers communicate about the transition.

Factors influencing transitions include:

- The match between a child's schedule and the available space in a classroom.
- Teacher recommendations based on the developmental needs of the children.

Mid year transitions happen when:

- A child in a younger program is considered developmentally ready to move up and his or her schedule matches the available space. The child's teachers in consultation with the Program Coordinators determine developmental readiness.
- A child is no longer eligible for a program due to chronological age and licensing limitations.

In addition, each classroom must have:

- a balance of full-time and part-time schedules.
- an adequate age distribution.
- an adequate distribution of girls and boys; this distribution is also dependent upon the external waitlist.
- a financially viable enrollment pattern.

IV. Participation and Cooperative Policies

Parent participation at CCSC includes, but is not limited to, three main “spheres”:

- weekly or bi-weekly (BKP only) classroom participation
- snack provision and,
- quarterly workday jobs.

Classroom Participation (optional)

Classroom participation, also called co-oping, is an option available to every family enrolled at CCSC. Upon enrollment, all families will receive a **Parent Co-op Handbook**.

Please note: even if you do not select the classroom participation (“co-op”) option or opt out of the option for any period of time during your tenure with the Center, we strongly encourage and support your involvement in the classroom. Please plan to spend as much time as possible in your child’s classroom; this can be done at drop off, pick up, your lunch hour or any time that you can squeeze in. Parents who do not co-op often feel at a disadvantage or disconnected from the daily routine and classroom experience; for this reason we do ask that you spend the time, when you can, to get connected with your child’s classroom teachers, children and other parents.

Coop Absences

If you or your child is ill, **please make every attempt to switch participation times with another parent in your child's classroom. If you successfully arrange a swap, complete the *Coop Swap* form and submit it to the administrative office.** If you are unable to do so, **contact the subline (462-8870) and your child's classroom as soon as possible.** You may choose to make up your missed participation time (only if it is due to illness) within 30 days or to pay the related failure-to-participate charge. If you choose to make up your co-op time, please contact the office to select a make-up time. Once you have completed the makeup coop, the buyout charges will be removed from your account.

Vacations

Because our expenses remain constant throughout the year, we cannot afford to cover your co-op hours when you are traveling for business, vacationing or on a maternity or paternity leave. If you will not be able to participate for any reason (other than illness) your co-op hours can be bought out or traded with another parent. We also allow families to choose the non-coop option as needed throughout the year.

When you are unable to fulfill your scheduled participation requirement you should:

1. First contact other parents in your child’s room and try to arrange a swap. If you are able to arrange a swap, please complete the *Coop Swap* form. Use the classroom email list to attempt to make a trade.
2. If you are unable to arrange a swap, and are still unable to come in, please call the classroom teachers and notify the office through a *Coop Buy-out* form or a phone call to the subline 462-8870.

24 hour voicemail to request a Coop Buy-Out: 650-462-8870

You may leave a voicemail message any time during or after Center hours. Messages are retrieved frequently. For Buy-Out requests during Center hours please call the same number. Last minute absences should always go on voicemail. A penalty fee will be charged when the administration is not informed adequately of a coop absence.

Please remember: You will automatically be billed for any missed participation time. When you make up your missed time you will receive an offsetting credit on the following month's bill. Missed coops can only be made up due to illness. Make-ups are allowed only during hours needing staffing coverage (8:30-10:30am or 4:00-6:00pm). Make up hours must be arranged with the office and must take place within thirty (30) days of the absence to avoid buy-out charges.

Snack Provision (mandatory)

Providing snack is a requirement for all families enrolled at CCSC. Snack requirements for the infant program (CIP) are different than snack requirements for the toddler and preschool (TKP,LKP,BKP) programs (see explanations below).

Bringing snack provides an opportunity to bridge the gap between home and center life. There are many opportunities for children to experience a variety of foods, as well as foods from different cultures. As children grow older, bringing snack also offers the opportunity to become involved in the selection and preparation of nutritionally balanced foods, as well as to feel proud about what they have brought to share for snack.

CIP Snacks

Snack requirements vary depending on the ages of the children in the room and how many are eating finger foods. Your classroom will set up a schedule with the families and let you know about an appropriate snack. Check with teachers to get on the snack schedule.

TKP, LKP, and BKP Snacks

All parents take turns providing snack and a beverage for the class. A morning snack and an afternoon snack are served. Snack should be nutritionally well balanced and include food from 3 of the 4 food groups (dairy, fruits/vegetables, meats/protein, and grains). Please bring snack prepared and ready to be served.

Depending on your schedule and the number of families per classroom you will be required to provide at least 2 snacks per month. A monthly sign-up sheet is available in each classroom. CCSC's **Snack Handbook** will also give suggestions for appropriate amounts to bring, as class sizes are different depending upon the age group. Beverages should be milk or soymilk. All milk should be pasteurized and Rbst free. Fruit juices will not be served for snack.

Failure to provide snack and snack buy out fee

There will be a \$30 per snack fee charged to families who fail to bring snack on their assigned day and time. Families that fail to sign up will also be charged this penalty fee for every required snack that they fail to sign up or make arrangements for. Please contact your classroom teachers if you need to buy-out of your snack obligation.

Snack Preparation

Bring snack prepared and ready to serve as much as possible. Make sure staff understand any heating instructions. For the health and welfare of our children we ask you to please follow normal sanitary procedures for food preparation. Wash hands prior to handling food. Do not prepare food too far in advance and use refrigeration and tightly sealed storage containers to preserve freshness. Rinse all fruits and vegetables thoroughly. Even fruits and veggies with peels should be rinsed before being cut or peeled. Please check with classroom teachers about children's allergies. All prepared snack items should be accompanied by a list of ingredients or the original packaging. **Items without the list of ingredients cannot be served in our program.**

Quarterly Workday (mandatory)

Quarterly workday jobs are a requirement for all families enrolled at CCSC. There are many maintenance jobs that need to be done around the Center to ensure that it is a fun, clean, safe place for children. In the spirit of a cooperative, each family is required to do four hours work (or a pre-approved activity) per quarter.

Workdays are often organized for specific classrooms or for the Center as a whole. We also welcome individual participation as many parents fulfill their requirement by doing a variety of "odd jobs" around the Center. Fundraising events are other ways you can earn your workday credit. If you share a job to earn workday credit, you also split the workday credit.

Reporting Workday Activities

If you attend an event to fulfill your workday requirement, **you are responsible for sign-in on the list at the event.** If you do an classroom job, it is the parent's responsibility to fill out a **workday voucher** (available in administrative lobby) and return it to the Business Office. Please make sure you get a staff signature to verify completion.

If more than one quarter's credit is earned during a quarter, the excess is carried forward to the next quarter. **Please note, however, you may only carry forward workday credit from quarter to quarter within one program. You may not, for example, bank workday credit in CIP and carry it over to TKP or LKP.**

Each year, many classrooms create a list of workday jobs to be done either on a family's own time or at a scheduled time. The CCSC administration also periodically schedules an all center workday or fund development event where you can earn workday credit. Occasionally, an email will go out with info about upcoming work day needs and other times, you will read about opportunities in the CCSC News and Views newsletter. If you have not completed a work day job in any given quarter, ask your classroom teacher, Program Coordinator or Executive Director if they know of any upcoming needs.

Any questions or disputes about the credit you have earned for workday participation should be taken up with the staff member involved with the job. The Business Office functions as record-keeper with regard to workday jobs completed and workday hours billed. Members choosing to buy out of workday will be charged at a rate of \$20 per hour at the end of each quarter.

Summer: July-September

Fall: October-December

Winter: January-March

Spring: April-June

Other ways to earn Workday Credit and get involved

- Board of Directors: Full year's (4 quarters) worth of workday credit.
- Room Coordinators: Full year's worth of workday credit (4 quarters). See your classroom teachers for a job description.
- Work Day Coordinator: Plan and facilitate classroom workdays and you can receive a full year's worth of workday (4 quarters).
- Auction Coordinator: Chair an auction committee and receive a full year's worth of workday credit (4 quarters).
- Laundry in TKP, LKP, & BKP: parents may volunteer to do laundry once a week for one quarter. In return the Center will credit you with four (4) hours of workday credit.
- Become the Newsletter Editor.
- Take on a special project around the Center (work with your classroom team or administration).
- Ask your classroom teachers for classroom specific jobs that will fulfill the requirements

Fund Development

Although CCSC is affiliated with Stanford University, we are a separate non-profit corporation responsible for our own fund raising for capital projects. In past years, CCSC has created a number of fund development campaigns to help maintain competitive fees, assist in capital improvement endeavors and fund special projects.

Our fund raising campaigns include a variety of events, on-going SCRIP sales, straight tax-deductible donations, grant writing, and donations of materials or goods. We encourage your involvement in our fund raising endeavors to help maintain the quality as well as affordability of care at CCSC. Our past events have included an Opera Concert Benefit, Auction Benefits, and the Strawberry Shortcake Booth at the Stanford Spring Faire.

E-SCRIP

You can also sign up for **E-SCRIP**, which is an electronic way for CCSC to receive 2-5% of all your \$ spent at participating stores. Families receive two hours of workday credit for registering for E-SCRIP.

SchoolPop.com

CCSC is registered with www.schoolpop.com, which is an electronic shopping mall that contributes up to 20% of purchases back to CCSC. By selecting CCSC as a recipient of your business with Amazon.com, Etoys.com and others we can receive donations. You must go through the schoolpop website and choose CCSC for us to receive credit! Then click on the .com of your choice and shop away!

Charity Auction

Since 1996, CCSC has held benefit auctions to raise funds for major facility upgrades and capital improvements. A benefit auction is an event wherein a variety of donated items (over 200) are sold to the highest bidders. The items for sale are an eclectic mixture of things ranging from travel packages to dining out to merchandise to children's parties to books to jewelry. A committee of CCSC volunteers solicits the donated items from businesses and individuals and the proceeds from their sale go towards our capital campaign. The auction committee is one of the most critical committees to the long-term well being of our program. Funds raised by the auctions, in the past, have gone towards our teacher's lounge and administrative wing as well as towards our negotiations with the University for building replacement.

V. Billing Policies and Procedures

Enrollment Fees

Each family will be charged a **\$100 enrollment fee** that includes the cost of maintaining our emergency supplies.

Enrollment Deposit

The Center also requires a deposit when a space becomes available; the amount of the deposit is **one half of one month's non-cooping tuition**. The space deposit will be applied toward your last month's fees upon giving 30 days written exit notice to CCSC. (A family exiting the Center on or before the 15th of the month will be billed for half the month. A family exiting after the 15th will be billed for the entire month.) Any refund from your space deposit will be mailed (or available for pick up from the Business Office) 10 days after your child's exit date.

Session Fees

As a non-profit childcare center, CCSC is able to very competitive rates while still maintaining outstanding ratios of children to teachers. Typically, our fees are adjusted annually in September to coincide with the start of our fiscal year. However, we reserve the right to adjust fees at any time with 60 days notice. A current fee structure is always available in the administrative lobby.

Sibling Discount

CCSC applies a 10% sibling discount for families with two (2) or more children enrolled. The 10% discount is applied to the child whose tuition is highest in price.

Extra Hour Fees

Extra hours are billed as needed **\$15.00 per hour**. You can request extra hours from your classroom teaching team with the extra hours forms located in the administrative lobby.

Late Payment

You will be charged a **\$20 late payment fee** if you have an unpaid balance of more than \$50 at 5pm on the 22nd of the month (or 5pm on the previous business day if the 22nd falls on a holiday or weekend).

Work Day Buy-Out Fees

If you fail to submit a record of workday participation, a **\$20/hour charge** for each hour owed will appear on your first bill following the quarter end. Workday buy-out charges will be considered late if not paid by the 22nd of that month. The last day of the quarter will be the last day to complete workday jobs without being billed.

Failure to provide snack fee

There will be a **\$30 per snack fee** charged to families who fail to bring snack on their assigned day and time. Families that fail to sign up will also be charged this penalty fee for every required snack that they fail to sign up or make arrangements for.

Coop Buy-Out Fees

Charges will be based on the amount of advance notice you have given the office and your child's classroom. If you are unable to co-op due to illness, you have the option of making up your co-op. You will automatically be billed (the following month) for co-op time missed. Schedule coop make-ups with the Enrollment Director. When you make up your missed time fill out a Coop Make-up Form; you will then receive an offsetting credit on the following month's bill.

\$30.00 per hour when notice of 5 business days is given.

\$35.00 per hour when less than 5 business days notice is given.

\$40.00 per hour when less than 48 hours notice is given

\$40.00 per hour *plus* an additional \$30.00 charge if less than 24 hours notice is given.

Late to Pick-up/Late to Coop Fees

If you are late to participate in your child's classroom or beyond your contracted enrollment time you will be charged **\$1.00 for every minute you are late**. Remember parent coopers are considered part of our staff to child ratio so promptness is a necessity.

Monthly Billing

You will receive a bill in your email. Fees are due and payable by the 7th of each month and are late after 5 p.m. on the 22nd. If the 22nd falls on a weekend or a holiday, payment is due by 5 p.m. on the previous business day. Payment due dates are consistent with the CCSC employee payroll. Timely payment of fees is critical to running our business efficiently. CCSC may discontinue child care services if your account with us in 2 months in arrears.

Billing Cycle

A family entering the Center on or before the 15th of the month will be billed for the entire month. A family entering after the 15th will be billed for half a month. A family exiting the Center on or before the 15th of the month will be billed for half the month. A family exiting after the 15th will be billed for the entire month.

Exit Policy

Thirty (30) days written exit notice is required of all families. A family who leaves the Center on or before the 15th of the month will be billed for only half the month. A family who leaves after the 15th will be billed for the whole month. After the application of your space deposit, any credit/refund will be mailed to you (or available for you to pick up at the Business Office) 10 days after your child's exit date.

Vacations and Illnesses

Please refer to **Vacation, Absence due to Illness and Extended Leave Policy** on page 13 of this handbook

Delinquent Account Balance

If you miss one monthly payment, you have until the 22nd of the following month to settle your account or to arrange an individual payment plan with the Executive Directors or Business Manager. If you fail to do either, the Executive Director has full authority to terminate your child's enrollment.

If you choose to enter a payment plan, each payment must be received within one week of the scheduled due date. If a payment lapses beyond one week, the Executive Director has full authority to terminate your child's enrollment. If you wish to re-negotiate the terms of your payment plan, contact the Executive Director or Business Manager.

Returned Check/Declined Credit Card/Declined Automatic Withdrawal

You will be assessed a **\$20.00 processing fee** if your check is deemed not payable by the Business Manager or the bank. Some of the possible causes are non-sufficient funds ("bounced check"), lack of account holder's signature, difference between the numeric amount and the written amount on the check, stale dated or post-dated checks, etc.

You will be notified to pick up the original check and replace it as soon as possible. You may be assessed a late charge depending upon whether or not your replacement check reaches the Business Office by 5pm on the 22nd of the month.

Many families at CCSC use "Tuition Express", a tool that allows the center to automatically withdraw your tuition fees from your checking account or charge your credit card. This is typically done on the 12th (or the following day if this is on the weekend) or last day of the month.

If your credit card or automatic withdrawal is declined, you will be assessed a \$20 processing fee. Some of the possible causes for this action are account credit limits, compromised accounts or insufficient funds available to process the transaction.

You will be notified regarding the declined transaction. You should arrange another form of payment at the time of notification. If your payment is still made prior to the 22nd of the month, late fees will not be imposed.

VI. Health and Safety

Illness in Group Child Care Settings

It is well-known that in group care settings for children to slowly acquire immunities through a multitude of illnesses upon their first placement in a group care setting. This is exacerbated for some children if they are prone to ear infections. However, the period of heightened illness usually subsides after the first six months (as the immune system adjusts to the new varieties and strains of viruses and germs that are commonplace in *all* group environments).

CCSC carefully follows all health guidelines to insure the healthiest environment possible. We hope that you will work with us as much as possible to limit exposure by keeping your children home as necessary (see exclusion policy below), washing your hands often during classroom participation, helping children wash their hands before and after meal times, and always washing your and the child's hands after diapering or toileting.

Prior to your child's first illness, we recommend that you give some thought to sick childcare arrangements. If alternative care is needed (parents' jobs preclude them from always being available to stay home), it is important to pre-plan your back up care since illnesses can be very unpredictable. The Stanford University WorkLife Center can provide a list of resources.

Reporting Your Illness

It is paramount to the health and safety of our community that all contagious illnesses are reported to the administration. Because parents supply snack from home and family members are frequent visitors we need to know about illnesses within families as well as the children enrolled. It is important that any contagious disease be reported to the administration as a preventative measure. The administration will then post needed exposure notices and report any outstanding concerns to the Santa Clara County Public Health Department who will determine the appropriate course of action. All reports of contagious disease will be held in strictest confidence.

Adherence to Health Policy

CCSC's health policies are under the jurisdiction of the Santa Clara Board of Health and Welfare and the California State Community Care Licensing Agency.

We realize that individual pediatricians may have differing views on issues such as period of contagion and when your child may return to the Center, however, we must follow *one* set of health policies as mandated by the Santa Clara Board of Health and Welfare, and the California State Community Care Licensing Agency. We apologize for any inconvenience that differing views may present.

Please assist us in providing the best possible care for all children by adhering to our health policies.

Illness Exclusion

Children with the following symptoms should not be brought to the Center and will be excluded from care should they come down with one or more of these symptoms while at the Center:

- a. Child feels too poorly to participate in normal Center activities (e.g., consistently needs one on one care, has excessive congestion affecting their ability to eat or sleep comfortably, or needs to stay indoors).
- b. Temperature **at or above 100.5** axillary, 101 orally. At CCSC, temperature is usually measured axillary.
- c. Any infectious diarrhea (Campylobacter, Giardia, Salmonella, Shigella) or **two or more incidents of diarrhea** (loose, watery, mucus-filled) that can be contained in the diaper. The decision to send your child home is made by the classroom teachers since they are most familiar with determining a "loose" from a "normal" stool.
- d. **Vomiting**; whether caused by illness, food, food allergy, or medication.
- e. **A child is excluded when a rash is accompanied by a fever or behavior change**, until a physician determines that these symptoms do not indicate a communicable disease. **A child will also be excluded if they have a rash accompanied with an oozing/open wound, have bruising not associated with an injury or is experiencing joint pain.** If your child has a rash and is not experiencing a fever or behavior change, you will be asked to have your physician examine the rash for diagnosis, the child may return to the program when it is determined that the rash is not contagious.
- f. Conjunctivitis ("pink eye"), both viral and bacterial.
- g. **Undiagnosed eye drainage** and/or significant reddening of the eyes; this may include watery, mucus-filled or puffy eyes.

A child should not be brought to the Center if she or he is unable to function fully in routine activities, including going outside or if care for your child would compromise staff's ability to care for other children

We are aware that some symptoms of illness are not clearly developed in the morning at drop-off time. If a child develops symptoms of an infectious illness during his or her day at the Center, a parent will be asked to pick up the child within one half-hour.

Return After Illness

Children may return to the Center **one full day after symptoms have disappeared**. It is important to note that in most cases this will actually be a 48 hour period of time, because your child must be out of the Center for one full CCSC day (7:30am-6:00pm) without symptoms.

- Child feels well enough to participate in normal Center activities (including going outside), is not excessively congested, can eat regularly and sleep comfortably.
- Temperature returns to normal (e.g. below 100.5 axially, 101 orally) without medication. Typically, temperatures rise in the afternoon, therefore, the "one full day" provision is meant to ensure that a child has experienced one "nearly well" day before returning to the Center.
- Bowel movements are normal. When a child returns after a diarrhea bout, it is a provisional return; if a child experiences another bout of diarrhea, he or she must be picked up immediately. If a child's diarrhea is not infectious (caused by food, allergy or medication), a doctor's note* is required for the child to participate in the program.

- Child has kept down breast milk, formula or solid foods and has not vomited for one full day.
- Rash or skin infection is dry, completely scabbed over and no longer draining. If a child's rash has been diagnosed by your doctor and is determined not to be contagious, your child may return to the program with a doctor's note*.
- 1 or more treatment for lice has been administered.
- Medication has been administered for one full day for conjunctivitis or other bacterial infections.

*Notes and Prescriptions must be issued by the child's pediatrician.

Doctor's notes may be faxed to 650.323.3452

Medications

We are only authorized to administer medication in its original container with the pharmacy label. CCSC staff will not administer over-the-counter medications without a doctor's* and parent's signed instructions. The doctor's instructions must have a current date and the course and reason for treatment.

Substitute teachers and co-oping parents will not administer medication to children.

Please do **not** put medication of any kind in your child's bottle.

*Notes and Prescriptions must be issued by the child's pediatrician.

Sunscreen

Please apply sunscreen to your child(ren) each day before bringing them to the Center. If you would like the staff to re-apply sunscreen during your child(ren)'s day, you must sign a form which authorizes CCSC staff to do so.

Emergency Contacts

It is essential that the Center have current phone numbers at all times. An emergency phone number must be provided on the sign-in chart each day. Please indicate an alternate phone number of a family member or friend in the community who will be able to take your child home from the Center if you are not available. In addition, the emergency form in your child's file must include an additional name and phone number of someone who can pick up your child in case you cannot be reached. Make sure all emergency contacts are aware that you are using their name and that they will need to pick up your sick child if we call.

Emergency Procedures

The Stanford University Emergency Plan includes all of the on-campus childcare programs. The programs have priority status and are connected to the University through the WorkLife Office in the President and Provostial area.

The Center's emergency procedures are outlined in an emergency disaster information sheet for parents provided with your enrollment materials. The CCSC staff and administration have been trained in evacuation and disaster procedures. Please return the disaster emergency information sheet for us to keep with our emergency supplies.

In case of an earthquake or other major disaster situation, parents should plan to pick up their children immediately. We may ask you to remain to help with the disaster relief efforts. Our primary evacuation site is the back playing field behind the BKP yards. Staff will remain at the Center until the last child is picked up.

If the phones are operating, parents should call the main office telephone number (853-3090) for a recorded message regarding the situation at the Center. The outside bulletin board at the south end of the Center will also post any pertinent information. In rare cases, the Center has been closed due to a prolonged power outage. We are unable to operate without safe storage for the children's food, as well as appropriate lighting and heating for the facility. In such a case we will contact parents as quickly as possible.

In addition, you may tune into Stanford Radio KZSU, 90.1 FM, during an emergency for details concerning procedures for the Stanford campus.

Parking

We ask that parents drive slowly in the parking lot and surrounding areas. Please use "C" parking whenever possible to avoid the parking lot congestion especially at the end of the day.

Do not park anywhere that will prompt a ticket. (i.e. longer than the posted time limit, in a red zone, vertical in a parallel space). Doing so is at your own risk!!!

If you have a C sticker and are going to stay at the center longer than two hours, use C parking.

Each family enrolled at CCSC is given 2 parking permits issued by Stanford Parking & Transportation Services. To avoid being ticketed, be sure to display your parking permit on your dashboard when parking in the front lot.

VII. Center Contact Numbers

Executive Director	853-3091
Enrollment Coordinator	853-3090
CIP/TKP Program Coordinator	853-3099
LKP/BKP Program Coordinator	462-8875
Business Office	853-8310
Coop Buy-Out	462-8870

Classrooms

CIP1	853-3095
CIP2	853-3094
TKP1	853-3093
TKP2	853-3092
LKP1	853-3096
LKP2	853-3068
BKP1	853-3097
BKP2	853-3098
BKP3	853-3069

VII. Center Closure and Holiday Schedule

The Center will publish a closing schedule each year and will attempt to adhere to it throughout the school year. However, the staff development and preparation days may change with at least 60 days notice to allow for flexibility in the use of professional development time.

Annual Staff Development Days

The Center is closed for two staff development days per year so that teachers can attend a professional conference or the CCSC annual inservice/retreat.

Staff Preparation Days

The Center is closed 2 days in August to allow staff to prepare for the start of the new year.

Holidays 2011-2012

The usual holidays are New Year's Day, Martin Luther King Day, President's Day, Memorial Day, Independence Day, Labor Day, and Thanksgiving (Thursday, Friday). The Center also closes for winter holidays (see below).

Labor Day	Monday, September 5, 2011
Thanksgiving	Thursday & Friday, November 24 & 25, 2011
Winter Closure	Thursday, December 22, 2011-closed at 1:00pm CCSC will re-open Tuesday, January 3, 2012
Martin Luther King Day	Monday, January 16, 2012
President's Day	Monday, February 20, 2012
CCSC Staff Development Days	Thursday & Friday, March 22 & 23, 2012
Memorial Day	Monday, May 28, 2012
Independence Day	Wednesday, July 4, 2012
CCSC Teacher Prep Days	Thursday & Friday, August 23 & 24, 2012
Labor Day	Monday, September 3, 2012
Thanksgiving	Thursday & Friday, November 22 & 23, 2012