



Parent Handbook and Policies

Buffalo State Child Care Center
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Table of Contents

PHILOSOPHY.....	4
CENTER DESCRIPTION.....	4
NAEYC ACCREDITATION.....	4
QUALITY STARS.....	4
 <u>OPERATION GUIDELINES</u>	
CONFIDENTIALITY.....	5
HOURS.....	5
PARKING.....	5
CHECK IN/CHECK OUT PROCEDURES.....	5
DOOR CODE/ACCESS POLICY.....	6
OPEN DOOR POLICY.....	6
CHILD RELEASE POLICY.....	6
PHOTO/VIDEO POLICY.....	6
NON-DISCRIMINATION POLICY.....	7
GRIEVANCE POLICY.....	7
SAFETY POLICIES.....	7
EMERGENCY EVACUATIONS AND SHELTER-IN-PLACE	
 <u>ENROLLMENT</u>	
WAITING LIST.....	9
VISITING THE CENTER.....	9
SCHEDULE CHANGE AND ABSENTEEISM.....	9
PLACEMENT.....	9
TRANSITIONS AND MOVE UPS.....	10
WITHDRAWAL.....	10
 <u>FEES AND PAYMENT</u>	
REGISTRATION FEE.....	11
TUITION POLICIES.....	11
TUITION RATES.....	11
DEPOSIT.....	11
LATE PICKUP.....	12
EXTRA TIME/DAYS REQUEST.....	12
HOLIDAYS.....	12
CREDIT DAYS.....	12
DISCOUNTS.....	12
SUBSIDIES.....	13
 <u>CURRICULUM</u>	
CURRICULUM SUMMARY.....	14
ASSESSMENTS.....	14

FIELD TRIPS AND CAMPUS WALKS.....	14
SCREEN TIME POLICY.....	14
<u>CLASSROOM GUIDELINES</u>	
SIGN-IN AND OUT	15
DAILY REPORT.....	15
CLASS WORK DISPLAYS.....	15
WHAT TO BRING FROM HOME.....	15
NAP TIME.....	16
HOLIDAY POLICY.....	16
BIRTHDAY CELEBRATIONS.....	16
<u>INTERACTION GUIDELINES</u>	
RATIOS.....	17
WORKING TOWARDS A POSITIVE SOLUTION.....	17
DISENROLLMENT POLICY.....	18
TEACHER TO CHILD GUIDANCE.....	19
<u>HEALTH AND SAFETY</u>	
HEALTH CARE POLICIES.....	20
INJURY AT THE CENTER.....	20
COMMUNICABLE DISEASES.....	20
ILLNESS AT HOME.....	20
ILLNESS AT THE CENTER.....	20
MEDICATION POLICY.....	21
ALLERGY AND ANAPHYLAXIS POLICY.....	21
MEALS AND FOOD POLICY.....	22
EMERGENCY CLOSING PROCEDURES.....	23
MEDICAL POLICIES.....	24
<u>PARENT COMMUNICATION AND COLLABORATION</u>	
CONFERENCE/PROGRESS REPORTS.....	26
METHODS OF COMMUNICATION.....	26
RESEARCH.....	26
BOARD OF DIRECTORS.....	27
BABYSITTING POLICY.....	27
PARENT/GUARDIAN SIGNATURE.....	27

PHILOSOPHY

At Buffalo State Child Care Center, we believe each child is a unique individual. We are sensitive to their social, emotional, intellectual, and physical needs. We provide developmentally appropriate programs that focus on the process of learning and help children enjoy successful experiences. We encourage not just learning, but the love of learning.

We believe in providing a physical environment that is safe, clean, healthy and oriented to children. Classrooms are arranged to offer challenging play and learning choices at a range of developmental levels. Learning centers allow children the opportunity to explore, to experience and most importantly...to succeed.

A strength of our program is the dedication of our staff. We support the teachers with training, resources, and freedom to create a unique learning experience for children. We provide many opportunities for the teachers to share ideas and grow professionally. Our teachers create a caring and nurturing atmosphere and foster each child's creativity and positive self-image.

Parents are the most significant adults in a child's life. We strive to create mutual respect between parents and teachers- a partnership for the benefit of the parents and center staff. Our doors are always open to parents.

Our organization values people; the children in our care, their parents, and our employees. We continually work to earn the trust placed in us. We strive each day to be the best provider of early childhood educational services we possibly can.

CENTER DESCRIPTION

The Center was established in 1975 primarily to serve children of New York State employees. The Center's licensed capacity is 80 children, serving children from 6 weeks to 5 years. The Center is located on Buffalo State Colleges campus, 1300 Elmwood Ave. Buffalo, NY. We are in Buckham Hall C-Wing. We are licensed by the New York State Office of Children and Family Services (OCFS) or the Department of Health and comply with its rules and regulations. New York State law requires the Center to be inspected annually by the Fire Department and the Department of Health. In addition, OCFS inspects the Center at least every three years. The Center's license to operate is posted in the office.

A copy of the OCFS regulations is in the main office for your review at any time.

NAEYC ACCREDITATION

Our center is licensed by the New York Office of Children and Family Services, and is accredited by the [National Association for the Education of Young Children \(NAEYC\)](#).

All BSCCC staff members, substitute teachers, and work-study students are screened and subject to NYS OCFS requirements. All staff are required to submit documentation to the New York State Central Registry of Child Abuse and Maltreatment for clearance. All employees are mandated reporters of suspected child abuse or neglect and are responsible for reporting such information. Additionally, staff participate in professional development opportunities year-round. All full-time staff are certified in CPR and First Aid and many of our part-time staff have these certifications.

QUALITY STARS PARTICIPANT

QUALITYstarsNY is a voluntary program designed to assess, improve, and sustain high quality early childhood care and education. QUALITYstars uses data-driven assessment to assist programs, their teachers, and their administration in on going professional development and resources to maintain their high standards of care.

OPERATION GUIDELINES

CONFIDENTIALITY

In order to operate BSCCC, it is sometimes necessary for staff members to have access to confidential information about families (e.g.: income, health conditions, etc.). This information is treated with strict confidentiality and sensitivity and is shared with appropriate co-workers only on a need-to-know basis. We keep all information about children and families confidential.

Classroom teachers, administrative staff, and families have access to children's individual screening and assessment results when applicable. These results are used to plan curriculum to meet the individual child's needs and interests. They are reviewed at least twice a year to determine if individual children are making adequate progress in development and to convey information to families.

Personally identifiable information BSCCC receives or maintains regarding you and your child will be kept confidential. This information will be used solely as required for the regular operation of BSCCC or as required by law. BSCCC will not otherwise disclose personally identifiable information to third parties without informing you of its intent to do so when it collects the information, without obtaining your consent if you were not previously informed, or as required by law.

HOURS

BSCCC is open year-round Monday-Friday from 7:30am to 5:30pm. We are closed on the following holidays:

- 1) New Year's Day 2) MLK Jr Birthday 3) President's Day 4) Memorial Day
- 5) Juneteenth 6) July 4th 7) Labor Day 8) Columbus Day 9) Veteran's Day
- 10) Thanksgiving Day 11) Friday following Thanksgiving 12) Christmas Day

In addition to these holidays, we close twice a year for Professional Development for all our staff. Professional Development days change year to year. They are listed in the Enrollment Agreement signed when you enroll your child. Please note that days closed around Christmas will vary depending on when the day falls. Daily tuition rates cover 9 hours of attendance. Additional time past 9 hours a day will incur an extra charge of \$5 per half hour. Please adhere to your child's scheduled time to ensure proper staffing ratios are maintained. Early drop-offs or late pickups are subject to additional fees.

PARKING

Parking is available in the designated spots in front of the center. These parking spaces provide 20 minutes of free parking to parents dropping off or picking up their child(ren). Parking elsewhere, or for excessive time, without the appropriate parking pass may result in a fine from Buffalo State campus police.

CHECK IN/CHECK OUT PROCEDURES

Arrival

Parents are expected to accompany their child to the classroom and assist their child with removing outer clothing, making sure that the child is comfortably settled into the classroom, and is under the care of a teacher in charge before leaving. Parents are required to check their child in on the

Brightwheel app using the QR code on the classroom door. Please take time to communicate any important information about the child's well-being to the teacher in charge. The teacher will carry out a "health check" to document the child's physical condition upon arrival.

At BSCCC, we strive to ensure that children are getting the most out of our program. Please be sure that your child is dropped off **no later than 10:30am**. Dropping off after this time may be disruptive, especially during lunch or nap times. If there are special circumstances, such as doctor's appointments, that require you to bring your child in late, please call the center or message your child's teacher on ClassDojo or Brightwheel.

Departure

When picking up your child, check in your child's cubby or locker and for important items or information. Be sure to sign your child out on the Brightwheel app. To ensure smooth transitions for your child, your child's teacher, and the other children, please try to keep pick ups brief and undistruptive to the remaining children's routines.

DOOR CODE/ACCESS POLICY

Upon enrollment, each family is given a code to use to unlock the door of the center. This is to ensure the safety of staff and students, ensuring only staff and enrolled families are allowed to enter the building. Doors automatically lock outside of our hours of operation.

Please refrain from opening the door to unknown people. If you are unsure about someone waiting at the door, please ask a staff member.

OPEN DOOR POLICY

Families are welcome to participate in mealtimes, classroom activities, and visit their children at any time during the day. We welcome and support your choice to breastfeed or express breastmilk for your baby and we have a safe, private, and comfortable spot for you to do so.

CHILD RELEASE POLICY

Please be sure that all individuals authorized to pick up your child are listed on the "Blue Card" that is part of your child's enrollment packet and located in their file in the Directors office. Persons on the authorized list must be at least 18 years old.

If someone not included on the child's Blue Card will be picking up, please inform your child's teacher or center administration. We will ask for their name and relationship with the child. Photo ID will be required by the person picking up before your child is released.

Under the laws of the State of New York, both parents have the right to pick up their child, unless a court document restricts that right. The custodial parent, who chooses not to include the child's other parent on the Blue Card, must file an official court document (e.g. current restraining order, sole custody decree, divorce decree stating full custody). Only the custodial parent will be given information regarding the child.

Without such documentation, the center may release the child and any information regarding the child to either parent.

PHOTO/VIDEO POLICY

BSCCC takes photos/videos of enrolled children to document day-to-day activities, special events and/or field trips. These images may appear in classrooms, on ClassDojo, Brightwheel, for assessments,

on bulletin boards or in center displays (the use of photo/video documentation is required by our accreditation standards) We may also occasionally use photos/videos externally on our website, social media or for promotional purposes.

A parent who does not want photographs or videos of their child used externally must provide the Director of the Center at which their child is enrolled with written notice that photographs or videos of their child are not to be used for such purposes

NON-DISCRIMINATION POLICY

The Buffalo State Child Care Center does not discriminate on the basis of sex, sexual orientation, race, religion, culture, national origin or ability.

GRIEVANCE POLICY

In our commitment to providing the best possible care and services for children, families, and staff, BSCCC has established clear policies and procedures to ensure everyone's needs are met. Occasionally, a member of the BSCCC community (e.g., parent, caregiver, or staff member) may perceive that a particular policy or best practice has been violated. To address such concerns, we encourage open communication and a structured resolution process.

Individuals who believe that a policy or best practice has been violated should initiate the resolution process by scheduling a discussion with the Executive Director.

This initial conversation allows for a direct and prompt exchange of information and concerns. The Director will attempt to address and resolve the concern by working within the established policy and operating structures of the Center. This ensures that concerns are addressed at the most immediate level and encourages constructive dialogue and problem solving.

Should a parent feel the need to address a concern about or above the Executive Director, they may contact the BSCCC Board chairperson(s). Their contact information may be obtained from the BSCCC website or from the Business Manager.

SAFETY POLICIES

Adequate staff-child ratios are central to the maintenance of a safe and quality program. Ratios and group size facilitate adult-child interaction and constructive activity among children. These ratios are maintained as required by the New York State Office of Children and Family Services (NYSOCFS) and in compliance with the accreditation criteria of the National Association for the Education of Young Children (NAEYC), which exceed the NYSOCFS requirements. Ratios and group size are maintained during all hours of operation, including indoor and outdoor play and on field trips.

All persons who have direct contact with the children are required to submit documentation to the New York State Central Registry of Child Abuse and Maltreatment and be fingerprinted through the New York State Division of Criminal Justice Services for clearance before working in the classrooms with children.

All employees are mandated reporters of suspected child abuse or neglect and are responsible for reporting such information to the State Central Registry by phone. The Director is alerted to any suspected case of child abuse or neglect.

All permanent staff members are CPR and First Aid certified. There is a CPR & FA certified staff member present with all groups of children.

In addition, other permanent staff members (primarily Administration and Lead Teachers) are also MAT (Medication Administration Training) trained. These individuals are specially trained to administer medication (over-the-counter and prescription) with the consent of the parent and pediatrician (when applicable).

The center doors are always locked, only accessible by those provided with a door code to prevent access of unauthorized individuals. Please do not hold the door open for anyone you do not recognize, and report anything suspicious to the Director or “in-charge” person. Visitors are asked to show photo identification and to sign in on our Visitor’s Log.

EMERGENCY EVACUATIONS AND SHELTER-IN-PLACE

Should an evacuation be necessary, all children will meet at the corner of Rockwell and Rees St., the specified place of safety. The designated route for children in cribs is to proceed out of the emergency door located in Infant 1. Cribs are then pushed to the Technology building to wait for “all clear”. When necessary, children will take shelter inside the Technology building.

All children and staff participate in emergency evacuation and shelter-in-place drills on a regular basis. All parents present at the time of the drill are asked to participate as instructed by staff.

ENROLLMENT

WAITING LIST

Families applying for enrollment must complete an online application through [Brightwheel](#). We maintain a waiting list based upon priority, application date and space availability for each age group.

VISITING THE CENTER

Parents are required to visit the Center with their child before entering the program. Parents are also encouraged to stay for a portion of their child's first day, if possible. Completion and submission of the enrollment forms is required two weeks prior to the child's first day of attendance. Enrollment contracts, including all applicable forms, and income verification for student parents receiving Block Grant, are due upon enrollment and annually thereafter upon registration for the Fall Semester. Your child will not be enrolled for the semester unless we have received all the necessary paperwork and fee payments.

Enrollment options are:

- 5 full days (Monday through Friday)
- 3 full days (Monday, Wednesday, Friday)
- 2 full days (Tuesday, Thursday)

SCHEDULE CHANGE AND ABSENTEEISM

Families can request schedule changes throughout the year through Brightwheel. Please submit your schedule change request and contact the Director, Assistant Director, or Business Manager as soon as possible to allow time to adjust schedules as needed. Schedule changes are only permitted as space allows.

All children enrolled in BSCCC are expected to attend continuously throughout the year. There is no tuition reduction or reimbursement for absenteeism due to illness or vacation. If a child is withdrawn from the Center for any reason, placement upon return cannot be guaranteed.

Children who have excessive unexcused absences are subject to disenrollment, regardless of payment status. Excessive absences are 60 unexcused days for Full Time, 45 for 3-day enrollment, and 30 for 2-day enrollment. This helps us ensure that our slots are used for children who need care on a consistent basis.

If you are planning on your child being absent for an extended period of time due to vacation, illness, or any other special circumstances, please discuss with the Center Director so that accommodations can be made.

PLACEMENT

Placement offers are made based upon the application date and space availability. You must fill out the waitlist form the begin the process and request a spot. We will get back to you as soon as a spot opens for your child. The waitlist is always open to apply for on our website through Buffalo State.

Priority for admission is given in the following order:

1. Children of Staff of BSCCC
2. Siblings of currently enrolled BSCCC students.
3. Children of current Buffalo State students, staff, and faculty.

4. Children of other current New York State Employees.
5. Children of community residents.

Spots may become available and are offered before or shortly after your enrollment date preference. Once you have been offered placement at the Center, you have 2 business days to accept or decline the spot.

- If you choose to decline an offered placement, your name is removed from the waiting list for that site.
- If you would like to remain on the waiting list, your name will be moved to the end of the list.
- If you decline such an offer, your placement on the waiting list will not be affected.

TRANSITIONS AND MOVE UPS

Children will move up to the next age group automatically, based on their date of birth and developmental readiness. There is no need to re-apply or be on a waitlist for each age group. At BSCCC, we know a child's relationships with their teachers is very important. To ease transitions, we will develop a schedule for your child to visit their new classroom, depending on their individual needs. When appropriate, one of your child's current teachers may accompany them during these visits. Transition schedules are flexible and subject to change depending on the child's readiness.

Teachers in their next classroom will also introduce themselves and visit your child to create a bond. Prior to your child's move to the new classroom, an opportunity will also be provided for you to meet with the new teacher and see the classroom.

WITHDRAWAL

Two weeks' written notice must be given to the Center prior to your child's last day of attendance (14 calendar days prior). With the proper written notification, your tuition deposit may be applied towards your child's last tuition statement. If two weeks' notice is not received, your tuition deposit is forfeited. Refunds of excess tuition are paid within two weeks after the departure date. Withdrawal notices should be given in writing via email to the Director or Business Manager.

FEES AND PAYMENT

REGISTRATION FEE

A non-refundable registration fee of \$50 is due upon enrollment. Registration fees are also due every Fall to reenroll your child for the new school year.

TUITION POLICIES

All families will be charged a tuition deposit (equal to two weeks tuition) upon enrollment. This tuition deposit will be held in your account until proper written notice is provided that you will be leaving the center.

Invoices for tuition will be sent out 7 calendar days before the bill is due. Tuition is due on the 1st Monday of the month or can be split up into two transactions on the 1st and 3rd Monday of the month. Any tuition not paid by the end of Friday following the bill's due date will be assessed a \$20.00 late payment fee. Any family that is more than two weeks behind in their tuition risks forfeiting their spot and their tuition deposit.

BSCCC accepts tuition payment in check, money order, or card/bank account payments through Brightwheel.

In the instance of an emergency closure to a classroom or the center, tuition will be assessed as follows:

- Closures of 3 consecutive days or less: tuition will not be refunded
- Closures of 4-10 consecutive days: tuition will be refunded 50% (starting on Day #4)
- If for some reason the center or classroom would have a closure extending past 10 consecutive days, 100% of tuition will be refunded after day 10

TUITION RATES

Weekly tuition rates are based on the age group of your child(ren).

2025-2026 Weekly Tuition Rates	5-Days (Mon-Fri)	3-Days (Mon/Wed/Fri.)	2-Days (Tues/Thurs)
Infants (6 weeks-18 months old)	\$388.75/week \$77.75/day	\$276/week \$92/day	\$184/week \$92/day
Toddlers (18 months-3 years old)	\$372.50/week \$74.50/day	\$267.75/week \$89.25/day	\$178.50/week \$89.25/day
Preschool (3-5 years old)	\$362.50/week \$72.50/day	\$258.75/week \$86.25/day	\$172.50/week \$86.25/day

Tuition rates are evaluated twice a year and are subject to change in accordance with market rates set forth by New York State.

DEPOSIT

Upon acceptance, a tuition deposit (equal to two weeks tuition) is required. This tuition deposit is held in your account and applied to the final tuition statement when your child leaves the center. If proper notice is not given, you risk forfeiting this deposit (See "Withdrawal").

LATE PICKUP

Families are expected to adhere to their scheduled pick up and drop off times. These times are not adjustable on a day-by-day basis (e.g. Child was dropped off 15 minutes late, so they can be picked up 15 minutes late). We schedule our staff with each child's pick up and drop off times in mind in order to adhere to ratios, therefore it is very important your child is picked up on time.

Children picked up after the 5:30 pm closing time are charged a late pickup fee per child, for every fifteen minutes (or portion thereof) they are late, as follows: \$10.00 for the first occurrence; \$15.00 for the second occurrence; \$20.00 for the third occurrence, etc. After two late pickups during the semester, a conference is scheduled between the parents and the Director.

Should late pick-ups continue to occur after this conference, disenrollment may be discussed. We ask that families also be mindful of the time it takes to leave the building at pick-up. Staff are scheduled until 5:30pm and the goal is for everyone to be out of the building by that time.

Parents are requested to contact the Center if they know they will be late picking up their child. Late fees will still be charged for late pick-ups. If a parent or guardian has not called or picked up their child beyond thirty minutes of the closing time, Campus Police may be called.

EXTRA TIME/DAYS REQUEST

Parents enrolling their child on a part time basis may occasionally require extra care. If extra time is needed, requests must be submitted at least 2 days in advance to the child's Lead Teacher and approved by the appropriate Center Director. Requests that do not compromise the established staff-child ratios are honored when possible. The fee for an extra day will be equivalent to one day's tuition and is due within 7 calendar days of the requested day. Switching days are not permitted.

HOLIDAYS

There is no tuition reduction for Holidays and Staff Development Days. These closings are already figured into the tuition rate scale. There is no tuition reimbursement for reduction for days your child is absent due to illness or vacation unless a credit day is used.

CREDIT DAYS

Credit days are given to all families upon enrollment. These are applicable to any planned absences for any reason. Tuition will not be charged on credit days; therefore, your child may not attend on credit days.

When using a credit day, please inform the Business Manager at least two weeks before the planned credit day to allow the adjustment to be made to your bill.

Credit days are reset at the start of the school year (September) and do not roll over from the previous school year. Credit days are awarded as follows:

- Full Time- 6 days
- Mon/Wed/Fri- 4 days
- Tues/Thurs- 3 days

DISCOUNTS

A 10% discount is given to families with more than one child enrolled at the center. The 10% discount is applied to the older child's tuition bill.

SUBSIDIES

BSCCC accepts vouchers from the Erie County Department of Social Services (DSS) and the Workforce Development Institution (WDI). We also partner with Buffalo State to provide Block Grant to SUNY students.

Families seeking extra days or time than provided with their subsidy are subject to normal tuition rates and policies. Discuss any needs for extra days/time with the Director or Business Manager to ensure there is space for your child and your tuition is billed correctly.

CURRICULUM

CURRICULUM SUMMARY

Lead teachers are provided with time each week to plan developmentally appropriate lessons for their classes. Lesson plans are posted in each classroom for parents to view. Each week, children are given the opportunity to engage in at least one lesson relating to Social Studies, Science, Art, Social Emotional Skills, Gross Motor Skills, Math, and Reading.

ASSESSMENTS

All children are assessed by their classroom teachers both formally and informally throughout the year. Lead teachers regularly observe child behaviors and milestones and record them when a new skill is observed. Results of your child's assessments will be discussed with you during parent teacher conferences that are held twice per year.

FIELD TRIPS AND CAMPUS WALKS

Campus Walks

As a campus center, we love to take advantage of all the unique opportunities available to us. One of these opportunities is the ability to take the children on walks around campus. Weather permitting, children are taken on walks to see some class favorites such as the Benji the Bengal statues, the hockey rink, and the interactive statues outside of the Burchfield Penney Art Center.

Field Trips

At BSCCC we strive to provide one off campus field trip per school year to the Preschool class. This is a wonderful enrichment opportunity for children to experience hands-on learning opportunities they otherwise would not get on campus. Permission slips are required for all children attending.

SCREEN TIME POLICY

Typically, screen use is at a minimum in our classrooms. However, there are times when an educational video or program may be viewed during circle or activity time. When using screens to watch videos or programs, the requirements below must be followed:

- All electronic equipment must be secure and stable.
- Electronic equipment is never to be viewed by children during nap and mealtimes.
- Screen viewing is not allowed with children under 2 years of age.
- For children aged 2-5, there will be no more than a total of 30 minutes of TV or video viewing per week. This may be split up into multiple short sessions throughout the week.
- Programs for children, aged 2-5 must be of high-quality, educational, or movement-based commercial-free programming.
- Children should sit at least 40" (3.5 feet) away from electronic equipment while viewing.

CLASSROOM GUIDELINES

SIGN-IN AND OUT

We ask that parents sign their child in and out of their classroom using the Brightwheel app. This ensures accurate drop-off and pick-up times and that our classrooms are in ratio. If you do not have your phone on you, or you are experiencing issues with the app, you may ask your child's teacher to sign in or out for you.

DAILY REPORTS

Your child's day is recorded by their teachers through the Brightwheel app. Information such as naps, diapers/potty times and types, and meal information are recorded throughout the day. Your child's teachers will also upload photos of activities your child participated in via the ClassDojo or Brightwheel app.

CLASS WORK DISPLAYS

Each classroom displays children's work, such as their artwork or photos from an activity they participated in. Looking at these boards with your child is a good way to learn about your child's recent activities and discuss their day with them.

WHAT TO BRING FROM HOME

Because of the wide range of activities planned, we recommend that children be dressed in washable, comfortable clothing. Parents are responsible for providing extra clothing, and at least two extra sets of clothing always kept in the child's cubby or locker. Extra clothing should be marked with the child's name to avoid mix-ups or lost items.

We do not wash or rinse soiled clothing. Please check your child's cubby daily for clothing to be taken home. If wet or dirty clothes are sent home, please replace the extra clothes the next morning.

Please dress your child accordingly for outdoor and messy play! State licensing requires us to provide daily periods of supervised outdoor play for all ages which is limited only by inclement weather and during air pollution alerts.

- For winter, each child needs gloves/mittens, winter coat, snow pants, snow boots and a hat.
- For summer play, children need socks and sneakers for the playground, no sandals or flip-flops. Other items your child's teacher may require are a reusable water bottle, a sun hat, or a swimsuit for water play.

Diapers and Wipes

Parents of children in diapers are responsible for providing diapers, ointment, and disposable wipes as needed. Each classroom asks for 3 packs of sensitive wipes each month. These wipes are used by all children. If your child has a sensitivity and requires the use of one specific type of wipe, please discuss this with your child's teacher.

If you choose to use cloth diapers for your child, they must have an absorbent inner lining completely contained within a waterproof outer covering with tight fitting leg openings. You will also have to provide a plastic container with a latching lid into which soiled diapers will be kept during the day and returned to you at pickup. We do not rinse or wash cloth diapers.

Snacks

Breakfast, lunch, and an afternoon snack are provided to all children through a local catering company. Your child's teacher may request each family to bring in one additional snack to the center for their class to share. Please speak with your child's teacher about appropriate snacks to bring; some classes may have children with certain allergies. Remember that our facility is nut-free.

NAP TIME

NYS OCFS licensing regulations require that all children are provided with a rest or quiet time when they can lie down to rest. We try to make naptime a relaxing time when children can listen to music and stories. Screens are not used to calm children at rest time.

Children are supervised during nap time using the same ratios that apply as when children are active. Children nap in their classrooms. Cots will be placed in the rooms to allow for movement around each cot, away from doorways, and not blocking emergency exits. Each child has their own cot or crib that is labeled with their name.

Parents are asked to provide a small blanket for the toddler and preschool age children and are requested to wash their child's blanket over the weekend and return it on Monday. Parents are asked to provide infant clothing sacks or other clothing designed for sleep for the infants who need a blanket. All children are provided with time for rest. Most children fall asleep.

If your child resists taking a nap, please understand that while we do not insist that they fall asleep, we do require that the child lay quietly so the sleeping children are not disturbed. While we understand that parents may not want their child to nap at all, we will never force a tired child to stay awake during nap time. When your child awakens, or for those children who do not sleep, quiet activities are provided in the classroom. The infant room is an exception as each child is on her/his own schedule for napping.

In accordance with NYS OCFS regulations and the American Academy of Pediatrics, all infants are placed on their back to sleep. Infants with medical conditions that require other sleeping arrangements must have detailed written instructions from the child's physician on file in the classroom. Blankets of any kind are not permitted in cribs with infants. Sleep sacks and swaddles are allowed.

HOLIDAY POLICY

BSCCC reflects the families enrolled. Our goal is to bring each child's culture, traditions, celebrations, and interests into our school so that each child feels accepted and gains a sense of belonging. We recognize that all of our families do not celebrate holidays in the same manner. We will always remain respectful and intentional when planning activities for the children.

We invite and encourage parents to visit the older classrooms and share a family holiday tradition with the children if desired. We believe our children benefit greatly by knowing how other families celebrate their holiday season. Depending on the ages of the children in the class, it may be appropriate to engage them in a cooking activity, share family pictures, create a special art project, or read a special book. Additional ways to share your traditions with us so that our environment is truly representative of you: bring in literature or music, traditional holiday food to share, or pictures from your home country. We are always open and encourage you to offer additional ways you may choose to share your celebrations with us.

BIRTHDAY CELEBRATIONS

We love to celebrate with your child! If you would like to bring a special snack, we ask that it be something that all the children in the room can eat. Please check with your classroom teacher to be sure that all the children can eat the special treat from home. Remember this center is a nut-free facility.

INTERACTION GUIDELINES

RATIOS

An adequate number of qualified staff are always on duty to ensure the health and safety of the children. BSCCC provides supervision meeting the requirements of the New York State Office of Children and Family Services (NYSOCFS) and the criteria of the National Association for the Education of Young Children (NAEYC).

Minimum Supervision Ratios Based on Group Size for Infants, Toddlers and Preschoolers

AGE OF CHILDREN	TEACHER/CHILD MAXIMUM RATIO	MAXIMUM GROUP SIZE
under 6 weeks(***)	1:3	6
6 weeks to 18 months	1:4	8
18 months to 36 months	1:5	12
3 years	1:7	18
4 years	1:8	21
5 years	1:9	24

WORKING TOWARDS A POSITIVE SOLUTION

BSCCC is committed to providing exceptional childcare for student and employee families of Buffalo State, SUNY employees, New York State employees, and the community. We seek to provide programs designed to foster opportunities for the development of social and emotional skills, gross and fine motor skills, and cognitive readiness. We acknowledge each child as an individual who possesses a unique learning style and a way of responding to the world around them.

BSCCC strives to create a partnership with our families as a basis for their children's success within our center. Because BSCCC's child-centered/family approach seeks to accommodate a wide range of individual differences, it is only on rare occasions that a child's/family's behavior may warrant the need to find a more suitable setting for their child.

The decision to disenroll a child is a difficult one for both the center and the family. In all cases, our goal is to act thoughtfully and thoroughly to communicate, address and resolve concerns relating to the children in our care. Center staff will attempt to work with a family to take appropriate steps to finding a solution that resolves the problem(s), before a disenrollment occurs.

When a child's teacher or an administrator has concerns about a child's behavior or other circumstances, he or she will document such concerns as soon as they arise. The Center will inform and involve the child's parent/guardian by notes, phone calls, and meetings, as necessary, to establish a collaborative environment.

If the child's behavior is problematic, a review of that behavior using the child's developmental profile and assessment tools will aid in understanding the behavior in its appropriate context. This review includes input from multiple teachers and administrators, so that checks and balances are used to analyze the problem.

As the Center develops strategies to address a child's particular problem, a variety of options should be considered, including:

- changes to the physical environment
- the daily structure of activities
- consistency
- transition times
- redirection

Similarly, teachers' expectations, home interactions, and intervention techniques should be evaluated and changed to adapt to the particular circumstances. Whenever possible and appropriate, efforts will be made to help a family understand how they can support the plan at home or encourage a resolution by adjusting their interactions or expectations for a child. Literature and other support resources regarding methods of improving behavior will be provided to the family, if available.

Lines of communication with parents will be established, and parent conferences will be conducted to review the problematic behaviors, the strategies implemented to resolve them (and their relative success) and the possibility of disenrollment if the behaviors are not resolved. It is the Center's goal to provide the parents with sufficient time to take the necessary corrective action to allow the child to remain at the Center and to provide them with sufficient notice of the potential for disenrollment, so they can secure alternative care.

Ultimately, Center personnel may attempt a number of approaches before making the final decision to disenroll a child from the center.

DISENROLLMENT POLICY

Cause for Actions for Disenrollment

The following, while not exhaustive, are some reasons why we would have to take such action. Actions may include:

- Child is unable to adjust to the program after a reasonable amount of time
- Ongoing physical or verbal abuse to staff or other children
- Ongoing uncontrollable tantrums/angry outbursts
- Excessive biting
- Non-payment of tuition.
- Excessive absences
- A parent/guardian fails to abide by Center policies or requirements enforced by the NYS Office of Children and Family Services.
- A parent/guardian demands special services that are not provided to other children and cannot reasonably be delivered by the program. This includes requests that depart from the philosophy and policies of BSCCC.
- A parent/guardian is physically or verbally abusive or intimidating to Center staff, children, or anyone else at the Center.
- Potentially dangerous behavior by a parent or child.
 - If the behavior has not been resolved after all appropriate remedial actions have been exhausted, a conference will be held with the child's parent/guardian to communicate the Center's decision to disenroll. A follow-up letter will be provided which will include the reasons for the disenrollment and a 2-week notice, unless there is an immediate cause to disenroll.

In the event that Campus Police needs to be called on an individual that presents as a threat to the staff and/or students, said individual and their child(ren) will immediately be escorted off campus and disenrolled with no refund of tuition issued.

TEACHER TO CHILD GUIDANCE

Our goal at BSCC is to address the individual and developmental needs of our students. As teachers, we aspire to create a safe and respectful environment that emphasizes children's abilities to solve their own problems when they are trusted and encouraged to do so. Within this safe place, children are taught to settle their differences using age-appropriate language rather than aggressive actions.

Teacher's guidance techniques are developmentally appropriate to each classroom. Some of the techniques that might be used in classrooms are redirection to another activity, offering the choice of a second toy, and conflict resolution with the older children. Teachers guide the children and teach them the appropriate interactions, based upon their development. Toddlers are encouraged to "use their words" and taught the words to use. Preschoolers are asked to problem solve a better outcome for the next time the situation arises.

When the need arises, children are given "natural consequences". An example of this is when a child puts a toy in their mouth, they must then put it in the sink to be washed to get rid of the germs. Students who may need a moment to calm their mind and body are given a quiet space to look at a book or play with a table toy or puzzle. Children are never given physical punishment or "unnatural consequences", such as spanking or time-outs.

HEALTH AND SAFETY

HEALTH CARE POLICIES

All current medical examination forms for children are kept in a locked, confidential file in the center. NYSOCFS regulations state that information about individual children is confidential and cannot be disclosed without written parental permission. Parents have unlimited and on-demand access to written records concerning their child.

INJURY AT THE CENTER

When a child is hurt while in attendance, an Accident Report is generated. Parents are asked for their signature, and a copy is sent home. When the incident involves any area above the neck, a call or message will be made to the parents informing them of the incident.

If a child is seriously hurt while attending, all efforts will be made to contact the parents. In cases of serious injury, we will use your child's medical contacts to obtain emergency medical treatment. Any accident is recorded in a written report that is kept in the child's file.

All serious injuries that require medical attention are reported to our licensing agency. If a parent contacts their physician regarding an incident that happened at the center, please inform the Center Director so that a report can be made to the proper agencies. When the child is cleared to return to care, please bring a copy of any documentation or clearance from the doctor. These are needed for the child's return to the center.

COMMUNICABLE DISEASES

Some excludable communicable diseases must be reported to the health department by the center. Parents must report within 24 hours of such absence of any absence for: chicken pox, conjunctivitis, diarrhea, food poisoning, hepatitis, haemophilus influenzae type b infection, impetigo, measles, meningitis (all types), meningococcal disease, MRSA, mumps, pertussis (whooping cough), German measles, salmonella, scarlet fever, tuberculosis, or any other disease or condition which may be a danger to the health of other children. Some excludable communicable diseases must be reported to the Department of Health by the center. For a complete list of reportable excludable communicable diseases, please visit the following website: Health.ny.gov/diseases/communicable

ILLNESS AT HOME

In order to help ensure a healthy environment for all the children, we ask parents to please keep your child at home when ill. When a child is absent due to illness, please notify the classroom as early as possible in the morning. In the event a child contracts a communicable disease, please notify the center. See BSCCCs medical policies for more details on when your child is required to remain home while ill.

ILLNESS AT THE CENTER AND DAILY HEALTH CHECKS

Upon arrival at the center, teachers will discuss the well-being of the child with parents. Please take time to communicate any important information about the child's welfare to the teacher in charge, such as a recent injury or if the child slept poorly. Teachers are required by NYS regulations to document any changes in the child's behavior, appearance or illness that may have occurred since the child was last at the center on a Daily Health Check Form.

In order to work together, the staff try to keep parents informed of any signs of possible illness. If your child becomes ill while at the center, a written Illness Report will be written, and parents will be contacted for pick-up. Parents are expected to respond promptly in such an instance, **within 30 minutes**. It is essential that parents have a back-up care provider who is available in the event the parent cannot be reached, or cannot pick up the child in time.

MEDICATION POLICY

According to NYSOCFS regulations, children may not be given prescription medication without written instructions from the parent and the child's physician stating that staff certified in medication administration (MAT-trained) may administer it.

All medication, including prescription medication and Over-the-Counter (OTC) medication, coming into BSCCC for administration to children must have written parental permission and must be in the original container, labeled with the child's full name, medication name, recommended dosage, times and method of administration, and possible side effects. Medication Authorization Forms are available in all classrooms or in the Directors office.

Topical Ointments may be applied as needed with written parental instructions. Sunscreen is applied to children before outside play. Parents are asked to provide sunscreen with UBF and UVA protection of SPF 30 or higher. Ointments to protect against diaper rash can be used with written parental permission.

All medications are stored out of the reach of children in a locked container. A Medication Log is maintained in the child's classroom.

MEDICAL EXAMS AND IMMUNIZATIONS

The child's physician must complete a medical exam before any child is admitted. Parents will receive a reminder letter and a blank medical report form (Medical Statement of Child in Childcare; OCFS form 4433) when an exam report is due.

Only the NYSOCFS form provided by BSCCC is acceptable for medical exams. You may get one from the Directors office, or we can send you the form online on request.

All immunizations must be up to date, as per Department of Health guidelines. Please submit your physician's documentation of immunization updates as they occur. These may be faxed to the center, emailed to the director, or by paper copy.

ALLERGY AND ANAPHYLAXIS POLICY

Upon enrollment and whenever there are changes, parents/guardians will be required to provide the program with up-to-date information regarding their child's medical conditions, including any allergies the child may have, and any emergency medications prescribed for potential anaphylaxis reactions. The parents/guardians will work with the program and the child's physician to complete the documents required for any allergy that the child may have. These documents will guide all staff in the necessary actions to take during an allergic or anaphylactic reaction. The program will keep these documents and any emergency medications in a designated area known to all staff members as outlined in the program's health care plan and will ask for updated paperwork when necessary.

1. Communication

Upon enrollment of a child with a known allergy, all staff will be made aware of the child's allergy, their associated medication needs, and ways to reduce the risk to exposure to said allergen. In

addition, a list of known allergies of children will be posted in food preparation, eating areas, and classrooms.

2. Individual Healthy, Allergy, and Anaphylaxis Emergency Plans

Any child with a known allergy will have the following documents on file as part of their individualized allergy and anaphylaxis emergency plan when applicable:

- NYS OCFS form 7006- Individual Health Care Plan for a child with special health care Needs.
- NYS OCFS form 6029- Individual Allergy and Anaphylaxis Emergency Plan.
- NYS OCFS form 7002- Medication Consent Form.

These forms will be completed by the child's parent and physician, the completed forms must be returned to the program and kept on-site along with the prescribed medication in case of an allergic or anaphylactic reaction. You may request these forms from the Directors office, or we can send them online if requested.

In the event of an anaphylactic reaction, staff will call 911 and follow the instruction outlined in these documents.

3. Staff Training

All staff members will be trained in the prevention, recognition and response to food and other allergic reactions and anaphylaxis upon hire and at least annually thereafter. In addition, at least one staff member will complete required NYS training on allergies and anaphylaxis. Designated staff members will also maintain current certificates in CPR & First Aid and medication administration. If a child with an allergy requires the administration of Epinephrine or other emergency medications, the parent will be required to inform any staff member caring for that child on the administration of the prescribed medication. If your child's allergy plan includes an Epi-Pen, we ask that this be provided and left in your child's classroom. In case of emergency, the center has its own epinephrine we can administer.

4. Strategies to Reduce the Risk of Exposure to Allergic Triggers

Each classroom will have a posting with a list of individual children's allergies that are visible to all staff caring for the child. All staff will take steps to prevent exposure to a child's known allergy, including but not limited to reading food labels. Handwashing, cleaning and all other regulations related to allergies and anaphylaxis as outlined in the OCFS Child Care Regulations will be followed by all staff and volunteers.

5. Annual Notification to families

Families will be given a copy of the program's Allergy and Anaphylaxis Policy upon enrollment. This policy will be reviewed and updated annually. Families will receive an updated copy of this policy annually and whenever changes are made.

MEALS AND FOOD POLICY

BSCCC serves three meals a day which include breakfast, lunch, and afternoon snack. BSCCC contracts with a local food service company to provide these meals. Meals are prepared off-site and delivered daily. Our meal program is in accordance with the New York State Department of Health, Division of Nutrition, Child and Adult Care Food Program (CACFP) standards, and our menus are planned to provide healthy, nutritious, and safe foods that consider allergies and lifestyle choices. For every meal, a vegetarian alternative is provided if applicable and requested. Food menus are posted on the classrooms bulletin boards.

For infants, the center will provide infant formula, cereal, and “Stage Two” pureed infant fruits and vegetables. The teachers will work with families (who are informed by their child’s health care provider) to ensure that the food offered is based on the infant’s individual nutritional needs and developmental stage. Parents will be required to inform the Infant teachers of any foods their child has or has not tried yet in order to ensure any potential allergies are addressed.

If your child has allergies and you would like to send in packed meals from home, we will require a physician’s written order to make these accommodations. This helps ensure that they are receiving proper serving sizes and meeting the nutritional components required by CACFP.

Please refrain from sending candy and sweet treats to the center with your child for any reason.

To preserve safe surroundings for all children in the center, BSCCC maintains a peanut-controlled environment. To prevent accidental allergen exposure, home-baked goods are not allowed. If food is brought into the center, it must have an ingredient label attached so teachers can clearly read that no peanuts or peanut products are in the ingredients, as well as to know all ingredients in the item for other allergies that may exist within your child’s classroom.

At BSCCC, meals are served family style. Teachers sit with children in small groups and converse with them during mealtimes. Children are given at least a small amount of each food served, even if they will not eat it, as per CACFP guidelines. This helps to expose them to new and diverse foods with nutritional value, while the teacher at the table supervises the children with dietary restrictions and offers other food choices. In our preschool class, children learn to serve themselves by dishing out their own food onto their trays. When finished eating, children help clean up their dishes. Our goal is to make mealtime a pleasant, social time, and to help children learn to regulate their own portion size.

EMERGENCY CLOSING PROCEDURES

Emergency closings are unusual, but it is important that the center can contact families quickly when there is a potentially dangerous situation. Please make sure your contact information on the Day Care Enrollment Form (“Blue card”) is correct and current. It is important for each card to list additional people to be contacted in an emergency, in case we cannot contact the parents. Make sure these additional people are at least 18 years old, and that they are able to come pick up your child if needed.

Day Care Enrollment Forms are updated annually, but we ask you to make sure your contact information is up to date throughout the year as changes occur.

BSCCC will close when Buffalo State College closes and/or at the discretion of the Executive Director with specific regard for the safety and welfare of children, families, and staff. When the College announces non-emergency closing plans, BSCCC will follow those plans when reasonable and at the discretion of the Board of Directors.

If BSCCC needs to close during the day, the teachers and office personnel will notify families by phone and e-mail message. You will have to pick up your child as soon as possible. (Please refer to our Tuition Policies above for our tuition policy regarding closures.)

Evacuation Procedure

If it is necessary to evacuate the buildings, there are safe places within walking distance that are ready to accept the teachers and children in case we cannot return to the center. If you are contacted to pick up your child, and we have evacuated the building, you will be given further instructions at that time.

In the case of an all-campus emergency, our Buffalo State families who have signed up for alert notifications will receive the message via the system. Our non-affiliated families will be asked, upon enrollment, to supply us with an e-mail address that will allow them to receive e-mail messages that are sent from the BSCCC administrative office.

Outdoor play is limited in the event of an air quality alert and weather advisories, such as wind-chill and UV alerts.

CHILDRENS HYGIENE

Hand washing is an important tool in our mission to keep children safe and healthy. We begin teaching proper hand washing to children as early as the infant program in accordance with the NAEYC guidelines we have posted in all the classrooms. Teachers and children wash their hands before and after meals, when using the toilet or having a diaper changed, after playing outside, and entering the classroom. We request that you trim your child's nails on a regular basis. This aids in prevention of disease and is also in keeping with our safety practices at the Center.

MEDICAL POLICIES

Our health policies are adapted from US Health Department Guidelines and the American Academy of Pediatrics. Any child actively ill or recovering from an illness, not able to participate in all daily activities, or don't exhibit their typical behavior, will be sent home until they are well enough to, regardless of a doctor's note.

When considering a child's illness or medical issue, the Director must take into consideration what is in the best interest for the child, other children in the center, and the Centers staff.

After considering all factors surrounding the child and their illness, the decision to send a child home is ultimately at the Center Directors discretion. Medical policies will be strictly enforced.

Illness	Medical Policy
Chicken pox	The child may return to the Center after no new lesions have formed, and all have crusted (scabbed over) with a doctor's note.
Conjunctivitis (Pink eye)	A child will be sent home if they exhibit a white or yellow discharge, redness, itching and soreness in an eye. The child may return with proof that treatment was prescribed or a doctor's note stating that the child is not contagious. If treatment is prescribed, the child should have received treatment for 24 hours before returning.
Covid-19	A child will be sent home if they exhibit symptoms of covid-19 and/or fever. If the child tests positive, the child is free to return 24 hours after temperature returns to normal (without the aid of medication) and symptoms are improving.
Diarrhea	A child with two (2) or more loose/watery stools will be sent home. They may return when bowel movements have returned to normal for that child.
Ear/Sinus infection (w/out other symptoms)	A child must be on antibiotic medicine for at least 24 hours before returning.
Fever	BSCCC will send a child home with a fever of 100 degrees or above . The child is free to return 24 hours after temperature returns to normal (without the aid of medication) .
Fifth Disease	The child may return to the Center 24 hours after temperature returns to normal (with-out the aid of medication) , the rash fades, and a doctor's note is provided.

Hand, foot & mouth disease	The child may return to the Center after temperature returns to normal (without the aid of medication) , with a doctor's note AND no open sores (sores must be dried and crusted over).
Head lice	The child may return to the Center 24 hours after treatment has started with proof that treatment was initiated and the child is lice free.
Impetigo	The child may return to the Center 24 hours after treatment has started with a doctor's note that treatment was prescribed.
Pinworms	The child may return to the Center 24 hours after treatment has started with a doctor's note that treatment was prescribed.
Ringworm	The child may return to the Center 48 hours after treatment has started with a doctor's note that treatment was prescribed.
Roseola (Baby measles)	The child may return to the Center 24 hours after temperature returns to normal (without the aid of medication) , even if there is still rash remaining.
RSV (Respiratory Syncytial Virus)	The child may return to the Center after symptoms have resolved, with a doctor's note.
Rubella (German measles)	The child may return to the Center no earlier than five days after the rash appears with a doctor's note.
Scarlet fever	This is a strep infection with a rash. The child may return to the Center 24 hours after treatment has started with a doctor's note that treatment was prescribed.
Severe cough (Croup)	The child may return to the Center after the illness has subsided with a doctor's note.
Strep throat	The child may return to the Center 24 hours after treatment has started with a doctor's note that treatment was prescribed.
Thrush (yeast infection)	Child may return to Center with a doctor's note that treatment has been prescribed.
Undiagnosed rash	If a child has or develops a rash during the day, they will be sent home. The child may return with a doctor's note stating the rash is non-contagious.
Upper respiratory illness (URI)	Children who have congestion, large amounts of nasal discharge, sneezing, coughing, listlessness, or an inability to keep up with the day's activities should remain at home. (Physician-documented allergic reactions and/or asthmatic-related conditions are excluded.)
Vomiting	If a child vomits due to illness, they will be sent home. A child who has vomited in the preceding 24 hours should not be brought to the Center.

PARENT COMMUNICATION AND COLLABORATION

CONFERENCE/PROGRESS REPORTS

Parent-Teacher conferences regarding your child's progress are conducted twice per year. When conferences are coming up, your child's teacher will ask you to schedule a time for a 15-minute meeting on their progress. We ask that parents adhere to these times to maintain proper staffing and to respect other families' times. The child's progress is recorded using age-appropriate developmental guidelines to assess the child's strengths and potential areas in need of improvement.

METHODS OF COMMUNICATION

BSCCC uses several means of communication, in order to share center information, news and events with families, as well as emergencies and closings:

- E-Mail: Parents are asked for an e-mail address upon enrollment. The centers administration may E-Mail parents important information pertaining to their child(ren).
- Brightwheel: Parents will create their child's profile enrollment. The center's administration and your child's teachers may use Brightwheel to contact you. Please be sure to check messages regularly. It is the parents' responsibility to check Brightwheel daily for important information or updates their child's teacher or the centers admins may share. It is also the responsibility of the parents to use Brightwheel to view and pay their child(rens) monthly tuition invoices on time.
- Class Dojo: Class Dojo is used primarily by your child's teachers to share photos of their day, to communicate class specific events or information, and to contact parents. Please ensure you check for updates regularly to keep up to date with your child's class and teachers.
- Paper Forms: Your child's teacher may choose to use a paper form to record their daily activities, such as potty, food ate, and what their lesson was for the day. Teachers may also use paper forms to send home monthly reminders to bring snacks, diapers, wipes, and anything else your child may need. Please remember to take these home when you pick up your child.

RESEARCH

BSCCC considers advancement of the early childhood field to be important and contributes to such advancement in several ways. One of these ways is the occasional participation of the center in research studies designed to develop new knowledge about children or in support of supervised projects carried out by students taking college or university courses in the area of early childhood.

To ensure and protect the welfare of children and families at the center, all research projects proposed to the center are reviewed by the Center Director's for appropriateness. In addition, you or your child's participation in such research is always voluntary. You have the right to participate in research, not participate in research, or withdraw from any research study you are participating in at any time. These decisions will have no consequence or reward with respect to your child's or your family's current or future standing with BSCCC or the organization conducting the research.

To ensure that that these research activities pose minimal risk to the children and/or families who participate in them, the Center Director will also require that:

1. You are always informed of any study requiring a researcher to interact with your child or your family before the study occurs. At this time, you are free to decide whether you wish to participate in the research study. You always have the right to refuse to participate in any study or to withdraw at any time from a study you previously decided to participate in.
2. No confidential information will be released by BSCCC for research purposes without your knowledge and any such release will be consistent with the center's confidentiality policy.

BOARD OF DIRECTORS

The Board fulfills the important role of working collaboratively with the BSCCC organization, supporting and guiding the centers' endeavors. The board represents the families of previously and currently enrolled students and community members. Please consider volunteering and serving as a board member. Contact the center's Director for more information.

BABYSITTING POLICY

We discourage our employees from making babysitting arrangements with our enrolled families. If you enter into an agreement with a staff member to care for your child outside of the center, you understand that the sitter enters into such an agreement as a private citizen and not as an employee of the Buffalo State Child Care Center. BSCCC does not assume any responsibility for its staff in any such agreement. You agree to hold BSCCC **not liable** for any action which results from such an arrangement.

PARENT/GUARDIAN SIGNATURE:

Please sign once you have read through the Parent Handbook in its entirety. By signing, you agree to BSCCC's policies and procedures as stated.

Child's Full Name: _____

Parent/Guardian Full Name: _____

Parent/Guardian Signature: _____